

YOUR OUTSOURCED DATA PROTECTION TEAM

Data protection and AI compliance services for
organisations processing EU and UK personal data



Amsterdam • Dublin • London • New York • Toronto



WELCOME TO THE DPO CENTRE

Global privacy laws are continually evolving. For businesses, it can be a challenge to adapt to new regulations and maintain data protection practices that safeguard both company interests and customer trust. At the DPO Centre, we're committed to helping you not just keep up but lead the way.

With offices in the UK, the Netherlands, New York, Canada, Dublin, and representation offices across all EU Member States, we're one of the few global outsourced DPO providers with the scale and expertise to deliver tailored solutions for today's complex privacy challenges.

We've worked with over 1,000 organisations across a wide range of industry sectors. Whether you're expanding into new markets or strengthening your existing operations, we ensure your data protection efforts are compliant and align with your business goals.

OUR TEAM

Our expert Data Protection Officers (DPOs) are the heartbeat of our services. Collectively, they form one of the largest teams of highly experienced and qualified professionals in the industry.

- ✓ Permanently employed team
- ✓ Specialist knowledge and industry expertise
- ✓ Deep understanding of jurisdictional requirements

Explore this booklet to learn more about our services and what makes us a good fit for your organisation.



OUR OUTSOURCED SERVICES

We offer a range of data protection services designed to streamline your operations, ease the burden on your internal team, and provide unparalleled access to industry-specialised expertise.

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DATA PROTECTION OFFICER (DPO)

We specialise in providing highly qualified and experienced DPOs on a fractional basis.

Hiring an in-house DPO is costly, and finding a part-time specialist can be difficult. Additionally, an in-house DPO might encounter conflicts of interest, especially if they are juggling another internal role.

We provide a 3 tier 'continuous support framework' that utilises our pool of professional DPOs, each with expert knowledge and industry sector specialisms.



TIER 1 PRIMARY DPO

Your main point of contact

An experienced, commercially focussed DPO, who proactively serves as your registered contact for internal teams, customers, partners, and regulators.



TIER 2 SECONDARY DPO

To guarantee continuity of service

An equally experienced DPO, provided at no extra cost, who delivers holiday and absence cover, plus additional support as required.



TIER 3 ADVICE LINE

Email and telephone

Staffed by our experienced DPOs, the advice line provides access to a DPO every working day, ensuring comprehensive month-round cover.

OUR DPO SERVICE



Our DPO Service delivery is based on a structured, 3-stage approach.

IMPLEMENTATION

PHASE 1 REVIEW AND ONBOARDING

We begin with a detailed review to understand your organisation's operations, data processing, and current compliance status.

- ✓ Uncover hidden compliance risks before they become costly issues
- ✓ Compare your compliance framework against these risks
- ✓ Deliver a gap analysis report aligned with the GDPR's 7 principles

PHASE 2 IMMEDIATE RISK MITIGATION

A proactive, hands-on exercise to resolve the critical risks identified, ensuring your personal data is protected and to implement a minimum compliance framework.

- ✓ Mitigate the highest priority risks
- ✓ Ensure your practices align with the latest regulations
- ✓ Increase customer and stakeholder trust and engagement

ONGOING SUPPORT

PHASE 3 ONGOING SERVICE

Proactive, hands-on expertise from your primary DPO. Assured continuity of service and support from your secondary DPO. Month-round DPO cover from our advice line.

- ✓ Benefit from cost-efficient, month-round expertise without the overheads
- ✓ Maintain peace of mind with consistent compliance and risk management

DATA PROTECTION MANAGER (DPM)

Our DPM service is designed to enhance your organisation's existing privacy team with specialist, operational assistance.

If you already have skilled resources fulfilling the DPO role without conflicts of interest, you will still benefit from a Data Protection Manager (DPM) to provide additional expertise and operational resource to strengthen your data protection team.

A DPM works closely with your team to provide support with specific tasks and projects, ensuring your data protection strategies are both effective and seamlessly integrated into your daily operations.

KEY BENEFITS

- ✓ Provides operational support and hands-on implementation of data protection measures
- ✓ Delivers additional expertise and operational resource to support your compliance
- ✓ Translates legal requirements into practical actions
- ✓ Accelerates delayed projects and addresses historical risks



EU & UK REPRESENTATION SERVICE (DPR)



If your organisation is based outside the UK or EU and processes the personal data of their residents, you may need to appoint a Data Protection Representative (DPR) to comply with Article 27 of the GDPR.

