



Republic of the Philippines
NATIONAL PRIVACY COMMISSION
 5th Floor, Philippine International Convention Center,
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***PROGRAMS/PROJECTS/ BENEFICIARIES AND STATUS OF IMPLEMENTATION
 as of 31 March 2024**

PDP Chapter	PROGRAM	BENEFICIARIES	RATIONALE OF THE PROGRAM	STATUS OF IMPLEMENTATION (On-going)
REGULATORY AND ENFORCEMENT PROGRAM				
<ul style="list-style-type: none"> • Chapter 3: <u>Reduce Vulnerabilities and Protect Purchasing Power</u> • Chapter 10: <u>Promote Competition and Improve Regulatory Efficiency</u> • Chapter 13: <u>Ensure Peace and Security, and Enhance Administration of Justice</u> • Chapter 14: <u>Practice Good Governance and Improve Bureaucratic Efficiency</u> 	<p>1. Philippine Data Privacy Compliance Program (formerly Compliance and Monitoring Program)</p> <p>Office/Division in charge: Compliance and Monitoring Division</p>	<ul style="list-style-type: none"> • Government (e.g., NGAs, SUCs, LGUs, and GOCCs). • Private sector including MSMEs and high-risk private institutions. • Personal Information Controllers (PICs) and Personal Information Processors (PIPs) – organizations and individual professionals who collect and process personal data. • Data Protection Officers (DPOs). 	<p>This sub-program is conceptualized pursuant to the mandate of the National Privacy Commission (NPC) to administer and implement the provisions of the Data Privacy Act of 2012 (DPA), and to monitor and ensure compliance of the country with international standards set for data protection, to ensure compliance of PICs and PIPs with the provisions of the DPA. Aside from monitoring the compliance of government agencies or instrumentalities on their security and technical measures and managing the registration of data processing systems, the NPC thru its Compliance and Monitoring Division (CMD) conducts privacy compliance sweeps/checks and aids in matters relating to data protection at the request of a national or local agency and private entity or any individual.</p>	<p>The Enhanced Data Privacy Compliance and Monitoring Program gained a total of 153 compliance checks for DPA compliance were conducted on the first quarter of 2024, comprised of the following:</p> <ul style="list-style-type: none"> A. 11 compliance visits: <ol style="list-style-type: none"> 1. 2 for January 2. 5 for February 3. 4 for March B. 140 organizations were checked for DPA compliance thru privacy sweeps composed of 127 from the private sector and 13 from the government. C. 2 privacy sweeps were conducted thru document submission. <p>Other significant accomplishments include:</p>

			<p>The Commission, through the CMD is continuously working with PICs and PIPs whether in the private or government sectors, not only in regulating but also providing support in complying with the DPA. This is done by the CMD through its various units which is to oversee the registration of PICs and PIPs, ensuring that minimum standards are being implemented to ensure data protection, responding to data breach notifications, developing system requirements, and providing support to enable the PICs and PIPs to better integrate the provisions of the DPA in their day-to-day operations among others.</p>	<p>a) 2,468 DPOs were registered with the NPC which are composed of 2,272 organizations and 196 individual professionals, a 261% increase from previous year's Q1 data (644).</p> <p>b) 1,263 certificates of registration with complete requirements were issued in the first quarter of 2024, significant increase from previous year's Q1 data (142).</p> <p>c) 7 Warning letters were issued to which 4 letters are addressed to government agencies and 3 letters for private sectors; and</p> <p>d) Since January 2024, the Data Breach Notifications Unit of the CMD received and acted upon 100% or a total of eighty three (83) personal data breach notifications through the Data Breach Notifications Management System (DBNMS). Seventeen (17) of which came from the government sector and sixty-six (66) from the private sector.</p>
	<p>2. Data Privacy Competency Program</p>	<ul style="list-style-type: none"> • DPOs • PICs and PIPs 	<p>The Data Protection Officer Accountability, Compliance and Ethics (DPO ACE) Program serves as a cornerstone of the NPC's strategic objective to "Build Capacity." The program aims to further accelerate the capabilities of</p>	<p>Accomplishments under the establishment of the new program are as follows:</p>

