COMMUNIQUE

SPECIAL AWARD ENTRIES ISSUE: USE OF ONLINE TOOLS

MESSAGE FROM THE SECRETARIAT

SPECIAL POINTS OF INTEREST:

- Entries from Mauritius, Albania, UK, Switzerland, Mexico, Philippines, Canada, Hong Kong, France, EU, USA and Ireland

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Use of online tools entries

It is often said that we all now live in an online age.

The world wide web was launched in 1989 so it is reasonable to assume that the majority of staff at data protection authorities had not completed primary school at that date. Many staff will be 'digital natives' and the same can be said for many of the people interacting with authorities. So it is appropriate that the 4th category of awards should focus upon DPAs use of online tools.

In the past it has seemed that DPAs have been quite slow to operate online as a standard means of operating. Certainly slower than the organisations they are meant to oversee. Producing posters and leaflets has remained a comfort zone for some DPA communications staff long into the age when an app was much more likely to be useful to target audiences – and possibly more cost effective for the DPA as well.

The entries in this category may suggest that DPAs have now changed and have got into the habit of 'thinking digital'. Or if they haven't yet got into that habit many DPAs are rapidly moving that way.

The ICDPPC Secretariat was thrilled to receive 25 entries illustrating DPAs use of online tools in 2016. The level of innovation probably suggests that even more stunning uses of technology will already be in development in 2017!

Many entries showcased DPA services that are now delivered online 24/7: such services might formerly have required an appointment, telephone call, email or letter or personal attendance at a seminar. Examples include:

- Online subject access tools: e.g. AboutMe, SARCOEM.
- Query-based online knowledge base: e.g. AskUs, Online responsive self-service, smart online information request form.
- Tools to assist in submitting complaints: e.g. Privacy App, digital tool to report nuisance calls, Datenschutz.ch Ap.
- Compliance and best practice tools: e.g. self-assessment tool for SMEs, Corpus Iuris.
- One stop resources: e.g. themed websites.
- In-house staff resources: e.g. EU Data Protection mobile app.

Innovative use of online tools for education and advocacy also featured.

The category was not intended to be limited only to typical DPA-delivered services but also to the way in which DPAs interacted with others' digital services. Some entries touched upon:

- Assistance to stakeholders developing online tools – e.g. web-based tool for developers of health related mobile apps.
- Investigation into mobile device management by a government.
- Creating an innovation and foresight team inside the national data protection authority to interact with innovators and supplement the traditional "regulatory" voice with one attuned to the online world.

It may be expected that the use of online tools will substantially grow within DPAs in the future as has been the case with many other areas of the economy. The ICDPPC Global Privacy and Data Protection Awards will help share some 'first mover' and 'early adopter' innovations that might be built upon, improved or entirely surpassed by the next wave of DPA innovation. Watch this space!

Blair Stewart — ICDPPC Secretariat

SPECIAL AWARDS ENTRIES ISSUE: USE OF ONLINE TOOLS

This is the fourth of 4 special issues of the ICDPPC Secretariat newsletter outlining more than 90 entries to the inaugural ICDPPC Global Privacy and Data Protection Awards. This issue focuses upon the use of online tools. The previous issues featured research, compliance and enforcement and education and advocacy.

In each special issue you can read summaries of initiatives taken by member authorities that have been entered into competition. The ICDPPC Executive Committee Chair will be judging the entries over the coming months with the results being available in time for this year's annual meeting in Hong Kong in September.

You too can be involved as we are making arrangements to enable staff at member authorities to cast online votes for the 'people's choice awards'. Details of how to cast votes will be released in June so watch this space! Use these special newsletters to identify your favourite entries.

ICDPPC
International Conference of Data Protection & Privacy Commissioners

Global Privacy and Data Protection Awards 2017

Category 4 Use of online tools @	During 2016 or 2017 has your DPA:
	• Developed new online tools for public use?
	• Utilised online tools within your authority to be more effective?
	• Encouraged app developers to use privacy by design?
	• Worked with partners to publicise safe use of online tools?
	• Run a hackathon, sweep or other cooperative endeavour focused on internet tools?
	Or done something else important or innovative in use of online tools?
	If the answer is yes: you should enter the ICDPPC awards ...
Open to ICDPPC member authorities	**Deadline: 21 April 2017**

AWARD ENTRIES: USE OF ONLINE TOOLS

D1: 'AboutMe' online access tool (New Zealand) [non-competitive entry]

AboutMe (Request My Info Tool)

I want information about me

Under the Privacy Act, you have the right to ask for personal information about you.