WHAT WE OFFER

Our Representation Service covers all 27 EU Member States and the UK, ensuring you meet GDPR requirements. We provide a local mailing address, email and phone number answered in the local language to act as your in-country point of contact for data subjects and regulators.

EU REPRESENTATION

For organisations located outside the EEA processing the personal data of EU residents

UK REPRESENTATION

For organisations located outside the UK processing the personal data of UK residents

EU & UK REPRESENTATION

For organisations located outside the EU and UK processing the personal data of both EU and UK residents

RESPONSIBILITIES OF YOUR REPRESENTATIVE

- ✓ Act as your point of contact for EU/UK data subjects and regulators
- ✓ Maintain a regularly updated copy of your Record of Processing Activities (RoPA)
- ✓ Provide assistance with breaches and rights requests involving EU/UK residents



DATA PROTECTION CONSULTANCY

Our team of experienced DPOs work with a wide range of industry sectors, ensuring compliance with regulatory requirements and upholding the highest data protection standards.

Organisations often need extra support for specific data protection tasks, such as data mapping, DPIAs, vendor risk assessments, drafting policies, or building Records of Processing Activities (RoPA). Certain projects might require guidance and advice about data processing activities or international data transfers.

BENEFITS OF THE DPO CENTRE CONSULTANCY

- Access to one of the largest teams of experienced DPOs
- Deep industry knowledge gained from working with 1,000+ clients
- Cost-effective and flexible DPO support, tailored to your needs



DPIAs and gap analysis



Policy drafting and reviews



Record of Processing Activities (RoPA)



Data mapping



Vendor due diligence



International data transfers



M&A due diligence



Internal audits

AI GOVERNANCE



Developing a robust AI governance programme is fast becoming an essential factor for organisations across all sectors.

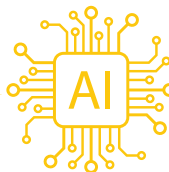
As global AI regulations evolve, having a comprehensive AI governance framework is crucial. It ensures ethical AI deployment, builds trust with your customers, and mitigates risks, allowing your business to maintain compliance whilst maximising the benefits of AI technologies.

WHAT WE OFFER

Our AI Governance team provide in-depth AI audits and assessments, and expert guidance to ensure your organisation remains compliant with advancing AI regulations.

THE DPO CENTRE'S AI GOVERNANCE

- ✓ Delivered by AI and data protection specialists with deep industry knowledge
- ✓ Provides a framework that ensures AI usage complies with AI regulations and data protection laws
- ✓ Includes an AI Impact Assessment and AI Explainability Framework designed to address risks and ensure transparency in AI decision-making



DSAR RESPONSE SERVICE

Outsourcing is one of the most cost-effective and strategically efficient approaches to managing your Data Subject Access Requests (DSARs).

DSAR responses require expert knowledge, attention to detail and careful handling to ensure confidential information is protected and appropriate exemptions are applied. In our experience, the average DSAR response requires approximately 27 hours to complete.

Many organisations opt to handle DSARs internally, relying on members of staff who are juggling multiple responsibilities. But this can put a strain on business resources, delay projects, create internal confidentiality concerns and impact day-to-day operations.

DECREASE OVERHEAD COSTS, REDUCE RISKS, ENSURE COMPLIANCE

We provide a complete end-to-end response solution or a tailored service that addresses specific tasks, like redactions.

KEY BENEFITS

- ✓ Designated DPO and specialist DSAR officers working alongside your team
- ✓ Immediate peace of mind knowing your response requirements are being handled expertly and confidentially
- ✓ Flexible pricing options based on pay-as-you-go or retainer plans



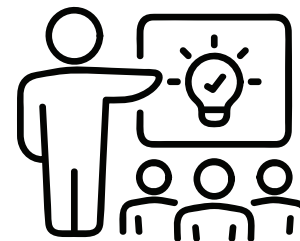
DATA PROTECTION TRAINING

Human error is responsible for 88-90% of data breaches, according to reports from the European Union Agency for Cybersecurity (ENISA), the UK Information Commissioner's Office (ICO), and various global cybersecurity studies.

Effective data protection training helps to reduce these risks, safeguarding your reputation and mitigating costly breaches.

TAILORED DATA PROTECTION TRAINING FOR YOUR ORGANISATION

Our data protection compliance training is designed for your unique business needs. We provide targeted training for every level of your organisation, from directors and senior stakeholders to department managers, and data-facing staff.



