

QUARTERLY PHYSICAL REPORT OF OPERATION  
As of September 30, 2023

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

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%	95%		94%	19%	The NPC gained a total of 95% satisfactory rating thru the information and educational drive conducted in the third quarter of 2023, composed of the following activities: (a) 94% average rating for PSST sessions conducted with 278 stakeholders oriented; (b) 96.2% satisfactory rating for the conduct of Kabataang Digital at Gergorio Perfecto High School with a total of 150 students, 77 female and 73 male (c) 95.85% average feedback for the second batch of the DPO ACE Level 1 Online Examination were conducted from 11-20 July 2023 with a total of seven (7) exam sessions and one hundred thirty-two (132) examinees with 78% average passing rate (d) 94% average rating for the conduct of two (2) Data Privacy Roadshow 2023: Strengthening Data Privacy Knowledge and Compliance -08 September 2023 at SMX Convention Center in Clark, Pampanga with more than 300 attendees with 94% satisfactory rating -21 September 2023 at Summit Hotel Galleria in Cebu City with more than 240 participants with 95% satisfactory rating (e) 94% rating in the conduct of aDPA briefing to 103 stakeholders oriented on 12 July 2023
2. Number of private sectors and government agencies checked for DPA compliance		75	125	125	75	400	186	151	184		521	121	The Enhanced Data Privacy Compliance and Monitoring Program gained a total of 184 compliance checks for DPA compliance were conducted on the third quarter of FY 2023 with a total of 521 for the year, comprised of the following: A. 10 compliance visits; 3 for July; 4 for August; 3 for September B. 164 organizations were checked for DPA compliance thru privacy sweeps composed of 149 from the private sector and 15 from the government. C. 10 privacy sweeps were conducted thru document submission. D. 8 Warning letters were issued to which 1 letter is addressed to a government agency and 7 letters for private sectors; and Other significant accomplishments include: a) 4,660 DPOs were registered with the NPC which are composed of 4,516 organizations and 144 individual professionals with a total cumulative data of 7,095, a 65% increase from previous year's data. b) 2,602 certificates of registration with complete requirements were issued composed of 2,232 PIC/Organization and 370 Individual/Professionals. c) Since January 2023, the Data Breach Notifications Unit of the CMD received and acted upon 100% or a total of two-hundred twenty-five (225) personal data breach notifications through the Data Breach Notifications Management System (DBNMS). Thirty-six (36) out of the 225 breach notifications are from the government sector

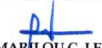
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Output Indicators													
													<p>A total of sixteen (16) activities and projects, six (6) are new, were implemented in the third quarter of FY 2023 as part of the Data Privacy Act (DPA) nationwide awareness campaign, as follows:</p> <p>1. Conduct of two (2) Data Privacy Roadshow 2023: Strengthening Data Privacy Knowledge and Compliance with an average rating of 94% -08 September 2023 at SMX Convention Center in Clark, Pampanga with more than 300 attendees with 94% satisfactory rating            -21 September 2023 at Summit Hotel Galleria in Cebu City with more than 240 participants with 95% satisfactory rating            2. 94% average rating for PSST sessions conducted with 278 stakeholders oriented;            3. One (1) Press Statement on Alleged PhilHealth Data Breach            4. 1 DPA briefing were conducted to 103 stakeholders oriented with an average customer satisfaction rating of 94% on 12 July 2023            5. DPO ACE Level 1 Online Examination were conducted from 11-20 July 2023 with a total of seven (7) exam sessions and one hundred thirty-two (132) examinees with 78% average passing rate            6. Two (2) of the NPC initiatives namely Kabataang Digital &amp; Data Breach Notification System have been shortlisted for the Global Privacy Assembly (GPA) Global Privacy and Data Protection Awards 2023            7. Published a public advisory to remind the public on the prohibited practice of registering SIM cards for the purpose of sale and steps to ensure personal data protection            8. Sixteen (16) 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 July to September FY 2023;</p> <p>9. 21 press releases and statements issued, five (5) for third quarter;</p> <p>10. 133 NPC Stakeholders Consultative Engagements/ Meetings;</p> <p>11. 68 requests for speaking engagements relating to DPA;</p> <p>12. 20% average increase in the reach across all online platforms with 203 Facebook posts, 78 Instagram posts, and 37 tweets were posted;</p> <p>13. NPC Website gained an average of 307,943 website visitors;</p> <p>14. 16 Legislative Comments issued.</p> <p>15. 13 Advisory Opinions issued.</p> <p>16. For public and technical assistance and related interventions, the following accomplishments are:</p> <p>a) 90% out of 32,689 public assistance thru emails, walk-ins, calls, and social media received were acted upon.            b) 100% or 189 out of 189 Freedom of Information (FOI) inquiries and requests were acted upon for the third quarter of FY 2023.            c) 100% or 1,515 complaints received for the third quarter thru 8888 Portal and acted upon within 72 hours            d) 47% or 58 out of 123 Complex Inquiries acted upon and issued</p>
1 Number of Public Information/Education Projects implemented		6	2	2	2	12	9	5	6		20	8	




