



Republic of the Philippines
NATIONAL PRIVACY COMMISSION
 5th Floor, Philippine International Convention Center,
 Vicente Sotto Avenue, Pasay City, Metro Manila 1307



***PROGRAMS/PROJECTS/ BENEFICIARIES AND STATUS OF IMPLEMENTATION**
as of 30 September 2023

PDP Chapter	MAJOR PROGRAM	BENEFICIARIES	RATIONALE OF THE PROGRAM	STATUS OF IMPLEMENTATION (On-going)
<ul style="list-style-type: none"> • Chapter 3: <u>Reduce Vulnerabilities and Protect Purchasing Power</u> • Chapter 10: <u>Promote Competition and Improve Regulatory Efficiency</u> • Chapter 13: <u>Ensure Peace and Security, and Enhance Administration of Justice</u> • Chapter 14: <u>Practice Good Governance and Improve Bureaucratic Efficiency</u> 	<p>1. Compliance and Monitoring Program</p>	<ul style="list-style-type: none"> • Government (e.g., NGAs, SUCs, LGUs, and GOCCs). • Private sector including MSMEs and high-risk private institutions. • Personal Information Controllers (PICs) and Personal Information Processors (PIPs) – organizations and individual professionals who collect and process personal data. • Data Protection Officers (DPOs). 	<p>This sub-program is conceptualized pursuant to the mandate of the National Privacy Commission (NPC) to administer and implement the provisions of the Data Privacy Act of 2012 (DPA), and to monitor and ensure compliance of the country with international standards set for data protection, to ensure compliance of PICs and PIPs with the provisions of the DPA. Aside from monitoring the compliance of government agencies or instrumentalities on their security and technical measures and managing the registration of data processing systems, the NPC thru its Compliance and Monitoring Division (CMD) conducts privacy compliance sweeps/checks and aids in matters relating to data protection at the request of a national or local agency and private entity or any individual.</p> <p>The Commission, through the CMD is continuously working with PICs and PIPs</p>	<p>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:</p> <ul style="list-style-type: none"> A. 10 compliance visits: <ul style="list-style-type: none"> 1. 3 for July 2. 4 for August 3. 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. <p>Other significant accomplishments include:</p>

			<p>whether in the private or government sectors, not only in regulating but also providing support in complying with the DPA. This is done by the CMD through its various units which is to oversee the registration of PICs and PIPs, ensuring that minimum standards are being implemented to ensure data protection, responding to data breach notifications, developing system requirements, and providing support to enable the PICs and PIPs to better integrate the provisions of the DPA in their day-to-day operations among others.</p>	<p>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.</p> <p>b) 2,602 certificates of registration with complete requirements were issued composed of 2,232 PIC/Organization and 370 Individual/Professionals.</p> <p>c) 35 Warning letters were issued to which 12 letters are addressed to government agencies and 23 letters for private sectors; and</p>
				<p>d) 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.</p>
	<p>2. DPO and Industry Development Program</p> <p>(Enhanced DPO ACE Training and</p>	<ul style="list-style-type: none"> • DPOs • PICs and PIPs • Data Subjects 	<p>The Data Protection Officer Accountability, Compliance and Ethics (DPO ACE) Program serves as a cornerstone of the NPC's strategic objective to "Build Capacity." The program aims to further accelerate the capabilities of DPOs by equipping them with the relevant privacy and data protection knowledge and</p>	<p>In consonance with the new chairperson of the NPC Phil-DPO Program under the supervision of the Deputy Privacy Commissioner, Atty. Leandro Angelo Y. Aguirre, there is an ongoing redirection of the program to further provide training activities focusing on developing the capabilities of DPOs in the country.</p>