FOR SENIOR LEADERS

Comprehensive training that focusses on governance and accountability to ensure decision-makers meet their legal obligations.

FOR MANAGERS AND DATA-OWNERS

In-depth data protection training sessions that address the specific challenges of your departments.

FOR DATA-FACING STAFF

Receive role-specific training that aligns with GDPR compliance and your internal policies to enhance data handling practices.

ONGOING REFRESHER TRAINING

Keep staff updated with annual training. Short online sessions and assessments cover policy changes and reinforce key data protection principles.

INTERIM & OVERFLOW RESOURCES

Keep your compliance on track during resource gaps.

Our interim DPO and DPM services provide immediate, expert assistance for short-term data protection needs. Additionally, our overflow resources are ideal for supporting one-off projects, M&A due diligence, and internal audits.

CRITICAL SUPPORT WHEN AND WHERE YOU NEED IT MOST



Emergency cover



**Maternity/Paternity
leave**



Recruitment gaps



**Special project
expertise**



**Clearing backlogged
tasks**



KEY BENEFITS

- ✓ Obtain specialised data protection expertise without long-term commitments
- ✓ Ensure data protection compliance during periods of absence or transition
- ✓ Receive objective evaluations and guidance, free from conflicts of interest
- ✓ Reduce overhead costs with flexible, on-demand resources for short-term needs

Streamline your DSPT compliance

The Data Security and Protection Toolkit (DSPT) is an essential online self-assessment tool that measures how effectively an organisation protects NHS patient data and systems against the National Cyber Security Centre's Cyber Assessment Framework (CAF) and the National Data Guardian's ten data security standards.

WHO NEEDS DSPT SERVICES?

Completing the DSPT is a contractual requirement for any organisation that handles or accesses NHS patient data and systems.

These organisations include:

- Large NHS organisations
- Key IT service providers
- Clinical Commissioning Support Units (CSUs)
- Arm's Length Bodies (ALBs)
- Integrated Care Boards (ICBs)



THE DPO CENTRE'S DSPT SERVICES

- ✓ Receive expert guidance from data protection professionals with specialist DSPT knowledge
- ✓ Identify and address gaps in your current data security practices
- ✓ Gain an independent audit of your Toolkit which aligns with the NHS independent audit framework
- ✓ Obtain essential documentation to meet the required standards
- ✓ Reduce the burden on your internal team with comprehensive support

WHO WE'VE WORKED WITH

We have delivered consultancy, interim support, EU and UK Representation, DSAR Response and Data Protection Officer services to over 1,000 organisations across a wide range of industry sectors since 2017.



Medical and
Healthcare



Software and
Technology



Retail and
eCommerce



Finance and
Insurance



Education, Schools
and Colleges



Charities and
Not-for-profit

bitpay

HEALTH CALL
INNOVATE • DIGITISE • TRANSFORM



London
& Capital



WYNDHAM
HOTELS & RESORTS



NSPCC

INNOCEAN
WORLDWIDE





'Our assigned DPM is extremely knowledgeable, and we continue to feel supported with the evolving data privacy landscape globally.'

Sarah Schroeter, UK HR Manager, Ametek



'The training sessions have given us even more confidence that we can deal with any data protection issues that arise, swiftly and effectively.'

Shirley Aston-Tang, CRM Manager, Mazda



'The DPO Centre's advice and support has helped us ensure that our compliance level has remained high, despite the challenges that rapid growth presents.'

James Yates, Chief Risk Officer, Shard Capital



'The DPO Centre understood our constraints and helped develop a data privacy programme that was both GDPR compliant and appropriate for our current stage of development.'

Leland Keyes, Vice President of Regulatory Affairs and Quality Assurance, Apreo Health

About The DPO Centre

The DPO Centre is the leading provider of fractional Data Protection Officer (DPO) and privacy services, delivering expert DPO, DPR, and data protection services from our offices in London, New York, Toronto, Dublin, Amsterdam, and our network of representation establishments across all 27 EU Member States.

The DPO Centre provides access to one of the largest teams of experienced and permanently employed DPOs available. Since 2017, the company has delivered its services to over 1,000 clients globally, across a wide range of industry sectors, including finance and insurance, life sciences, MedTech, software and technology, retail and ecommerce, education and schools, charities and not-for-profits.



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