

QUARTERLY PHYSICAL REPORT OF OPERATION

As of June 30, 2023

Department : Department of Information and Communications Technology
 Agency : National Privacy Commission
 Operating Unit : < not applicable >
 Organization Code : 37 003 0000000
 (UACS)

Particulars	UACS CODE	Physical Target (Budget Year)					Physical Accomplishment (Budget Year)					Variance	Remarks
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total		
1	2	3	4	5	6	7	8	9	10	11	12	13	14
REGULATORY AND ENFORCEMENT PROGRAM	31010000000000												
OO : Privacy and data security in information and communication systems supported and enhanced													
Outcome Indicators													
1. Percentage of stakeholders who rated the privacy plans and policies as satisfactory or better		75%	75%	75%	75%	75%	94%	93%			94%	19%	The NPC gained a total of 93% satisfactory rating thru the information and educational drive conducted in the second quarter of 2023, composed of the following activities: (a) 94% rating of three (3) Data Privacy Act of 2012 (DPA) Briefing sessions conducted with 239 stakeholders oriented; and (b) 94% rating for the Privacy Awareness Week 2023 entitled "Empowering DPOs and Protecting Personal Data Privacy Rights of Filipinos" at Okada Hotel, Manila on 25 May 2023 with a total of 615 participants. (c) 90% rating for the fifteen (15) DPO ACE Level 1 session/examinations conducted with 371 online examination permits distributed -In April, six (6) sessions of the DPO ACE Level 1 Online Examination 235 eligible examinees 114 were female while 121 were male. Only 120 participants or 51% passed the exam -In June, nine (9) exam sessions were commenced through the AES System, 136 were eligible examinees 27% or 37 of which passed the exam.
2. Number of private sectors and government agencies checked for DPA compliance		75	125	125	75	400	166	144			310	-90	Under the Enhanced Data Privacy Compliance and Monitoring Program, a total of 144 compliance checks for DPA were conducted for the second quarter of FY 2023, comprising of the following: A. Ten (10) compliance visits; B. One hundred twenty-nine (129) organizations were checked for DPA compliance thru privacy sweeps composed of one hundred twenty (120) from private sector and nine (9) from the government; C. Five (5) entities - privacy sweep was conducted thru document submission. Other significant accomplishments include: a) 2,654 DPOs were registered with the NPC which are composed of 2,487 organizations and 167 individual professionals with a total cumulative data of 6,951 since last year. b) 388 certificates of registration with complete requirements were issued which reached a total cumulative data of 7,947 certificates issued; c) 25 Warning letters were issued to which 11 letters are addressed to government agencies and 14 letters for private sectors; and d) 100% or 158 Data Breach Notifications were acted upon, in which the top causes are negligence (23%), hacking (22%), and other reasons (18%).

