



CUSTOMER STORY – FOOD PROCESSING

Safeguarding Customer Data

Getting kick started with GDPR through a Personal Data Protection (PDP) Assessment

Background

A Food Processing cooperative with operations across the UK, Ireland and internationally has customers spanning all parts of the globe, their customers are their number one priority. With the new GDPR regulations looming, they needed to ensure that their customers' data was protected and that they were prepared for the new changes.

Challenge

Food Processing is a closely regulated industry. With operations in Ireland, Northern Ireland, the UK and Europe, and with business interests and customers across the globe, our client's business model needs to ensure the smooth flow of data and relies on the accuracy of its record keeping.

The General Data Protection Regulation (GDPR) represents a challenging and significant change to Personal Data Protection for all businesses. When it comes into effect on May 25th 2018, it will have major impact on any business that deals with Personal Data in Europe – be they European or not.

Potential for fines of up to 4% of global turnover represents a strong motivation for business change. Organisations dealing with the Personal Data of anybody in Europe need to move from an audit-based compliance mind-set to a proactive model of continuous conformance based on risk reduction.

Our client needed to understand the impact which the GDPR could have on its current Personal Data Processing activities, measure its current state of readiness, and consider how best to prepare for compliance.

Solution

SQS engaged with them to provide a Personal Data Protection (PDP) Assessment, based on the IT-CMF from IVI.

A short discovery exercise preceded a comprehensive survey involving 33 selected client staff at all levels from business and IT.

Following preliminary analysis, structured interviews of key staff were used to validate and confirm survey data, and to probe key areas of practice.

A review of initial findings with key stakeholders ensured effective alignment with organisational strategy and goals. Detailed statistical analysis produced a comprehensive report detailing:

- Current practice maturity
- Target maturity matched to business importance
- Key gaps in current capability
- Prioritised list of recommendations
- Specific advice on aspects related to GDPR.



Benefits for the Customer

The assessment report formed the basis of a detailed customer workshop with senior sponsors. The workshop enabled them to:

- Understand how the assessment report applied to them
- Clarify particular points and observations within the report
- Consider the prioritised recommendations, with a view to planning next actions
- Take account of the key differences between current legislation and the GDPR as it affects them

Our client has now commenced a plan of organisational and process change, using the assessment recommendations.

“SQS’ report gives us a **solid understanding of Personal Data Protection capability**. With our prioritised action plan, we have a **firm basis for being GDPR-ready in good time**, and to maintain the trust of our staff, customers and suppliers in our stewardship of their personal data.”

Senior Project Manager

Contact

If you are interested in SQS’ testing and quality management service offerings, do not hesitate to send an e-mail to info@sqs.com or visit sqs.com