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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%	84%		88%	8%	<p>For the 3rd quarter 2023, an average of 84% on all public assistance/requests were acted upon. The following accomplishments were achieved thru technical assistance and related interventions:</p> <p>16. For public and technical assistance and related interventions, the following accomplishments are:</p> <p>a)90% out of 32,689 public assistance thru emails, walk-ins, calls, and social media received were acted upon.</p> <p>b)100% or 189 out of 189 Freedom of Information (FOI) inquiries and requests were acted upon for the third quarter of FY 2023.</p> <p>c)100% or 1,515 complaints received for the third quarter thru 8888 Portal and acted upon within 72 hours</p> <p>d)47% or 58 out of 123 Complex Inquiries acted upon and issued</p> <p>e) Sixteen (16) 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>
													<p>During the third quarter of FY 2023, the Complaints and Investigation Division (CID) 100% acted upon all privacy concerns received totaling to 2,880 comprised of 2,490 e-mails (86%), 312 phone calls/messages (11%), and 78 walk-ins (3%) with a total of 8,738 privacy concerns received and acted upon from January to September 2023.</p> <p>Other significant accomplishments as of 30 September 2023 were as follows:</p> <p>a.The CID received 60 complaints through walk-in or electronic mail. These complaints are being reviewed by investigation officers, with 25 against individual/professionals and one relating to Online Lending Applications (OLA).</p> <p>b.Overall, the NPC produced 746 Fact-Finding Reports from January to September 2023. For the complaints evaluated for outright dismissal, the CID prepared 568 FFRs.</p>
3. Percentage of complaints and investigations resolved		75%	75%	75%	75%	75%	100%	100%	100%		100%	25%	<p>c.The CID docketed the complaints received. From January to September 2023, the CID received 180 complaints which were all docketed. These complaints are all subject to the evaluation of the investigating officers. Most of the complaints are from the NCR.</p> <p>d.As of September 2023, 1,056 decisions were sent to parties. 49 preliminary conferences were conducted as well.</p> <p>e.From January to September, CID sent 391 orders thru registered mails and 504 Orders by electronic mails such as: (i) Orders to File Verified Comment and Appear for Preliminary Conference; (ii) Order After the Preliminary Conference; (iii) Orders Noting the Submission from Parties; (iv) Resolutions, Motions, Pleadings; (v) Order to Mediate; and (vi) Application for Mediation.</p> <p>f.A Quick Response and Special Cases (QRSC) Team was formed under the CID to aid the Commission in quickly reacting to, monitoring, investigating, and resolving privacy concerns that affect large segments of the community or which can cause privacy panics. The QRSC Team is composed of both IT and legal personnel, to provide quick analysis, initial coordination, issuance of notices to explain, and triaging of privacy concerns through reports submitted to the Office of the Privacy Commissioner within eight (8) hours from notice. The CID issues initial reports upon the conduct of the investigation; sends notices to explain to the PICs when requiring further investigations; and issues the supplemental reports after evaluation of the QRSC. From January to September 2023, the Complaints and Investigation Division has submitted 52 initial reports and 31 supplemental reports to OPC for approval/ decision; and forwarded 104 Notice to Explain, Order, and/or Letter to PICs.</p> <p>g.Nine (9) Certificate of No Pending Case requests issued.</p> <p>h.32 Decisions, Orders, and Resolutions (DORs) were enforced consisting of 7 Decisions, 16 Orders, and 9 Resolutions.</p> <p>i.4 compliance letters, 1 enforcement letters, , and 7 final Enforcement Action Report (EAR) were prepared and issued.</p> <p>j.Total of 82 mediation conferences were conducted and 30 preliminary conferences were scheduled for the third quarter of 2023.</p> <p>k.The NPC, through the EnD, continues to strengthen its monitoring and enforcing of Cease-and-Desist Orders against 16 organizations. The NPC also bolsters its efforts in implementing Temporary Bans against online lending companies and their applications.</p> <p>l.183 Adjudicated cases as of 3rd quarter 2023 with 3 decisions, 61 orders and 32 resolutions, released</p>