	<p>Certification Program)</p>		<p>skills necessary to manage effectively in a risk-based and comprehensive manner the compliance of their organization to the Data Privacy Act of 2012. This training and certification program is based on the Commission's Five (5) Pillars of Data Privacy Accountability and Compliance Framework as well as international laws and standards that find application within the Philippine setting.</p> <p>As the training arm of the NPC, Phil-DPO conducts DPO ACE training in preparation for the certification examinations. Phil-DPO also conducts DPO briefings as introductory courses for learnings, and DPO summits for intermediate level trainings.</p>	<p>T3 Partners were informed that the NPC will be discontinuing the DPO ACE training and T3 Program. Consequently, the NPC will no longer be administering examinations for those who have taken the said program. These were previously communicated through several announcements and further emphasized in a meeting with IPTs and APTs under the T3 Program last 26 April 2023.</p> <p>The new program was launched during the commemoration of the FY 2023 Privacy Awareness Week (PAW) on May 25, 2023.</p> <p>The PhilDPO will launch a new program called Data Privacy Competency Program which is composed of courses on the fundamental and operational aspects of the DPA essential for anyone who seeks to have a better understanding of the DPA and its application to actual situations.</p>
			<p>The Phil-DPO team continued with its online modular training via animated video presentations followed by a question-and-answer panel discussion. This shift to online modular training, which began in the 2nd semester of 2020 allowed the Phil-DPO team to continue reaching out to eager DPOs and data privacy enthusiasts who wanted to know more about the Data.</p> <p>The DPO ACE Training Program, which aims to capacitate interested participants in understanding the basics of the DPA and other NPC issuances focused on conducting trainings with the government sector in partnership with several national government agencies.</p>	<p>Accomplishments under the establishment of the new program are as follows:</p> <ul style="list-style-type: none"> a) 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.

	<p>3. Complaints Handling and Enforcement Program</p>	<ul style="list-style-type: none"> The beneficiaries of this program are the data subjects and/or complainants. 	<p>The NPC, with its quasi-judicial power, is authorized to address complaints and institute investigations in relation to violations of the DPA and other issuances of the Commission, including violations of the rights of data subjects and other matters affecting personal data and security breaches. This sub-program is also anchored to the Philippine Development Plan 2023-2028 where the NPC pursues a fair, consistent, and efficient approach in the handling of complaints of violations of personal data privacy and security, among others. The program seeks to ensure the continued protection of every male and female data subject's personal information by making their right to file a complaint easier to exercise and less costly.</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>The NPC thru its Complaints and Investigation Division, handles complaints and institutes investigations regarding violations of RA 10173 and other related issuances, including violations of the rights of data subjects and other matters affecting personal data and security breaches; summon witnesses and require the production of evidence by a subpoena duces tecum for the purpose of collecting the information necessary to perform its function under the purpose of collecting the information necessary to perform its function under the</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> <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>law; facilitate settlement of complaints through the use of alternative dispute resolution processes and adjudicate on other matters affecting personal data and security breach. With the high-profile data breaches and complaints on the privacy risks associated with digital technology, the NPC endeavors to accelerate its complaints handling, case investigation, and enforcement program where a majority of concerns focus on personal information and security breaches and the surge in individual complaints of privacy harassments from online lender and breaches on personal information. Moreover, there were also the so-called “privacy concerns” that were received mostly through the email address complaints@privacy.gov.ph.</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</p>

				<p>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>
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				1. 183 Adjudicated cases as of 3 rd quarter 2023 with 3 decisions, 61 orders and 32 resolutions, released
	1. Privacy Advocacy Program	<ul style="list-style-type: none"> • Data subjects • PICs & PIPs (organizations & individual professionals who collect & process personal data) 	<p>In cognizant of the need to directly engage covered organizations, both in the private and government sector, individual professionals, and the citizens, the National Privacy Commission (NPC) strengthens its advocacy program by embarking nationwide awareness campaign through the conduct of briefings and a series of training on Data Privacy Act and other related issuances to promote data privacy of the stakeholders and the citizens for them to know and understand their rights which are protected under the Data Privacy Act of 2012.</p> <p>The Privacy Promotion Program aims to educate data subjects on their rights as data subjects and their responsibilities as digital citizens, likewise, Personal Information Controllers (PICs) and Personal Information Processors (PIPs) contribute to fully engage and empower women and men of all ages as data subjects (<i>PDP Chapter 2: Promote Human and Social Development</i>); increase the competitiveness, innovativeness and resiliency of PICs and PIPs from various industries/sectors (<i>PDP Chapter 3: Reduce Vulnerabilities and Protect Purchasing Power</i>); and reduce citizen's vulnerability to data</p>	<p>A total of fifteen (15) 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> <ol style="list-style-type: none"> 1. Conduct of two (2) Data Privacy Roadshow 2023: Strengthening Data Privacy Knowledge and Compliance with an average rating of 94% <ul style="list-style-type: none"> - 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
		<ul style="list-style-type: none"> • DPOs 		
		<ul style="list-style-type: none"> • Privacy advocates 		