Here's an easy way to ask for your personal information from any organisation, business or government agency in New Zealand.

Email them a request by filling in the form below.

You will be sent a copy for your records.

All fields are required unless marked optional.

Are you asking for personal information about yourself?

○ Yes   ○ No

'AboutMe' online access tool

The Privacy Commissioner developed an online tool called AboutMe to make it easier for individuals to ask agencies for their personal information by helping to draft a template email with all the details agencies need to respond to information requests. AboutMe also helps agencies by standardising requests for personal information and ensuring that they include all the relevant detail.

D2: AskUs a query-based online knowledge base (New Zealand) [non-competitive entry]

AskUs is a query-based online knowledge base that is subject specific to privacy and New Zealand's privacy legislation. Individuals are able to pose privacy-related questions to AskUs by entering their query in

AskUs

Ask us a question

the AskUs online search field. The system is designed to produce a closely or exactly matching answer to the question.

D3: A Privacy Compliance Assessment Web Application Tool (Mauritius)

DPO
Data Protection Office

The Privacy Compliance Assessment is a web application that assesses an organisation's compliance status with the Data Protection Act of Mauritius. This application has been initially developed by a group of volunteers in collaboration with the Data Protection Office. This software is free and is available on the website of the Data Protection Office. It comprises simple questions and multiple choice answers with the purpose to obtain a complete picture of the structure of personal information flows within an organisation so that the appropriate compliance procedures can be

Privacy Compliance Assessment is a web application that assesses an organisation's compliance status with the Data Protection Act of Mauritius.

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AWARD ENTRIES: USE OF ONLINE TOOLS (CONTD.)

put in place to ensure that the organisation deals with personal data in accordance with data protection legislation and best practices. The tool is promoted by the Data Protection Commissioner as a means by which business and government can proactively identify and avoid privacy breaches.

D4: "Privacy App." (Albania)

Information and Data Protection Commissioner on the occasion of the 28 of January organised the "Privacy App." competition. Three student teams reached the final stage of the competition and presented their privacy application. The winning application "IDP – Ankesa" helped individuals complain to the Commissioner Office swiftly, easily and safely.

D5: Digital tool for citizens to report nuisance calls and messages (UK)

This tool helps citizens report nuisance calls and messages to the UK Information Commissioner's Office (ICO), so that we can take action against those responsible.

D6: YouTube channel (Canton of Zurich, Switzerland)

Today young people acquire a lot of their knowledge watching videos and using platforms like YouTube. The idea behind this

project is to build awareness for data protection and privacy by giving them the opportunity to produce their own videos on these topics.

The Data Protection Authority commissioned well known YouTubers to make a first video with the title «Why privacy matters?». With the European Data Protection Day in mind, the Data Protection Authority then launched a competition for all YouTubers to submit videos on data protection and privacy. The videos then were judged by a jury and the best ones were published on the YouTube channel of the Data Protection Authority of the Canton of Zurich.

Subsequently by invitation two YouTubers presented videos on the subject of passwords in order to launch the new password check of the Data Protection Authority.

This peer-to-peer approach (YouTubers for YouTubers) enables YouTubers to develop their own ideas on the topics of data protection and privacy. They should cover all kind of aspects of data protection and privacy. They will be stimulated to show specific examples in their videos, give concrete support and discuss issues of privacy.

Once started, the project should become a self-propelling instrument which leads to growing knowledge of data protection and privacy. Eventually it may trigger self-confidence and awareness of technology and the value of their data.

D7: Datenschutz.ch App (Canton of Zurich, Switzerland)

Creating an app that combines all needs of today's mobile and interactive user. It enables the user to get in touch promptly with competent staff or report data protection issues of any kind. It provides access to other useful tools such as a password check, direct access to sample forms to get access to one's personal information, instruction to one's rights as

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well as access to all publications of the Data Protection Authority.

D8: System of Access, Rectification, Cancellation and Opposition of Personal Data of the State of Mexico (SARCOEM) (Infoem, Mexico)

Sarcoem is a computer system that allows ARCO rights to be exercised to authorities of the State of Mexico and Municipalities by internet, to file an appeal against (review), verifying compliance and manage the profiles of various users.

