

PERFORMANCE INDICATOR - September 30, 2019

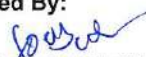
Department: Department of Information and
 Agency: National Privacy Commission
 Organization 37 003 0000000

| 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 | 3101000 0000000 | | | | | | | | | | | | |
| 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 | | 10% | 20% | 20% | 15% | 65% | 90% | 89% | 90% | | 90% | +25% | Per cumulative report, NPC has obtained a total average of 90% evaluation rating (1st to 3rd quarter) on Data Privacy Act awareness and training activities conducted to promote and protect data privacy rights and to equip Data Protection Officers with relevant privacy and data protection knowledge and skills to build privacy resilience and culture. For the 1st Qtr, NPC has obtained 90% rating, consisted of 3 PSST or 'Privacy, Safety, Security, and Trust online' Orientations and Data Protection Officers Accountability, Compliance, and Ethics (ACE) Training and Certification; for the 2nd Qtr, NPC has obtained 88% rating, consisted of 2 DPO ACE Trainings; and for the 3rd Quarter, NPC obtained an average of 92% rating, consisted of DPA orientations (88%), PSST (94%), Phil-DPO ACE training (94%) and workshops and forums as part of the Privacy Awareness Week (PAW) celebration (90%). |
| 2. Number of private sectors and government agencies checked for DPA compliance | | 15 | 25 | 25 | 15 | 80 | 54 | 11 | 37 | | 102 | +22 | Around 102 organizations (65 govt, 37 private) were checked for DPA compliance, out of 112 total target, comprising of 80 under GAA and 32 for Tier 2 program targets entitled "Enhanced Data Privacy Compliance and Monitoring Program." Accomplishments under this program are as follows: a) Out of 100% compliance letters sent for NGAs, GOCCs, and SUCs with 274 are registered, 298 with incomplete registration and 347 not yet registered; b) 29,943 Data Processing Systems registered; c) 22,423 Data Protection Officers registered, composed of 10,101 Data Protection Officers (DPOs) of organizations and 12, 322 individual professionals; d) issued 2,742 certificates of registration with complete requirements; e) 15 or 47% out of 32 compliance talks conducted. |

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| Output Indicators | | | | | | | | | | | | | |
| 1. Number of Public Information/Education Projects implemented | | 2 | 4 | 4 | 2 | 12 | 9 | 3 | 1 | | 13 | +1 | <p>To heighten DPA awareness and ensure protection of individuals' rights to privacy and to personal data protection, the NPC intensifies its Data Privacy Act (DPA) nationwide awareness thru its Privacy Promotion Program composed of 13 activities such as:</p> <ol style="list-style-type: none"> 1. Privacy Awareness Week (PAW) , May 23-24, 2019, 2000 pax, pursuant to Presidential Proclamation No. 527 dated July 2018; 2. Sixteen (16) DPA Briefings conducted; 3. One thousand-one (1,001) students oriented through PSST; 4. Four (4) Data Privacy Council Assembly / DPO Summits held; 5. One hundred ninety-five (195) NPC Stakeholders Consultative Meetings held with stakeholders on Data Privacy Act, its IRR, NPC issuances and other DPA concerns; 6. Three hundred twenty-two (322) NPC Speaking Engagements (by invitation); 7. NPC Social Media Campaigns per cumulative reports: a. 782,069 website visits, b. 451,980 Facebook likes, and c. 2,551 Twitter followers; 8. Eighteen (18) information materials produced; 9. Public Affairs and Media-Related Activities, composed of: a. 26 communication projects, b. 954 pick-ups & mentions; and c. 9 Public relation activities; 10. Thirty-nine (39) Advisory Opinions Developed and Issued; 11. Privacy Wall Forum - 514 member users from 23 sectors; 12. Around thirteen (13) PHIL-DPO Accountability and Ethics Trainings were conducted with passing rate of 56% or 295 out of 528 Data Protection Officerse: Zamboanga, Clark Pampanga, Naga, Bicol, Bguio City, Davao, Cebu, Iloilo, and NCR - Retail and Manufacturing, Telco, Media, etc, Real Estate, Health Sector and Government Sector; 13. APPA Forum. |
| 2. Percentage of requests for technical assistance responded to within the prescribed time frame | | 70% | 70% | 70% | 70% | 70% | 99% | 99% | 99% | | 99% | +29% | <p>Per cumulative report , 99% or 32,593 out of 32,633 queries were acted upon on the implication and interpretation of the provisions of Data Privacy Act, its IRR, NPC issuances and other data privacy laws: 1. Requests and queries received via emails, walk-ins, calls, social media messages: 1st Qtr = 6,941; 2nd Qtr = 11,519; 3rd Qtr = 14,173 ; 2. Six (6) Legislative Comments/Position Papers issued, and 3. Thirty-Nine (39) Advisory Opinions issued.</p> |

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| 3. Percentage of complaints and investigations resolved | | 15% | 20% | 20% | 10% | 65% | 55% | 65% | 75% | | 75% | +10 | NPC, with its quasi-judicial power is authorized to receive complaints and institute investigations in relation to violations on the Data Privacy Act and other issuances of the Commission, including violations of the rights of data subjects and other matters affecting personal data and security breach. Per cumulative report, out of 6,729 complaints received, 75% or 5,017 cases were handled and investigated. From 2016, the dockets increased to 820% in 2017 and 281% in 2018. In 2019, the dockets increased by 570% from 2018. |
| 4. Number of international membership or cooperation entered | | 1 | 1 | 1 | 0 | 3 | 2 | 3 | 6 | | 11 | +8 | NPC maintained its membership/participation in the international organizations to facilitate cross-border regulatory and enforcement of data privacy policies and to strengthen linkages with regulatory agencies and data privacy regulators to develop privacy policy standards for the protection of personal information in the government and private sector: 1. ASEAN Data Protection and Privacy Forum - ICDPPC Executive Committee Strategic Policy and Brainstorm Workshop/ 18-24 March 2019/ Regus, London, UK/ 30 pax; 2. Asia-Pacific Economic Cooperation (APEC) - APEC 2019 1st Senior Officials' Meeting (SOMI) and Related Meetings; 3. Asian Business Law Institute (ABLI) - ABLI-PDPC Workshop on Cross-Border Transfers of Personal Data, May 21-22, 2019; 4. 11th Annual Sedona Conference International Programme on Cross-Border Data Transfers & Data Protection Laws (Hong Kong), June 17-20, 2019; 5. Joint Cyber Security Working Group (JCSWG) - FBI / US Embassy; 6. 1st ASEAN Digital Innovation Forum, Hanoi Vietnam - August 18-21; 7. ASEAN-USAID IGNITE Digital Trade Technical Workshop-August 6-8; 8. MoU between the Philippines and Singapore on Personal Data Protection was signed last - bilateral agreement that seek to strengthen cooperation September 9, 2019; 9. PH joins APEC privacy system - September 2019; 10. 1st ASEAN Digital Innovation Forum, Hanoi, Vietnam, Aug. 2, 2019; 11. 1st ASEAN Digital Data Protection and Privacy Forum, Thailand, Aug. 19, 2019. |

Prepared By:


ABADA SUSANA ORIBE

Planning Officer

Date:

In coordination with:


PREQUITO, MARIA DELIA S

OIC-Director IV, Fin. & Admin. Office

Date:

Approved By:


LIBORO RAYMUND ENRIQUEZ

Agency Head