

QUARTERLY PHYSICAL REPORT OF OPERATION

As of March 31, 2022

Department: Department of Information and Communications Technology

Agency : NATIONAL PRIVACY COMMISSION

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	310100000000000												
OO : Privacy and data security in information and communication systems													
Outcome Indicators													
1. Percentage of stakeholders who rated the privacy plans and policies as satisfactory or better		75%	75%	75%	75%	75%	84.5%						NPC has obtained a total average 84.5% rating thru its information and educational drive conducted in the first quarter of 2021. This includes an online event entitled: Ikaw at OLA: Talakayan ukol sa Online Lending para sa mga data subjects via video conferencing dated 23 February 2022 with 50 participants.
2. Number of private sectors and government agencies checked for DPA compliance		100	100	100	100	400	132						Per cumulative report, accomplishments under the Enhanced Data Privacy Compliance and Monitoring Program are the following: (a) 132 organizations (78 private and 54 government), were checked for DPA compliance thru privacy sweeps; (b) 478 Data Protection Officers (DPOs) registered composed of 396 organizations and 82 individual professionals. Per cumulative report, an overall total of 24,751 DPOs had registered. (d) 434 certificates of registration with complete requirements issued in the last quarter of 2021; (e) 17 total of Warning Letters Sent; (f) Development of EC Online Registration System or eRehistro.; (g)Thru the Compliance and Monitoring Division, the NPC received a total of 43 Data Breach Notifications. Of these notifications, the top specific causes are Hacking followed by Unintended recipient, Unauthorized processing, Unauthorized Disclosure, and Ransomware/Malware representing 23% and 9% of the total notifications, respectively.



Output Indicators													
1. Number of Public Information/Education Projects implemented		3	3	3	3	12	14						<p>The Data Privacy Act (DPA) nationwide awareness campaign is ongoing throughout the year, and fourteen (14) activities and projects (APs) are being implemented for the first quarter of 2022, as follows: (a) PSST Project: Ikaw at OLA: Talakayan ukol sa Online Lending para sa mga data subjects; 23 February 2022 (b) 125 NPC Stakeholders Consultative Meetings; (c) 22 NPC Speaking Engagements by invitation; (d) NPC Social Media Campaign consist of 33 Facebook posts with 127,518 likes, 28 tweets with 4,2686 Twitter followers and 14 Instagram posts; (e) Public Affairs/ Media-Related Activities comprising of 1,326 pick-up and mentions and (f) 9 Advisory Opinions issued; (g) 9,370 public assistance thru emails, walk-ins, calls, social media messages acted upon; (h) Website visits with an average of 206,808 monthly visits; (i) One (1) Public Health Emergency (PHE) bulletin issued - NPC Response to COVID-19 (k) Train the Trainers (T3) Program development; (l) Joint Administrative Order 22 s. of 2022 – Guidelines for online businesses reiterating the laws and regulations applicable to online businesses and consumers (m) Two (2) Kabataang Digital session with 777 participants (n) NPC Advisory No. 2022-03 - Guidelines on Requests for Personal Data of Public Officers.</p>
2. Percentage of requests for technical assistance responded to within the prescribed time frame		80%	80%	80%	80%	80%	99%						<p>Per cumulative report, the following achievements thru technical assistance and related interventions are: (a) 99% or 58,393 out of 58,406 queries, thru emails, walk-ins calls, AskPriva App, and Social Media messages with an average satisfactory rating of 84.5%; (b) 133 FOI Requests were processed for 2022 all under invalid requests (c) Two (2) legislative comments/position papers entered and commented on the implication of data privacy of proposed national or local statutes, regulations or procedures; and (d) Nine (9) advisory opinions issued this year on the implications and interpretation of the provisions of the RA10173, its IRR, NPC issuances and other data privacy laws, and one (1) NPC Advisory No. 2022-01 - Guidelines on Requests for Personal Data of Public Officers.</p>
3. Percentage of complaints and investigations resolved		70%	70%	70%	70%	70%	100%						<p>A total average of 100% of privacy concerns and complaints were handled and docketed by the Commission under the Complaints Handling and Investigation Program: (a) Around 2,089 privacy concerns and complaints were handled composed of 77 filed cases and 2,012 privacy concerns. Per cumulative data, a grand total of 25,257 privacy concerns and complaints were received by the NPC since 2016; (b) Under Enforcement Program, 17 Cease & Desist Orders were issued.</p>

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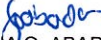
4. Number of international membership or cooperation entered		1	1	1		3	8							International coordination and collaboration activities with international entities are continuously strengthened to adopt/observe standard practices and issuances related to data protection and privacy: (1)Asia Pacific Privacy Authorities (APPA) Forum;12-Jan/09-Feb/09 March (2)Council of Europe; 28-Jan (3)ASEAN, Australia, New Zealand Free Trade Agreement (AANZFTA); 15-Feb(4)Asia-Pacific Economic Cooperation (APEC); (5)ASEAN Economic Ministers;14-Jan/10-Feb/16-Feb/ 17-Feb/ 16-Mar/ (6)Global Privacy Assembly (GPA);21,24 Feb/ (7)United Nations (UN) Ad Hoc Committee;28 Feb/03-Mar/ (8)Center for Information Policy Leadership (CIPL) 31-Mar.

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