	<p>(Enhanced DPO ACE Training and Certification Program)</p> <p>Office/Division /Unit in charge: DPCP</p>	<ul style="list-style-type: none"> • Data Subjects 	<p>DPOs by equipping them with the relevant privacy and data protection knowledge and skills necessary to manage effectively in a risk-based and comprehensive manner the compliance of their organization to the Data Privacy Act of 2012. This training and certification program is based on the Commission's Five (5) Pillars of Data Privacy Accountability and Compliance Framework as well as international laws and standards that find application within the Philippine setting.</p>	<ul style="list-style-type: none"> a. Posted two (2) DPCP Animation Video with English, Bisaya and Tagalog versions b. Conducted Pilot Test for the Data Privacy Foundational Course attended by 20 participants from the Bangsamoro Parliament Group composed of 12 females and 8 males. A total average rating of 4.42 or Very Satisfactory.
			<p>As the training arm of the NPC, Phil-DPO conducts DPO ACE training in preparation for the certification examinations. Phil-DPO also conducts DPO briefings as introductory courses for learnings, and DPO summits for intermediate level trainings.</p> <p>The Phil-DPO team continued with its online modular training via animated video presentations followed by a question-and-answer panel discussion. This shift to online modular training, which began in the 2nd semester of 2020 allowed the Phil-DPO team to continue reaching out to eager DPOs and data privacy enthusiasts who wanted to know more about the Data.</p> <p>The DPO ACE Training Program, which aims to capacitate interested participants in understanding the basics of the DPA and other NPC issuances focused on conducting trainings with the government sector in</p>	<ul style="list-style-type: none"> c. Posted FAQs for the Data Privacy Competency Program on 17 January 2024

			partnership with several national government agencies.	
	3. Complaints Handling and Enforcement Program	<ul style="list-style-type: none"> The beneficiaries of this program are the data subjects and/or complainants. 	<p>The NPC, with its quasi-judicial power, is authorized to address complaints and institute investigations in relation to violations of the DPA and other issuances of the Commission, including violations of the rights of data subjects and other matters affecting personal data and security breaches. This sub-program is also anchored to the Philippine Development Plan 2023-2028 where the NPC pursues a fair, consistent, and efficient approach in the handling of complaints of violations of personal data privacy and security, among others. The program seeks to ensure the continued protection of every male and female data subject's personal information by making their right to file a complaint easier to exercise and less costly.</p> <p>The NPC thru its Complaints and Investigation Division, handles complaints and institutes investigations regarding violations of RA 10173 and other related issuances, including violations of the rights of data subjects and other matters affecting personal data and security breaches; summon witnesses and require the production of evidence by a subpoena duces tecum for the purpose of collecting the information</p>	<p>For the first quarter of FY 2024, the Complaints and Investigation Division (CID) 100% acted upon all privacy concerns received totaling to 3,743 comprised of 3,319 e-mails (89%), 375 phone calls/messages (10%), and 49 walk-ins (1%).</p> <p>Other significant accomplishments as of 31 March 2024 were as follows:</p> <ol style="list-style-type: none"> a. The CID received 27 complaints through walk-in or electronic mail. These complaints are being reviewed by investigation officers, with 2 against individual/professionals and 10 relating to Online Lending Applications (OLA). d. Overall, the NPC produced 81 Fact-Finding Reports from January to March 2024. For the complaints evaluated for outright dismissal. e. From January to March 2024, 184 decisions were sent to parties through mail and email f. The NPC-CID sent 154 orders thru registered mails and 117 Orders by electronic mails with a total of 271 orders sent
	Office/Division /Unit in charge: Legal and Enforcement Program			

			<p>necessary to perform its function under the purpose of collecting the information necessary to perform its function under the law; facilitate settlement of complaints through the use of alternative dispute resolution processes and adjudicate on other matters affecting personal data and security breach. With the high-profile data breaches and complaints on the privacy risks associated with digital technology, the NPC endeavors to accelerate its complaints handling, case investigation, and enforcement program where a majority of concerns focus on personal information and security breaches and the surge in individual complaints of privacy harassments from online lender and breaches on personal information. Moreover, there were also the so-called “privacy concerns” that were received mostly through the email address complaints@privacy.gov.ph.</p>	<p>g. Seventy-eight (78) Certificate of No Pending Case requests issued.</p> <p>h. 5 Decisions, Orders, and Resolutions (DORs) were enforced</p> <p>i. 10 final Enforcement Action Report (EAR) were prepared and issued.</p>
				<p>j. A total of four (4) mediation conferences were conducted, one of which was an on-site hearing.</p> <p>k. The NPC, through the EnD, continues to strengthen its monitoring and enforcing of Cease-and-Desist Orders against 16 organizations. The NPC also bolsters its efforts in implementing Temporary Bans against online lending companies and their applications.</p> <p>l. 29 Adjudicated cases as of March 2024</p>
	<p>4. Privacy Advocacy Program</p> <p>Office/Division /Unit in charge: Public Information and</p>	<ul style="list-style-type: none"> • Data subjects • PICs & PIPs (organizations & individual professionals who collect & process personal data) 	<p>In cognizant of the need to directly engage covered organizations, both in the private and government sector, individual professionals, and the citizens, the National Privacy Commission (NPC) strengthens its advocacy program by embarking nationwide awareness campaign through the conduct of briefings and a series of training on Data Privacy Act and other related issuances to promote data</p>	<p>A total of ten (10) activities and projects, were implemented in the first quarter of FY 2024 as part of the Data Privacy Act (DPA) nationwide awareness campaign, as follows:</p> <p>1. One (1) DPO Briefing was conducted with 143 participants composed of 83 female and 60</p>

