

QUARTERLY PHYSICAL REPORT OF OPERATION

As of December 31, 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 Quarte	2nd Quarte	3rd Quarte	4th Quarte	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	3101000000000000												
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%	93%	94%	19%	The NPC gained a total of 93% satisfactory rating thru the information and educational drive conducted in the last quarter of 2023, composed of the following activities: 1. 94% average rating for the conduct of three (3) Data Privacy Roadshow 2023: Strengthening Data Privacy Knowledge and Compliance composed of (a)08 September 2023 at SMX Convention Center in Clark, Pampanga with more than 300 attendees; (b)21 September 2023 at Summit Hotel Galleria in Cebu City with more than 240 participants ; (c)06 October 2023 at the Waterfront Insular Hotel, Davao City 2. 92% average satisfaction rating for two (2) DPA briefings were conducted to 103 stakeholders oriented on December 2023 3. 93% average rating for two (2) Kabataang Digital Sessions conducted with 538 data subjects oriented.
2. Number of private sectors and government agencies checked for DPA compliance		75	125	125	75	400	186	151	184	169	690	290	The Enhanced Data Privacy Compliance and Monitoring Program gained a total of 169 compliance checks for DPA compliance were conducted on the last quarter of FY 2023 with a grand total of 690 checks for the year, comprised of the following: A.7 compliance visits: 1.5 for October 2.1 for November 3.1 for December B.137 organizations were checked for DPA compliance thru privacy sweeps composed of 128 from the private sector and 9 from the government. C.5 privacy sweeps were conducted thru document submission. Other significant accomplishments include: a)9,067 DPOs were registered with the NPC which are composed of 8,655 organizations and 412 individual professionals with a total cumulative data of 13,364, a 211% increase from previous year's data. b)1,129 certificates of registration with complete requirements were issued in the fourth quarter of 2024 with a total cumulative data of 11,321, 72% increase from last year's data. c)20 Warning letters were issued to which 4 letters are addressed to government agencies and 16 letters for private sectors; and

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Output Indicators													
1. Number of Public Information/Education Projects implemented		6	2	2	2	12	9	5	6	3	23	11	<p>A total of twelve (12) activities and projects, three (3) are new, were implemented in the fourth quarter of FY 2023 as part of the Data Privacy Act (DPA) nationwide awareness campaign, as follows:</p> <p>1. Conduct of three (3) Data Privacy Roadshow 2023: Strengthening Data Privacy Knowledge and Compliance with an average rating of 94% a. 08 September 2023 at SMX Convention Center in Clark, Pampanga with more than 300 attendees b. 21 September 2023 at Summit Hotel Galleria in Cebu City with more than 240 participants c. 06 October 2023 at the Waterfront Insular Hotel, Davao City 2. 2 DPA briefings were conducted to 103 stakeholders oriented with an average customer satisfaction rating of 92% on December 2023 3. Two (2) Kabataang Digital Sessions conducted with 538 data subjects oriented and an average rating of 93% rating 4. Five (5) 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 October to December FY 2023;</p> <p>5. 33 press releases and statements issued, twelve (12) for third quarter;</p> <p>6. 435 NPC Stakeholders Consultative Engagements/Meetings;</p> <p>7. 266 requests for speaking engagements relating to DPA;</p> <p>8. 17% average increase in the reach across all online platforms with 260 Facebook posts, 91 Instagram posts, and 45 tweets were posted;</p> <p>9. NPC Website gained an annual average of 269,568 website visitors per month;</p> <p>10. 16 Legislative Comments issued.</p> <p>11. 21 Advisory Opinions issued.</p> <p>12. For public and technical assistance and related interventions, the following accomplishments are:</p> <p>a) 100% or 44,904 out of 44,907 public assistance thru emails, walk-ins, calls, and social media received were acted upon.</p> <p>b) 100% or 220 out of 220 Freedom of Information (FOI) inquiries and requests were acted upon for FY 2023.</p>