D9: Online information and education campaign (Philippines)
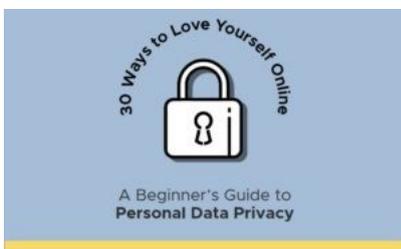
The National Privacy Commission's online information and education campaign utilises social media to maximise its limited resources and reach as many people as possible by providing compelling content to raise awareness, elevate public discourse, and ensure that every Filipino understands their right to data privacy, and to hold accountable those who violate it. They are some of the Commission's most potent tools

in achieving its goal of building a culture of privacy in the Philippines.

D10: Data Protection self-assessment for SMEs (UK)

For organisations, particularly small and medium sized enterprises, to quickly and easily assess their compliance with the Data Protection Act in a range of areas, and get targeted guidance on what they can do to improve.

D11: OIPC Webinar Series (OIPC Ontario, Canada)

We fulfilled our commitment to increased engagement with our public and professional audiences across Ontario by leveraging the use of online tools. To help with this province-wide outreach, the OIPC launched a webinar series on in-demand access and privacy issues facing Ontarians and the institutions that serve them. This online series has helped us overcome geographical barriers to delivering our mandate on behalf of all Ontarians, regardless of where they live or work.

D12: "Corpus Iuris" (INAI, Mexico)

The "Corpus Iuris" on personal data protection is an electronic tool based on a search engine which allows the identification of:

- International instruments on personal data protection, privacy, intimacy, and habeas data in the different human rights systems: American, European,

The NPC's online information and education campaign utilises social media to maximise its limited resources and reach as many people as possible by providing compelling content to raise awareness, elevate public discourse, and ensure that every Filipino understands their right to privacy.

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African, the United Nations, as well as in specialised bodies, such as the Special Rapporteur on the right to Privacy of the UN.

- Jurisprudential criteria that international jurisdictional bodies have issued regarding these rights.

D13: National Privacy Commission Website (Philippines)

Serving as an initiative on compliance and enforcement as well as on education and advocacy, the National Privacy Commission (NPC) has organised **DPO1: The First Philippine Data Protection Officers' Assembly** for government on April 5, 2017. In just over a year following its establishment, the NPC was able to convene representatives from 295 government agencies through DPO1 and secure their compliance to designate data protection officers (DPOs). The NPC also launched its official website during the event.

D14: Educational video series – Digital Footprints and Be Smart Online (Hong Kong)

Educational video series – Digital Footprints and Be Smart Online

Two series of educational video were launched in 2016 and 2017 respectively, aiming to explain the importance of respecting personal data privacy of others and the privacy risks associated with digital footprints, as well as providing general advice on use of information and communications technology, in a humorous and lively way by using fictional characters. The videos are also uploaded on social media platforms for reaching a wider audience.

D15: PAW Educational Posters (Hong Kong)

PAW Educational Posters

To echo the theme of Privacy Awareness Week 2016 ("PAW 2016"), the Privacy Commissioner for Personal Data, Hong Kong specially designed four posters covering topics on children privacy, phone scam, privacy setting and sending emails to convey the messages of protecting personal data and respecting those of others in daily life. These downloadable posters are provided to the public as well as Asia Pacific Privacy Authorities members.

D16: "Be SMART Online" Thematic Website Enhancement (Hong Kong)

To echo the theme of PAW 2016 the PCPD Hong Kong specially designed four posters covering topics on children privacy, phone scam, privacy setting and sending emails to convey the messages of protecting own personal data and respecting those of the others in daily life.

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"Be SMART Online" Thematic Website Enhancement

To enhance both the content and accessibility of the "Be SMART Online" thematic website of the Privacy Commissioner for Personal Data, Hong Kong, a website enhancement project was carried out in 2016/17 to incorporate more detailed information and tips for protecting online personal data privacy. The project has been completed with the launch of three new sections and a mini-site – *"Think Privacy! Be Smart Online"*.

D17: The Six Data Protection Principles under the Personal Data (Privacy) Ordinance" Animation (Hong Kong)

"The Six Data Protection Principles under the Personal Data (Privacy) Ordinance" Animation

It is the first animation produced by the Privacy Commissioner for Personal Data, Hong Kong. It introduces the key definitions under the Ordinance, such as "personal data", "data users" and "data subjects", and illustrates the entire life cycle of a piece of personal data. It also elaborates the six data protection principles that data users/ controllers have to comply with.

D18: LINC, for Laboratoire d'innovation numérique de la CNIL is the new innovation and foresight tool of the CNIL (France)

LINC, for Laboratoire d'innovation numérique de la CNIL is the new innovation and foresight tool of the CNIL: a triple project based on: an online media; a physical space, where we can organise workshops, conferences and meetings with innovation actors (entrepreneurs, researchers, artists, writers); and a research and experimentation platform, to develop and test new tools for privacy.