			<p>privacy risks including identity theft/fraud, financial loss, loss of employment or business opportunity, discrimination, embarrassment and physical risks to safety (PDP Chap. 3)</p> <p>The program's goal is also to integrate gender-related concerns into activities so that both men and women can participate and benefit from development in a way that is equitable, sustainable, free of violence, respectful of human rights, supportive of self-determination, and actualization of human potential. The number of men and women data subjects who benefitted from the programs and initiatives are collected and maintained.</p>	<p>customer satisfaction rating of 94% on 12 July 2023</p> <p>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</p> <p>6. Two (2) of the NPC initiatives namely Kabataang Digital & Data Breach Notification System have been shortlisted for the Global Privacy Assembly (GPA) Global Privacy and Data Protection Awards 2023</p> <p>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</p> <p>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> <ul style="list-style-type: none"> 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.

				<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>4. Privacy Policy and Standards Development Program</p>	<ul style="list-style-type: none"> • DPOs • PICs and PIPs • Data Subjects 	<p>The NPC's Privacy Policy Office (PPO) and Data Security and Technology and Standards Division (DSTSD) exercise NPC's Rule making function. In such capacity, PPO and DSTSD develop issuances such as circulars, advisories, advisory opinions, bulletins, and guidelines for acceptable standards, and other forms of issuances which are publicly circulated or published to serve as guidelines and reference for the government and private sector in their compliance with the Data Privacy Act or Republic Act 10173. The PPO also aids NPC stakeholders, both in the private and the public sector, in the interpretation of the Data Privacy Act and other NPC issuances by rendering Advisory Opinions, and by conducting the review of Data Sharing Agreements and similar documents. Meanwhile the DSTSD renders technical evaluation of technologies, emerging technological concepts, and privacy standards-related guidance in the form of Tech Bulletin and Tech Advisories.</p>	<p>A. NPC Issuances</p> <p>1. Published Circular No. 2023-02 - Circular on Data Privacy Competency Program dated 26 September 2023</p> <p>Six (6) Circulars under development Six (6) Advisories under development</p> <p>B. Provision of Legislative Comments (16)</p> <p>16 legislative comments/position papers commented and issued on the implication of data privacy of proposed national or local statutes, regulations, or procedures, specifically on Senate Bill Nos. 948 and 437, House Bill Nos. 4829, 6344, 9608, and 8453, What You See is What You Get Act, House Bill No. 1269 & 8306 and Internet Transactions Act of 2023.</p> <p>C. Issuance of Advisory Opinions (4)</p>

