



Data Privacy
& Security
Advisors LLC

CASE STUDY

Compliance at Scale:

How a Small Business Began a
JDPA Privacy Program



The Challenge



A small business with less than 25 employees recognized the importance of data protection and realized that the organization lacked an understanding of the Jamaican Data Protection Act (JDPA), which left them exposed to potential non-compliance risk that could damage the company's reputation, causing the loss of customers' trust.

Unsure of how to evaluate whether current data processing operations aligned with regulatory requirements, where to begin remediation, and how to plan for long-term compliance success, they reached out to DPSA for help.

The Solution



DPSA recommended beginning with a comprehensive JDPa Gap Assessment to identify current strengths, document gaps against requirements, and determine what risk the organization faced.

DPSA developed a **custom JDPa Gap Assessment** taking into consideration the applicable regulation and the organization's size, industry, and identified concerns. The Assessment evaluated data processing operations; notices and policies; security measures; and whether key regulatory obligations are being met.

Critical to a small business with uncertainty of how to move forward and only a cursory understanding of the regulation, DPSA launched the engagement by conducting a **Regulatory Overview** workshop on the regulation and global privacy trends, providing respondents with a working understanding of:

- What data is considered personal information under the regulations.
- What the Company's obligations are to Data Subjects and to Regulators.
- How privacy can become part of standard operating processes to help the company achieve and maintain the appropriate level of compliance with the regulations.

The Outcome



The **JDPA Gap Assessment** was instrumental in helping the organization feel confident in moving forward because it had answers to critical questions – where it had strengths and exactly which gaps must be closed to reach its desired level of conformity with the regulation. It also increased employee awareness about privacy and the organization’s obligations to protect personal data.

Armed with that information and in partnership with DPSA, it was possible to begin building a privacy program that fit its needs.

DPSA’s **Privacy Gap Assessment Findings Report** included a **Regulatory Mapping Matrix** that linked each assessment response to the section/article of the JDPA for easy cross-reference and details about the requirements; and a **Remediation Roadmap & Prioritize Action Plan** for “quick wins” and long-term improvements to increase the maturity of critical program elements.

Practical recommendations included appointing a Data Protection Officer (DPO); conducting Data Protection Impact Assessments (DPIA); processes for responding to Data Subject Rights (DSR); and implementing appropriate security controls and a breach response plan.

By identifying compliance gaps and working with DPSA to build a sustainable privacy program, the organization not only protected personal data but also enhanced its reputation and customer trust in an era where data protection is paramount.

About Data Privacy & Security Advisors LLC

With demonstrated expertise building actionable privacy and data security strategies to lead our clients through the changing regulatory landscape, Data Privacy & Security Advisors' ("DPSA") diverse group of experts bring more than 25 years' experience in delivering tailored programs and providing pragmatic strategies to help our clients protect the trust of their customers and mitigate financial and legal risks to their organization.

Unique in a boutique firm, our team is exclusively senior practitioners and includes former Corporate Privacy Officers, Corporate Information Security Officers, and Partners from the "Big 4" Consulting Firms – bringing a diversity of perspective from both in-house and external roles.

Our mission: to mitigate the pervasive feeling among our clients of "death by a thousand cuts" as new, always slightly different, privacy regulations are enacted.

Active thought-leaders in the Privacy Community, the DPSA leadership team has seats on the International Association of Privacy Professionals' ("IAPP") Advisory Boards and is frequently asked to speak at both IAPP and other industry events.

Our clients range from start-ups to multinationals, and include B2B businesses, higher education institutions, traditional and online media, mobile application developers, technology, and financial services companies.

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