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		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total		
1	2	3	4	5	6	7	8	9	10	11	12	13	14
Output Indicators													
1. Number of Public Information/Education Projects Implemented		6	2	2	2	12	9	5				14	2
<p>A total of fourteen (14) activities and projects, five (5) are new, were implemented in the second quarter of FY 2023 as part of the Data Privacy Act (DPA) nationwide awareness campaign, as follows:</p> <p>1.3 DPA briefings were conducted to 239 stakeholders oriented with an average customer satisfaction rating of 94% the dates are as follows: -20 April 2023 via MS Teams -21 June 2023 via MS Teams -27 June 2023 via MS Teams</p> <p>2. Conduct of Privacy Awareness Week 2023 on 25 May 2023 with the theme "Empowering DPOs and Protecting Personal Data Privacy Rights of Filipinos" with 615 stakeholders oriented and 94% satisfactory rating. It is an annual gathering of data privacy practitioners and professionals, celebrated through Proclamation No. 527 series of 2018.</p> <p>3. Fifteen (15) DPO ACE Level 1 Sessions/Examinations</p> <p>4. Three (3) DP Council Meetings conducted</p> <p>5. Twelve (12) new international engagements and other cooperation activities such as conventions, meeting sessions, and conferences with the Asia Pacific Privacy Authorities (APPA) Forum, Asia Pacific Economic Cooperation (APEC), APEC Cross-border Privacy Rules (CBPR), Global Privacy Assembly (GPA), and Association of Southeast Asian Nations (ASEAN) transpired from April to June FY 2023;</p> <p>6. 16 press releases and statements issued;</p> <p>7. 110 NPC Stakeholders Consultative Engagements/Meetings;</p> <p>8. 66 requests for speaking engagements relating to DPA;</p> <p>9. 25% increase in the reach thru online platforms with 91 Facebook posts, 30 Instagram posts, and 31 tweets were posted;</p> <p>10. NPC Website gained an average of 307,943 website visitors;</p> <p>11. Published digital copy of 2022 Compendium</p> <p>12. 8 Legislative Comments issued.</p> <p>13. 13 Advisory Opinions issued.</p> <p>14. For public and technical assistance and related interventions, the following accomplishments are:</p> <p>a) 90% or 22,108 out of 24,634 public assistance thru emails, walk-ins, calls, and social media received were acted upon.</p> <p>b) 98% or 62 out of 63 Freedom of Information (FOI) inquiries and requests were acted upon for the second quarter of FY 2023.</p> <p>c) 100% number 8888 Complaints acted upon within 72 hours</p> <p>d) 38% or 28 out of 74 Complex Inquiries acted upon and issued</p>													

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2. Percentage of requests for technical assistance responded to within the prescribed time frame		80%	80%	80%	80%	80%	97%	82%			90%	10%	<p>For the 2nd quarter 2023, an average of 82% on all public assistance/requests were acted upon. The following accomplishments were achieved thru technical assistance and related interventions:</p> <p>a)90% or 22,108 out of 24,634 public assistance thru emails, walk-ins, calls, and social media received were acted upon.</p> <p>b)98% or 62 out of 63 Freedom of Information (FOI) inquiries and requests were acted upon for the second quarter of FY 2023.</p> <p>c)100% number 888 Complaints acted upon within 72 hours</p> <p>d)38% or 28 out of 74 Complex Inquiries acted upon and issued</p> <p>e) Eight (8) legislative comments/position papers entered and commented on the implication of data privacy of proposed national or local statutes, regulations or procedures; and</p> <p>f) Thirteen (13) advisory opinions issued this year on the implications and interpretation of the provisions of the R.A. 10173, its IRR, NPC issuances and other data privacy laws.</p>
3. Percentage of complaints and investigations resolved		75%	75%	75%	75%	75%	100%	100%			100%	25%	<p>During the second quarter of FY 2023, the Complaints and Investigation Division (CID) 100% acted upon all privacy concerns received totaling to 3,619 comprised of 92 walk-ins (3%), 3,227 e-mails (88%), and 300 phone calls/messages (9%).</p> <p>Other significant accomplishments as of 30 June 2023 were as follows:</p> <p>a. The CID received 72 complaints through walk-in or electronic mail. These complaints are being reviewed by investigation officers, with 30 against individual/professionals and 17 of them relating to Online Lending Applications (OLA).</p> <p>b. Overall, 599 decisions for outright dismissal were delivered through 361 mail (61%) and 238 e-mail (39%), while 333 orders were sent via 138 mail (42%) and 195 e-mail (58%).</p> <p>c. 31 preliminary conferences were conducted for the second quarter of FY 2023 of which 25 were non-OLA cases and 6 were OLA cases.</p> <p>d. 7 compliance letters, 3 enforcement letters, 1 supplemental Enforcement Action Report, (EAR), and 3 final EAR were prepared and issued.</p> <p>e. 20 Decisions, Orders, and Resolutions (DORs) were enforced consists of 3 Decisions, 11 Orders, and 6 Resolutions.</p> <p>f. From January to June 2023, the NPC has submitted 44 initial Quick Response and Special Case (QRSC) reports, 5 clarificatory forwarded and 88 Notice to Explain and/or Letter to PICs.</p> <p>g. Total of 64 mediation conferences were conducted and 19 preliminary conferences were scheduled for the second quarter of 2023.</p> <p>h. The NPC, through the EnD, continues to strengthen its monitoring and enforcing of Cease-and-Desist Orders against 22 organizations. The NPC also bolsters its efforts in implementing Temporary Bans against online lending companies and their applications.</p> <p>i. 115 Adjudicated cases as of 2nd quarter 2023 with 15 resolutions and 28 orders released</p>