			<p>On a government-wide scale, the NPC through the two divisions also provide comments on pieces of legislation and executive enactments that tend to intersect with data privacy. The interventions of NPC are integral to ascertain that data privacy, and all its principles, are always considered in state policies and objectives.</p> <p>NPC Issuances</p> <p>NPC releases Circulars, Advisories, and Advisory Opinions in terms of issuances that elaborate key concepts and obligations under the DPA, including issues that have emerged with the pandemic. These issuances also provide guidance on significant public interest issues with data privacy implications. Likewise, the NPC addressed inquiries of various stakeholders, and reviewed privacy notice policies, data sharing agreements, and legislative bills having data privacy and protection implications.</p>	<p>Four (4) advisory opinions issued this third quarter of FY 2023 consists of:</p> <ul style="list-style-type: none"> • NPC AdOp No. 2023-015 – Disclosure to the National Bureau of Investigation of the Record of Barangay Inhabitants • NPC AdOp No. 2023-016 – Applicability of soft Opt-in Approach in the Philippines • NPC AdOp No. 2023-017 – Request of Government Agencies to Access PNP’s Crime Information, Reporting and Analysis System (CIRAS) and other Databases • NPC AdOp No. 018 – Request for Personal Data of Condominium Tenants by Philippine Drug Enforcement Agency (PDEA)
	<p>2. International Cooperation Program</p>	<ul style="list-style-type: none"> • Data subjects • PICs and PIPs • DPOs • Privacy advocates 	<p>The Commission is fully committed to strengthening its international coordination and collaboration activities with international entities to adopt/observe standard practices and issuances related to data protection and privacy. The Commission has been heavily involved in its international commitments with the Association of South-East Asian</p>	<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>Nations (ASEAN), the Asia Pacific Economic Cooperation (APEC), the Global Privacy Assembly (GPA) (formerly the International Conference of Data Protection and Privacy Commissioners (ICDPPC), and various international working groups.</p> <p>In recognition of the Commission's expertise in data privacy in the Asia Pacific region, the Commission has also served as the Philippines' representative at a number of international conferences, not only as an attendee but also as an esteemed panelist.</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> <ol style="list-style-type: none"> 1) Global Privacy Enforcement Network (GPEN) <ol style="list-style-type: none"> a. Attended five (5) GPEN Pacific Call Meetings
				<ol style="list-style-type: none"> 2) Asia-Pacific Economic Cooperation (APEC)/ APEC- Cross-border Privacy Rules (CBPR) <ol style="list-style-type: none"> 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 3) Participated in six (6) Global CBPR Forum Meetings; The Philippines thru the NPC was part of the Global Forum Assembly

				<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>4) Participated in five (5) Global Privacy Assembly (GPA) Meetings</p> <p>5) Two (2) of the NPC initiatives namely Kabataang Digital & Data Breach Notification System have been shortlisted for the Global</p>

				<p>Privacy Assembly (GPA) Global Privacy and Data Protection Awards 2023</p> <p>Other International coordination activities</p> <ol style="list-style-type: none"> 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&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
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				<p>International Webinars attended:</p> <ol style="list-style-type: none"> 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
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**for Transparency Seal under item IV. Projects, Programs and Activities, Beneficiaries and Status of Implementation*

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			<p>The Phil-DPO team continued with its online modular training via animated video presentations followed by a question-and-answer panel discussion. This shift to online modular training, which began in the 2nd semester of 2020 allowed the Phil-DPO team to continue reaching out to eager DPOs and data privacy enthusiasts who wanted to know more about the Data.</p> <p>The DPO ACE Training Program, which aims to capacitate interested participants in understanding the basics of the DPA and other NPC issuances focused on conducting trainings with the government sector in partnership with several national government agencies.</p>	<p>Accomplishments under the establishment of the new program are as follows:</p> <ul style="list-style-type: none"> a) 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.

	<p>3. Complaints Handling and Enforcement Program</p>	<ul style="list-style-type: none"> The beneficiaries of this program are the data subjects and/or complainants. 	<p>The NPC, with its quasi-judicial power, is authorized to address complaints and institute investigations in relation to violations of the DPA and other issuances of the Commission, including violations of the rights of data subjects and other matters affecting personal data and security breaches. This sub-program is also anchored to the Philippine Development Plan 2023-2028 where the NPC pursues a fair, consistent, and efficient approach in the handling of complaints of violations of personal data privacy and security, among others. The program seeks to ensure the continued protection of every male and female data subject's personal information by making their right to file a complaint easier to exercise and less costly.</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>The NPC thru its Complaints and Investigation Division, handles complaints and institutes investigations regarding violations of RA 10173 and other related issuances, including violations of the rights of data subjects and other matters affecting personal data and security breaches; summon witnesses and require the production of evidence by a subpoena duces tecum for the purpose of collecting the information necessary to perform its function under the purpose of collecting the information necessary to perform its function under the</p>	<ol style="list-style-type: none"> 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). 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. 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>law; facilitate settlement of complaints through the use of alternative dispute resolution processes and adjudicate on other matters affecting personal data and security breach. With the high-profile data breaches and complaints on the privacy risks associated with digital technology, the NPC endeavors to accelerate its complaints handling, case investigation, and enforcement program where a majority of concerns focus on personal information and security breaches and the surge in individual complaints of privacy harassments from online lender and breaches on personal information. Moreover, there were also the so-called "privacy concerns" that were received mostly through the email address complaints@privacy.gov.ph.</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</p>

