



Data Privacy
& Security
Advisors LLC

CASE STUDY

ISO 27701 Certification Readiness:
A Commitment to Maintaining the
Highest Standards of Data Privacy



The Challenge



A multinational company operating across various sectors, recognizes the importance of demonstrating its commitment to maintaining the highest standards of data privacy and security, and embarks on the journey to achieve certification with the ISO 27701 privacy extension to ISO 27001.

Challenges:

- 1. Global Operations:** Operating in multiple countries meant complying with a complex web of data privacy regulations, including GDPR, CCPA, and more.
- 2. Diverse Data Processing:** The Company's operations involved processing diverse datasets, from user profiles to financial transactions, each with its unique privacy considerations.
- 3. Client Trust:** In an increasingly privacy-conscious market, maintaining and enhancing client trust is critical to the brand and a differentiator.

The Solution



DPSA created a multiphase engagement with clear and achievable milestones to ensure the Company met its Certification-date goal.

Beginning with **Phase 1: Initial Assessment**, building off the Company's existing ISMS from ISO 27001, DPSA helped define the ISO 27701 scope, including all subsidiaries, business units, and data processing activities across the organization; and conducted a comprehensive gap analysis to assess the alignment of existing data protection practices with ISO 27701 requirements.

In **Phase 2: Implementation & Phase 3: Documentation and Record Keeping**, the identified Privacy Information Management System (PIMS) gaps were closed, including creating and updating policies, procedures, guidelines, and documentation; validating vendor processes; and running Privacy Impact Assessments for critical data processing activities to identify and mitigate potential privacy risks. Employee training was also revised to include ISO 27701 requirements and best practices for safeguarding personal data.

DPSA ensured the Company was prepared for ISO 27701 Certification in **Phase 4: Internal Audits & Testing**, by conducting internal and surveillance audits to verify the effectiveness of the PIMS and identify areas for continuous improvement.

DPSA also performed mock certification audits to simulate the certification process and address any issues or deficiencies in the Company's processes and documentation.

The Outcome



After successfully completing the certification audit, the Company was awarded ISO 27701 certification, positioning it as a trusted partner for clients and stakeholders worldwide and facilitating smoother compliance with diverse global data privacy regulations.

A major internal “win” from the DPSA ISO 27701 Readiness Program was establishing a dedicated cross-functional team consisting of data privacy experts, legal professionals, IT specialists, and project managers that acts as an internal escalation point for questions and issues, and monitors and improves Company privacy management practices.

Maintaining ISO 27701 certification remains an ongoing commitment for the Company that DPSA continues to support with regular audits, updates, and improvements to the PIMS to adapt to evolving privacy landscape.

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 an average of 30 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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