	Assistance Division (PIAD)	<ul style="list-style-type: none"> • DPOs • Privacy advocates 	<p>privacy of the stakeholders and the citizens for them to know and understand their rights which are protected under the Data Privacy Act of 2012.</p> <p>The Privacy Promotion Program aims to educate data subjects on their rights as data subjects and their responsibilities as digital citizens, likewise, Personal Information Controllers (PICs) and Personal Information Processors (PIPs) contribute to fully engage and empower women and men of all ages as data subjects (<i>PDP Chapter 2: Promote Human and Social Development</i>); increase the competitiveness, innovativeness and resiliency of PICs and PIPs from various industries/sectors (<i>PDP Chapter 3: Reduce Vulnerabilities and Protect Purchasing Power</i>); and reduce citizen's vulnerability to data privacy risks including identity theft/fraud, financial loss, loss of employment or business opportunity, discrimination, embarrassment and physical risks to safety (PDP Chap. 3)</p> <p>The program's goal is also to integrate gender-related concerns into activities so that both men and women can participate and benefit from development in a way that is equitable, sustainable, free of violence, respectful of human rights, supportive of self-determination, and actualization of human potential. The number of men and women data subjects who benefitted from the programs and initiatives are collected and maintained.</p>	<p>male with a total average satisfactory rating of 92.4% on March 2024</p> <ol style="list-style-type: none"> 2. Four (4) Kabataang Digital sessions conducted with a total of 1,009 students oriented composed of 640 females and 369 male with a total average satisfactory rating of 92.8% on February 2024 3. Six (6) press releases and statements issued; 4. 103 NPC Stakeholders Consultative Engagements/Meetings; 5. 59 requests for speaking engagements relating to DPA; 6. 3.61% average increase in the reach across all online platforms with 62 Facebook posts, 18 Instagram posts, and 7 tweets were posted; 7. NPC Website gained an annual average of 236,151 website visitors per month; 8. One (1) Legislative Comment issued on the draft IRR of the Internet Transactions Act of 2023 9. Two (2) Advisory Opinions issued. 10. For public and technical assistance and related interventions, the following accomplishments are: <ol style="list-style-type: none"> a) 99% or 13,055 out of 13,183 public assistance thru emails, walk-ins, calls, and social media received were acted upon.

				<p>b) 100% or 7 out of 7 Freedom of Information (FOI) inquiries and requests were acted upon</p> <p>c) 100% or 59 complaints received and acted upon as of March 2024 thru 8888 Portal and acted upon within 72 hours</p> <p>d) 94% or 34 out of 36 Complex Inquiries received were acted upon and issued</p>
	<p>5. Privacy Policy and Standards Development Program</p> <p>Office/Division/Unit in Charge: Privacy Policy Office & Data Security and Technological Standards Division (DSTSD)</p>	<ul style="list-style-type: none"> • DPOs • PICs and PIPs • Data Subjects 	<p>The NPC's Privacy Policy Office (PPO) and Data Security and Technology and Standards Division (DSTSD) exercise NPC's Rule making function. In such capacity, PPO and DSTSD develop issuances such as circulars, advisories, advisory opinions, bulletins, and guidelines for acceptable standards, and other forms of issuances which are publicly circulated or published to serve as guidelines and reference for the government and private sector in their compliance with the Data Privacy Act or Republic Act 10173. The PPO also aids NPC stakeholders, both in the private and the public sector, in the interpretation of the Data Privacy Act and other NPC issuances by rendering Advisory Opinions, and by conducting the review of Data Sharing Agreements and similar documents. Meanwhile the DSTSD renders technical evaluation of technologies, emerging technological concepts, and privacy</p>	<p>A. NPC Issuances</p> <ol style="list-style-type: none"> 1. Published Circular No. 2024-01 – Amendments to Certain Provisions of the 2021 Rules of Procedure of the National Privacy Commission – 2021 Rules of Procedure of the NPC 2. Provision of Legislative Comments (16) 10 commented and issued on the implication of data privacy of proposed national or local statutes, regulations, or procedures, specifically on the draft IRR of the Internet Transactions Act of 2023 3. Issuance of Advisory Opinions (2) <p>Two (2) advisory opinions issued this first quarter of FY 2024 consists of:</p>