				<p>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>

				1. 183 Adjudicated cases as of 3 rd quarter 2023 with 3 decisions, 61 orders and 32 resolutions, released
	1. Privacy Advocacy Program	<ul style="list-style-type: none"> • Data subjects • PICs & PIPs (organizations & individual professionals who collect & process personal data) 	<p>In cognizant of the need to directly engage covered organizations, both in the private and government sector, individual professionals, and the citizens, the National Privacy Commission (NPC) strengthens its advocacy program by embarking nationwide awareness campaign through the conduct of briefings and a series of training on Data Privacy Act and other related issuances to promote data privacy of the stakeholders and the citizens for them to know and understand their rights which are protected under the Data Privacy Act of 2012.</p> <p>The Privacy Promotion Program aims to educate data subjects on their rights as data subjects and their responsibilities as digital citizens, likewise, Personal Information Controllers (PICs) and Personal Information Processors (PIPs) contribute to fully engage and empower women and men of all ages as data subjects (<i>PDP Chapter 2: Promote Human and Social Development</i>); increase the competitiveness, innovativeness and resiliency of PICs and PIPs from various industries/sectors (<i>PDP Chapter 3: Reduce Vulnerabilities and Protect Purchasing Power</i>); and reduce citizen's vulnerability to data</p>	<p>A total of fifteen (15) 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> <ol style="list-style-type: none"> 1. Conduct of two (2) Data Privacy Roadshow 2023: Strengthening Data Privacy Knowledge and Compliance with an average rating of 94% <ul style="list-style-type: none"> - 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
		<ul style="list-style-type: none"> • DPOs 		
		<ul style="list-style-type: none"> • Privacy advocates 		

			<p>privacy risks including identity theft/fraud, financial loss, loss of employment or business opportunity, discrimination, embarrassment and physical risks to safety (PDP Chap. 3)</p> <p>The program's goal is also to integrate gender-related concerns into activities so that both men and women can participate and benefit from development in a way that is equitable, sustainable, free of violence, respectful of human rights, supportive of self-determination, and actualization of human potential. The number of men and women data subjects who benefitted from the programs and initiatives are collected and maintained.</p>	<p>customer satisfaction rating of 94% on 12 July 2023</p> <p>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</p> <p>6. Two (2) of the NPC initiatives namely Kabataang Digital & Data Breach Notification System have been shortlisted for the Global Privacy Assembly (GPA) Global Privacy and Data Protection Awards 2023</p> <p>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</p> <p>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>
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				<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> <ul style="list-style-type: none"> 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.

				<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>4. Privacy Policy and Standards Development Program</p>	<ul style="list-style-type: none"> • DPOs • PICs and PIPs • Data Subjects 	<p>The NPC's Privacy Policy Office (PPO) and Data Security and Technology and Standards Division (DSTSD) exercise NPC's Rule making function. In such capacity, PPO and DSTSD develop issuances such as circulars, advisories, advisory opinions, bulletins, and guidelines for acceptable standards, and other forms of issuances which are publicly circulated or published to serve as guidelines and reference for the government and private sector in their compliance with the Data Privacy Act or Republic Act 10173. The PPO also aids NPC stakeholders, both in the private and the public sector, in the interpretation of the Data Privacy Act and other NPC issuances by rendering Advisory Opinions, and by conducting the review of Data Sharing Agreements and similar documents. Meanwhile the DSTSD renders technical evaluation of technologies, emerging technological concepts, and privacy standards-related guidance in the form of Tech Bulletin and Tech Advisories.</p>	<p>A. NPC Issuances</p> <p>1. Published Circular No. 2023-02 - Circular on Data Privacy Competency Program dated 26 September 2023</p> <p>Six (6) Circulars under development Six (6) Advisories under development</p> <p>B. Provision of Legislative Comments (16)</p> <p>16 legislative comments/position papers commented and issued on the implication of data privacy of proposed national or local statutes, regulations, or procedures, specifically on Senate Bill Nos. 948 and 437, House Bill Nos. 4829, 6344, 9608, and 8453, What You See is What You Get Act, House Bill No. 1269 & 8306 and Internet Transactions Act of 2023.</p> <p>C. Issuance of Advisory Opinions (4)</p>