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4. Number of international membership or cooperation entered		1	1	1		3	8	12	8		28	25	<p>International coordination and collaboration activities with international entities are continuously strengthened to adopt/observe standard practices and issuances related to data protection and privacy, with the following highlights:</p> <p>For 3rd quarter 2023, seven (7) 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 July to September 2023. These are as follows:</p> <p>1) Global Privacy Enforcement Network (GPEN) a. Attended five (5) GPEN Pacific Call Meetings</p> <p>2) Asia-Pacific Economic Cooperation (APEC)/APEC- Cross-border Privacy Rules (CBPR) a. APEC Senior Officials Meeting / (SOM3) in Seattle, USA/ 07 August 2023, 08 August 2023, 09 August 2023, 10 August 2023, 11 August 2023 and 14 August 2023</p> <p>3) Participated in six (6) 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"> <li>Developing and protecting the Forum brand;</li> <li>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;</li> <li>Managing the Forum documents and records database; and lastly,</li> <li>Raising awareness in order to promote the Forum to the stakeholders.</li> </ul> <p>4) Participated in five (5) Global Privacy Assembly (GPA) Meetings</p> <p>5) Two (2) of the NPC initiatives namely Kabataang Digital &amp; Data Breach Notification System have been shortlisted for the Global Privacy Assembly (GPA) Global Privacy and Data Protection Awards 2023</p> <p>Other International coordination activities</p> <p>1) Cyber Week 2023 / 24 June to 01 July/ Tel Aviv, Israel            2) PDP Week 2023/ 17-22 July 2023            3) Workshop to Enhance Mutual Understanding of ASEAN and Japan on Initiatives under the "Future Design and Action Plan of an Innovative and Sustainable ASEAN-Japan Economic Partnership" / 7-Jul-23            4) Roundtable on Digital Safety by Design for Children Confirmation/ 7-Jul-23            5) WTO Joint Statement Initiative on Electronic Commerce Cluster Meetings Small Group on Data Flows and Localization / 26&amp;28-Jul-23            6) Invitation to the ASEAN-Russia E-Commerce Cooperation Roundtable / 10-Aug-23/            7) IPEF Bangkok negotiating round streaming/ 14-15-Sep-23            8) EuroPrivacy Presentation Organized by the USA/ Online via MS Teams/ 18 July 2023</p> <p>International Webinars attended:</p> <p>1) ASEAN ADIX Data Protection Webinar/ 12-Sep-23            2) CIPL Webinar on Demystifying PETS: Overcoming Obstacles to Adoption/ 21-Sep-23            3) Webinar on Digital Identity, Privacy, and Cybersecurity in ASEAN / 29-Sep-23</p>

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 FIONAMAE HILD V. ABAINZA  
 AOIV - Planning Officer II

In coordination with:   
 MARLOU C. LELIAN  
 Chief, FPMD

Approved By:   
 ATTY. IVIN RONALD D.M. ALZONA  
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
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