

We made it
easier for them
to run their
business.

- before -



- after -



This is how.



Pétanque International
Clearly Better

Case Study

Assessing PoPIA Related Risks

 Visual POPIA Integration

With the PoPIA stipulation that a CEO or MD of an enterprise is deemed to be the responsible Information Officer, risk of non-compliance is a Board level issue. Following on from earlier work on a Capability Model and a Gap Analysis, the client needed to understand how and where personal information was being used in each of his 15 departments, and the risks involved. Of particular concern was unstructured data processes and PI processed by operators and 3rd Party service providers.

The Story



"Since PoPI is principle based, we need to identify the risks in each department, particularly the touch points where personal information (PI) is handed over for processing to operators and 3rd party service providers. As we are viewed by the Act as the responsible party, we need to be clear on PI processing by operators since we remain legally liable if they lose, misuse or abuse our client or employee PI. We need to outline what controls are required to safeguard ourselves and be compliant."

Our Briefing

Using Visual PoPIA Integration Mapping methods, end-to-end high risk business processes were mapped, while educating owners on the definition of PI. These maps included Risk Registers that highlighted a) where PI was being processed, b) whether it was done as the responsible party or as an operator, c) unstructured data practices, and d) Operators/3rd Party providers, categorized by privacy processing risk. Controls were identified and Action Lists for improvements developed.

How Long Did It Take?



6 Months of On-Site Workshops

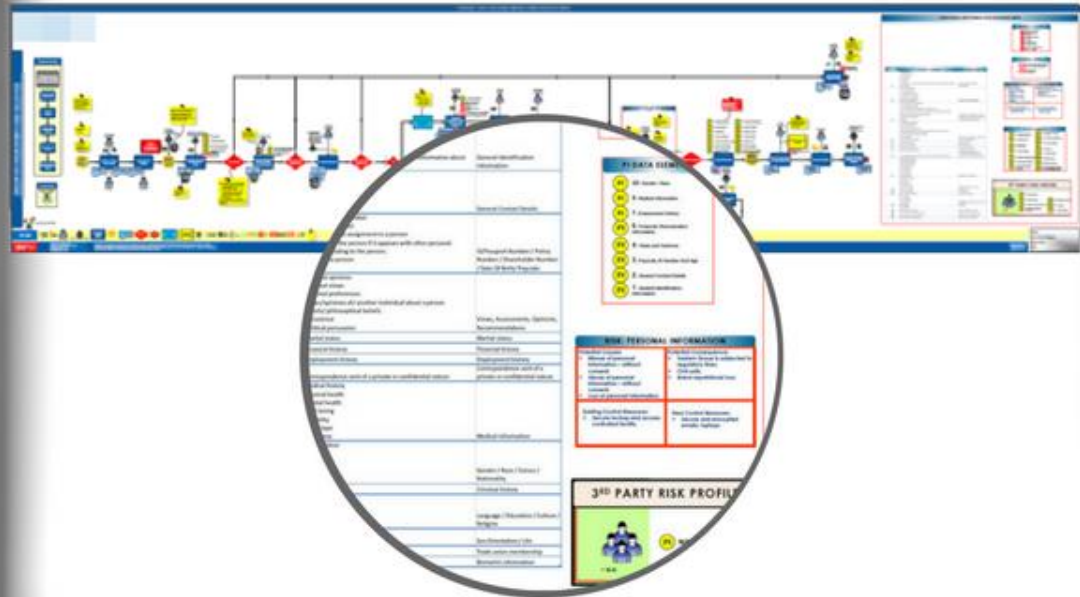
What We Did

Who Was Involved?

15 Departmental
Management Teams &
Process Owners

2 Visual Process
Architects

One of the 15 departmental maps



*The Resulting Visual PoPIA
Risk Assessment Map*





From being **unclear about PoPIA risks** **to** having an acute **awareness and recognition of risks**, with mitigating steps - that is the result of this project. In addition, **Big Picture understanding** of processes and where everyone fits in was achieved. *"Apart from the risk assessment, this has helped me to ensure continuity and for my team to take ownership. We needed to align ourselves better by standardizing with the rest of the company. I have a greater awareness of PI used in my department now."*

The Result Achieved

The risk assessment was done on 3 levels: a) departmental b) process, and c) Operator/3rd Parties. The project provided a full understanding of the risks in a manner that is quick and easy to understand, due to the visuals. As such, it served as a baseline from where further compliance related projects could flow. It created a heightened awareness of PI related risks, identified gaps and as a bonus, ensured improvements of processes from an operational point of view.

The Outcome

Where are you at the moment?

- unclear about where and how you use personal information
- vague on where your PoPIA related risks lie
- unsure about how the PoPIA requirements apply to your organisation
- not clear on the meaning of unstructured data practices or 3rd Party Operators
- poor understanding by the operations team of privacy risks
- no idea where to start with doing a risk assessment and what to look out for
- convinced that PoPIA doesn't apply to your business

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Give Us A Call

Business can be complex.

Which could mean delays, resistance and lost opportunities as you sift through the complexity to get clear direction on how to reach your goals.

Our company uses award-winning visual tools and proven facilitating techniques to map out your strategies, processes and projects to save time, give focus and get your team on board.



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