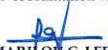
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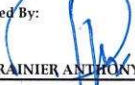
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2. Percentage of requests for technical assistance responded to within the prescribed time frame		80%	80%	80%	80%	80%	97%	82%	84%	100%	91%	11%	<p>For the last quarter of 2023, an average of 100% on all public assistance/ requests were acted upon. The following accomplishments were achieved thru technical assistance and related interventions:</p> <p>a)100% or 44,904 out of 44,907 public assistance thru emails, walk-ins, calls, and social media received were acted upon.</p> <p>b)100% or 183 out of 183 Freedom of Information (FOI) inquiries and requests were acted upon for FY 2023.</p> <p>c)100% or 1,614 complaints received and acted upon as of December 2023 thru 8888 Portal and acted upon within 72 hours</p> <p>d)100% Complex Inquiries acted upon and issued</p> <p>e) Twenty-one (21) 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%	100%	100%	25%	<p>For the last quarter of FY 2023, the Complaints and Investigation Division (CID) 100% acted upon all privacy concerns received totaling to 2,819 comprised of 2,488 e-mails (88%), 265 phone calls/messages (9%), and 66 walk-ins (3%) with a total cumulative data of 11,557 privacy concerns received and acted upon from January to December 2023.</p> <p>Other significant accomplishments as of 31 December 2023 were as follows:</p> <p>a.The CID received 202 complaints through walk-in or electronic mail. These complaints are being reviewed by investigation officers, with 37 against individual/professionals and one relating to Online Lending Applications (OLA).</p> <p>b.Overall, the NPC produced 818 Fact-Finding Reports from January to December 2023. For the complaints evaluated for outright dismissal.</p> <p>c.The CID docketed the complaints received. From January to December 2023, the CID received 202 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.From January to December 2023, 1,223 decisions were sent to parties</p> <p>e.From January to December, CID sent 468 orders thru registered mails and 624 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 December 2023, the Complaints and Investigation Division has submitted 78 initial reports and 37 supplemental reports for approval/ decision; and forwarded 127 Notice to Explain, Order, and/or Letter to PICs.</p> <p>g.Twelve (12) Certificate of No Pending Case requests issued.</p> <p>h.39 Decisions, Orders, and Resolutions (DORs) were enforced consisting of 9 Decisions, 18 Orders, and 12 Resolutions.</p> <p>i.12 final Enforcement Action Report (EAR) were prepared and issued.</p>

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4. Number of international membership or cooperation entered		1	1	1		3	8	12	8	5	33	30	<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>Five (5) 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 October to December 2023. These are as follows:</p> <p>1) Attended 72nd Berlin Group Meeting / 04-10 December 2) Attended 45th Global Privacy Assembly Annual Meeting/ 12-23 October 3) Participated in five (5) 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>NPC attended five (5) Global Forum Assembly (GFA) Membership Committee meetings in fourth quarter 2023</p> <p>4) Participated in four (4) Global Privacy Assembly (GPA) Meetings 5) Attended APPA Governance Meeting on 15 November 2023</p> <p>Other International coordination activities</p> <p>1) 18th Annual Internet Governance Forum / 9-10 October 2023 2) Asia Privacy Bridge Forum 2023/ 12-13 October 2023 3) ABAC Finance Webinar: Expanded Cross-Border Data Sharing and Privacy Enhancing Technologies (PETs)/ 24 October 4) WTO Joint Statement initiative on Electronic Commerce Cluster Meetings - Privacy Small Group/ 26-27 October 5) Regional Workshop on Regulatory Pilot Space to Facilitate Cross-Border Digital Data Flow for Enabling Self-Driving Car in ASEAN/ 18 October</p>

Prepared by: 
 FIONAMAE HILDA V. ABAINZA
 AOIV - Planning Officer II

In coordination with: 
 MARILOU C. LEELIAN
 Chief, FPMD

Approved By: 
 ATTY. RAINIER ANTHONY M. MILANES
 OIC-Executive Director (PCSO No. 003 s. 2024)

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