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4. Number of international membership or cooperation entered		1	1	1		3	8	12				20	17	<p>Out of fourteen (14) international engagements for 2nd quarter 2023, twelve (12) are new international engagements and other cooperation activities such as conventions, meeting sessions, and conferences with Data Privacy entities and government instrumentalities as well as other ICT-related international coordination transpired from April to June 2023. These are as follows:</p> <p>1)Asia Pacific Privacy Authorities (APPA) Forum -APPA Governance Committee Meetings on 12 April, 10 & 31 May, and 14 June 2023</p> <p>2) Global Privacy Enforcement Network (GPEN) -Attended three (3) GPEN Pacific Call Meetings</p> <p>3)Asia-Pacific Economic Cooperation (APEC)/APEC- Cross-border Privacy Rules (CBPR) -Virtual Dialogue on FTAAP-Charting a Pathway for Trade in a Turbulent Time – 02 May</p> <p>4)Participated in eight (8) Global CBPR Forum Meetings; The Philippines thru the NPC was part of the Global Forum Assembly</p> <p>Currently, the Philippines is a member of two committees, the Membership Committee and Communications and Stakeholder Engagement Committee. Furthermore, the Philippines was consensually voted to Chair the Communications Committee. As a Chair, the Philippines is tasked to make recommendations to the GFA on:</p> <ul style="list-style-type: none"> • Developing and protecting the Forum brand; • Maintaining the website, including the directory of Members and Associates, Global CBPR System-certified and Global Privacy Recognition for Processors System-certified organizations, and Accountability Agents recognized by the Forum; • Managing the Forum documents and records database; and lastly, • Raising awareness in order to promote the Forum to the stakeholders. <p>5)Participated in eleven (11) Global Privacy Assembly (GPA) Meetings</p> <p>6)44th Plenary Meeting of The Consultative Committee of The Convention for The Protection of Individuals with regard to The Automatic Processing of Personal Data/ 14-16-June</p> <p>7)MOU with the Office of the Privacy Commissioner for Personal Data – Hong Kong, China – 21-23 May</p> <p>-The MOU formalizes Philippines' and Hong Kong's commitment in fostering closer collaboration and cooperation to strengthen personal data protection. The MOU will allow the two authorities to exchange information in data regulation. In addition, it will permit us to explore possible cooperation that will work towards our shared goals in building a stronger and resilient digital community.</p> <p>Other International coordination activities</p> <p>1)World Trade Organization Joint Statement Initiative on Ecommerce Meetings in coordination with DTI</p> <p>2)Meeting with IMDA Singapore</p> <p>3)Fifth Substantive Session of the Ad Hoc Committee to Elaborate a Comprehensive International Convention on Countering the Use of Information and Communications Technologies for Criminal Purposes (AHC-Cybercrime)/9 -23 April/ Hong Kong</p> <p>4)Cyber Week 2023 / 24 June to 01 July/ Tel Aviv, Israel</p> <p>5)Global PETs Network of DPAs (Second Call)/ FPF/Global PETs Network/ 11 April</p> <p>6)Meeting between Japan's Personal Information Protection Commission (PIPC) and the Philippines' National Privacy Commission (NPC) dated May 8, 2023</p> <p>7)Meeting with World Bank Global's Digital Development Global Practice/ 16-May</p>

Prepared by:


 FIONAMAE HILDA V. ABAINZA
 AOIV - Planning Officer II

Date:

25 JUL 2023

In coordination with:


 MARILOU C. LEELIAN
 Chief, FPMD

Approved By:


 ATTY. IVIN RONALD D.M. ALZONA
 Executive Director

Date:

25 JUL 2023