D19: EU Data Protection mobile app (EDPS, European Union)

EU Data Protection mobile app

The EU Data Protection mobile app was an in-house exercise at the EDPS, involving all data protection and communication units. The app has been considered as a real novelty, representing an innovative and informative way in which to promote and improve the legislative process, especially in relation to the important topic of data protection.

The app was also a useful tool during the trilogue phase of negotiations on the General Data Protection Regulation (2015-2016). It allowed users to easily compare the proposed texts from the Commission, the Parliament and the Council alongside EDPS recommendations. The app was updated in July 2016 with the final texts, to allow transparent comparison with previous legislation.

The EDPS wants data protection to go digital. Technology continues to develop and data protection must develop with it. By creating the app we were able to increase the transparency of the legislative process for all those interested, inside and outside the EU, whilst embracing technological change.

D20: Web-based tool for developers of health related mobile apps (USA)

The Federal Trade Commission has created a new web-based tool for developers of health-related mobile apps, which is designed to help the developers understand

Web-based tool for developers of health related mobile apps which is designed to help the developers understand what federal laws and regulations might apply to their apps.

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what federal laws and regulations might apply to their apps. The FTC developed the tool in conjunction with the Department of Health and Human Services' Office of National Coordinator for Health Information Technology (ONC), Office for Civil Rights (OCR) and the Food and Drug Administration (FDA).

D21: Online responsive self-service (France)

Online responsive self-service

- Implementation of a self-service on CNIL's website with approximately 500 frequent questions-answers on data protection, rights and obligations and the powers of the supervisory Authority.
- Electronic contact forms to ask a question to the CNIL

D22: Twitter account (Ireland)

In November 2016, the Irish DPC launched its first ever Twitter account, as a tool for engaging stakeholders and extending the reach of our message to an even wider audience. Since its launch, the account has gone from strength to strength, with the ICDPPC itself citing it as the fastest growing

DPA Twitter account in the world. In almost six months since launch, the account has attracted over 1,500 followers and garnered in excess of 550,000 impressions for our outgoing tweets.

D23: Access Rights and Responsibilities Guide (Ireland)
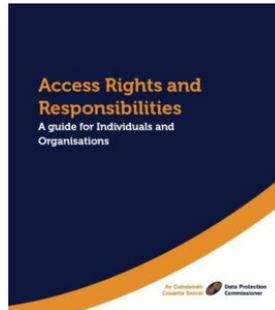
Access Requests account for the greatest number of complaints to the Irish DPC every year, accounting for 56% of all complaints received. We decided that a renewed awareness raising campaign was needed, so that access rights and responsibilities would be highlighted in advance of GDPR. The PDF guide that we published, along with the infographic 'check list' for individuals and organisations has been praised for its clear use of language, and its comprehensible format.

D24: Investigation into mobile device management (British Columbia, Canada)

Our investigation into mobile device management in the BC government was conducted concurrently with an audit by the BC Auditor General. The two reports were presented simultaneously at a joint news conference by Information and Privacy Commissioner Drew McArthur and BC Auditor General Carol Bellringer. The offices worked together to create a guidance document for the general public, which was successfully promoted on social and news

Online responsive self-service CNIL's website with approximately 500 frequent questions-answers on data protection, rights and obligations and the powers of the supervisory Authority.

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NEWS

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newsletter with
other staff.

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media.

D25: A "smart" online information request form (Canada)
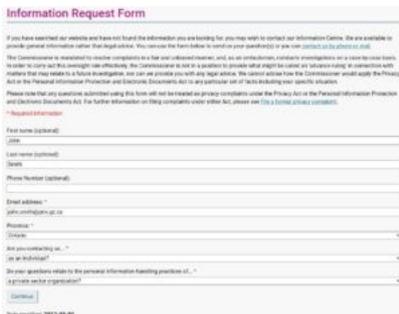
In April of 2015, the Office of the Privacy Commissioner of Canada launched a "smart" online information request form. The form dynamically provides users with information and links to advice and guidance. It enables the Office to provide users with some immediate online assistance with their privacy questions and concerns by automatically giving them information relevant to their request while in the process of submitting their query. The form's "smart" features were further enhanced in March 2017.

A "smart" online information request form enables the OPC Canada to provide users with some immediate online assistance with their privacy questions and concerns by automatically giving them information relevant to their request while in the process of submitting their query.