			<p>standards-related guidance in the form of Tech Bulletin and Tech Advisories.</p> <p>On a government-wide scale, the NPC through the two divisions also provide comments on pieces of legislation and executive enactments that tend to intersect with data privacy. The interventions of NPC are integral to ascertain that data privacy, and all its principles, are always considered in state policies and objectives.</p> <p>NPC Issuances</p> <p>NPC releases Circulars, Advisories, and Advisory Opinions in terms of issuances that elaborate key concepts and obligations under the DPA, including issues that have emerged with the pandemic. These issuances also provide guidance on significant public interest issues with data privacy implications. Likewise, the NPC addressed inquiries of various stakeholders, and reviewed privacy notice policies, data sharing agreements, and legislative bills having data privacy and protection implications.</p>	<ul style="list-style-type: none"> • NPC AdOp No. 2024-001 – Request for Access to Personal Data for Audit Purposes • NPC AdOp No. 2024-002 – Request for Comments/Insights Regarding the use of Artificial Intelligence (AI) in the Civil Service Commission’s (CSC) Correspondence
	<p>e) International Cooperation Program</p> <p>Office/Division /Unit in Charge: Office</p>	<ul style="list-style-type: none"> • Data subjects • PICs and PIPs • DPOs • Privacy advocates 	<p>The Commission is fully committed to strengthening its international coordination and collaboration activities with international entities to adopt/observe standard practices and issuances related to data protection and privacy. The Commission has been heavily involved in its international commitments with the Association of South-East Asian</p>	<p>International coordination and collaboration activities with international entities are continuously strengthened to adopt/observe standard practices and issuances related to data protection and privacy, with the following highlights:</p>

	of the Privacy Commissioner (OPC) & Policy Review Division (PRD)		<p>Nations (ASEAN), the Asia Pacific Economic Cooperation (APEC), the Global Privacy Assembly (GPA) (formerly the International Conference of Data Protection and Privacy Commissioners (ICDPPC), and various international working groups.</p> <p>In recognition of the Commission's expertise in data privacy in the Asia Pacific region, the Commission has also served as the Philippines' representative at a number of international conferences, not only as an attendee but also as an esteemed panelist.</p>	<p>Six (6) international engagements and other cooperation activities such as conventions, meeting sessions, and conferences with Data Privacy entities and government instrumentalities as well as other ICT-related international coordination transpired from January to March 2024. These are as follows:</p>
				<p>I. United Nations (UN)</p> <ol style="list-style-type: none"> 1) Concluding Session of the AHC-Cybercrime organized by the United Nations on Drug and Crimes (UN-ODC) - 24 January to 12 February 2024 at United Nations Headquarters, New York, U.S.A. <p>II. ASEAN</p> <ol style="list-style-type: none"> 2) 4th ASEAN Digital Senior Officials Meeting and 4th ASEAN Digital Ministers - 29 January to 03 February 2024 at Singapore 3) 24th Meeting of the ASEAN Coordinating Committee on E-Commerce and Digital Economy (ACCED) and the 2nd meeting of the ASEAN Digital Economy Framework Agreement Negotiating Committee Meeting (DEFA-NC)- 01-06 March 2024 at Vientiane Capital, Laos 4) 1st Asean Digital Senior Officials Meeting for 2024 and the Inauguration of

				<p>the Asean Working Group on Anti-Online Scam (WG-AS)- 18-23 March 2024 at Phon Penh, Cambodia</p> <p>III. Asia Pacific Economic Cooperation (APEC)</p> <p>5) APEC First Senior Officials Meeting – 27 February to 06 March 2024 at Lima, Peru</p> <p>6) APEC TBAM Meeting with DFA – 31 January 2024</p> <p>7) APEC Virtual Workshop: Sharing Best Trade Policy Practices to Enhance Synergies between Trade and Innovation – 01 February 2024</p> <p>IV. International Association of Privacy Professionals (IAPP)</p> <p>8) DPA Day and 2024 Global Privacy summit organized by the IAPP – 01-07 April 2024 at Washington DC., USA</p> <p>V. Global CBPR</p> <p>9) Global CBPR Forum Meeting – 10 January ; 05 February</p> <p>10) CBPR/PRP Accountability Agent Meeting – 07 March 2024</p> <p>VI. Asia Pacific Privacy Authorities (APPA)</p> <p>11) APPA Governance Committee Meeting – 13 March 2024</p> <p>Other International coordination activities</p>
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				12) GSMA Ministerial Programme 2024 - 24 February to 01 March 2024 at Barcelona, Spain
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**for Transparency Seal under item IV. Projects, Programs and Activities, Beneficiaries and Status of Implementation*