			<p>On a government-wide scale, the NPC through the two divisions also provide comments on pieces of legislation and executive enactments that tend to intersect with data privacy. The interventions of NPC are integral to ascertain that data privacy, and all its principles, are always considered in state policies and objectives.</p> <p>NPC Issuances</p> <p>NPC releases Circulars, Advisories, and Advisory Opinions in terms of issuances that elaborate key concepts and obligations under the DPA, including issues that have emerged with the pandemic. These issuances also provide guidance on significant public interest issues with data privacy implications. Likewise, the NPC addressed inquiries of various stakeholders, and reviewed privacy notice policies, data sharing agreements, and legislative bills having data privacy and protection implications.</p>	<p>Four (4) advisory opinions issued this third quarter of FY 2023 consists of:</p> <ul style="list-style-type: none"> • NPC AdOp No. 2023-015 – Disclosure to the National Bureau of Investigation of the Record of Barangay Inhabitants • NPC AdOp No. 2023-016 – Applicability of soft Opt-in Approach in the Philippines • NPC AdOp No. 2023-017 – Request of Government Agencies to Access PNP’s Crime Information, Reporting and Analysis System (CIRAS) and other Databases • NPC AdOp No. 018 – Request for Personal Data of Condominium Tenants by Philippine Drug Enforcement Agency (PDEA)
	<p>2. International Cooperation Program</p>	<ul style="list-style-type: none"> • Data subjects • PICs and PIPs • DPOs • Privacy advocates 	<p>The Commission is fully committed to strengthening its international coordination and collaboration activities with international entities to adopt/observe standard practices and issuances related to data protection and privacy. The Commission has been heavily involved in its international commitments with the Association of South-East Asian</p>	<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>Nations (ASEAN), the Asia Pacific Economic Cooperation (APEC), the Global Privacy Assembly (GPA) (formerly the International Conference of Data Protection and Privacy Commissioners (ICDPPC), and various international working groups.</p> <p>In recognition of the Commission's expertise in data privacy in the Asia Pacific region, the Commission has also served as the Philippines' representative at a number of international conferences, not only as an attendee but also as an esteemed panelist.</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> <ol style="list-style-type: none"> 1) Global Privacy Enforcement Network (GPEN) <ol style="list-style-type: none"> a. Attended five (5) GPEN Pacific Call Meetings
				<ol style="list-style-type: none"> 2) Asia-Pacific Economic Cooperation (APEC)/ APEC- Cross-border Privacy Rules (CBPR) <ol style="list-style-type: none"> 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 3) Participated in six (6) Global CBPR Forum Meetings; The Philippines thru the NPC was part of the Global Forum Assembly

				<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>4) Participated in five (5) Global Privacy Assembly (GPA) Meetings</p> <p>5) Two (2) of the NPC initiatives namely Kabataang Digital & Data Breach Notification System have been shortlisted for the Global</p>

				<p>Privacy Assembly (GPA) Global Privacy and Data Protection Awards 2023</p> <p>Other International coordination activities</p> <ol style="list-style-type: none"> 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&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
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				International Webinars attended: 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
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**for Transparency Seal under item IV. Projects, Programs and Activities, Beneficiaries and Status of Implementation*

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