

QUARTERLY PHYSICAL REPORT OF OPERATION

As of September 30, 2021

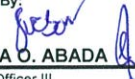
Department : Department of Information and Communications Technology
 Agency : National Privacy Commission
 Organization Code (UACS) : 37 003 0000000

Particulars	UACS CODE	Physical Target (Budget Year)					Physical Accomplishment (Budget Year)					Variance	Remarks
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total		
1	2	3	4	5	6	7	8	9	10	11	12	13	14
REGULATORY AND ENFORCEMENT PROGRAM	310100000000000												
OO : Privacy and data security in information and communication systems													
Outcome indicators													
1. Percentage of stakeholders who rated the privacy plans and policies as satisfactory or better		75%	75%	75%	75%	0.75	94.6%	93%	95.4%		94.3%	19.33%	94.3% overall average rating garnered from various activities conducted by NPC in 2021. For the 3rd quarter, 95.4% rating garnered from five (5) activities/events held: (a) 95% for DPO ACE Level 1 Training in partnership with DICT Luzon Cluster 3 on 11 Aug, with 120 pax; (b) 95% for DPO ACE Level 1 Training for MOA Party-Agencies on 25 Aug, with 132 pax; (c) 96% for DPO ACE Level 1 Training for the Mixed Sector on 29 Sept 2021; with 135 pax; (d) 95% DPO/DPA Briefings conducted in July with 633 pax; (e) 96% for DPO/DPA Briefings conducted in August with 99 pax.
2. Number of private sectors and government agencies checked for DPA compliance		50	100	100	100	350	83	323	120		526	176	Highlights of accomplishments under the Enhanced Data Privacy Compliance and Monitoring Program are as follows: (a) 526 organizations (392 private and 134 government), were checked for DPA compliance thru privacy sweeps; (b) 397 Data Protection Officers (DPOs) registered composed of 383 organizations and 14 individual professionals with an overall total of 23,614 DPOs registered as per overall cumulative data; (c) 647 certificates of registration with complete requirements issued in the 3rd quarter; (d) 138 Compliance Letters Sent; (e) 229 received Data Breach Notifications for 2021; (f) Development of EC Online Registration System or eRehistro.

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Output Indicators													
1. Number of Public Information/Education Projects Implemented		2	4	4	2	12	13	3	4		20	8	<p>A total of twenty (20) activities and projects (APs) on Data Privacy Act (DPA) nationwide awareness campaign for the whole year were/are continuously implemented comprising of the following activities:</p> <p>(a) Celebration of Data Protection Day 2021/ 28-Jan-2021; (b) Annual Celebration of Privacy Awareness Week/ 27-28 May 2021; (c) 3 DPO ACE Level 1 Training/ 26 May, July, August and September; (d) 222 NPC Stakeholders Consultative Meetings; (e) 288 NPC Speaking Engagements by invitation; (f) NPC Social Media Campaign consist of 137 Facebook posts with 121,128 likes, 77 tweets with 4,244 Twitter followers and 49 Instagram posts; (g) Public Affairs/ Media-Related Activities comprising of 1127 pick-up & mentions and 37 Public Relation activities; (h) 37 Advisory Opinions issued; (i) 30,722 public assistance thru emails, walk-ins, calls, social media messages acted upon; (j) website visits with an average of 194,508 monthly visits; (k) Four (4) Public Health Emergency (PHE) bulletins - NPC Response to COVID-19 issuances on 2021 PC PHE Bulletin; (l) DPO Journal Publications with fifteen (15) articles uploaded; (m) Train the Trainers (T3) Program development; (n) NPC Circular 2021-01 – 2021 Rules of Procedure of the National Privacy Commission; (o) NPC Advisory No. 2021-02 Issued, Guidance for the Use of the ASEAN Model Contract Clauses and ASEAN Data Management Framework; and (p) 2019 Annual Report publication. (q) NPC Trust Mark; (r) NPC Statements on DPA and other privacy concerns and issues; (s) NPC Audio Visual Presentations (t) Four (4) Philippine National Standards Advisory Opinions issued.</p>
2. Percentage of requests for technical assistance responded to within the prescribed time frame		75%	75%	75%	75%	0.75	99.93%	99%	99%		99.31%	24.31%	<p>99.31% overall total percentage of queries acted upon for 2021.</p> <p>For the 3rd quarter:</p> <p>(a) 99% or 30,718 out of 30,722 queries for 2021, thru emails, walk-ins calls, AskPriva App, and Social Media messages were acted upon with an average satisfactory rating of 91%; (b) For FOI request, sixty-nine (69) requests were processed for 2021 composed of the following breakdowns: sixty-four (64) Invalid requests and four (4) partially acted upon and one (1) Info not maintained;</p> <p>(c) Sixteen (16) legislative comments/position papers entered and commented on the implication of data privacy of proposed national or local statutes, regulations or procedures;</p> <p>(d) Twenty-nine (29) Legal Opinions issued; and</p> <p>(e) Five (5) Data Sharing Agreements (DSA) entered and reviewed; and</p> <p>(f) Thirty-seven (37) advisory opinions were issued this year on the implication and interpretation of the provisions of the RA10173, its IRR, NPC issuances and other data privacy laws.</p>

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3. Percentage of complaints and investigations resolved		65%	65%	65%	65%	0.65	100%	76%	100%		92%	27%	For the 3rd quarter, 100% or 6,104 complaints were handled and investigated. A total of 92% or 6,579 privacy concerns and complaints were handled and investigated in 2021 with 259 filed complaints of which 49% or 126 are against Online Lending Applications. Per cumulative data, an overall total of 25,529 privacy concerns and complaints were acted upon, handled, and investigated since 2016.
4. Number of international membership or cooperation entered			1	1	1	3	10	4	5		19	16	International coordination and collaboration activities with international entities are strengthened to adopt/observe standard practices and issuances related to data protection and privacy: (a) MOU Signing between NPC and United Kingdom's Information Commissioner's Office (ICO)/12-Jan; (b) Global Privacy Assembly (GPA) Covid-19 Working Group Meetings; (c) WhatsApp Meeting with Hong Kong Singapore and Macao/19-Jan; (d) Council of Europe (COW) 40th Anniversary of Data Protection Convention 108/28-Jan; (e) IAPP Data Privacy Day: A Fireside Chat/28-Jan; (f) US Embassy/NPC Market Landscape/ Registration Guidance/ 22-Jan; (g) CIPL/NPC Contract Meeting/ 03 Feb; (h) Meeting with Amazon Web Services/23 Feb; (i) ASEAN Digital Data Governance Meetings; (j) APEC Related Meetings (GPEN Pacific Call; (k) International Forum and Privacy & Data Protection May 19, 2021; (l) Joint EU-Singapore Webinar on Cross Border Data Flows, May 25, 25, 2021; (m) 55th Asia Pacific Privacy Authorities Forum June 16-18, 2021; (n) OECD-GPA-UN SRP Online Workshop on One Year Later: Addressing the Data Governance and Privacy Implications of the COVID-19 Pandemic and the Road to Recovery June 21-23, 2021; (o) UK ICO Meeting regarding GPA Joint Statement/ 05 Aug (p) Centre for Information Policy Leadership (CIPL) and GPA Covid-19 WG Joint Virtual Roundtable/ 24 Aug (q) World Health Organization (WHO) Meeting with GPA/ 02 Sep (r) FPF Asia Pacific Inaugural Event, Singapore/ 16 Sep (s) Asean Data Protection and Privacy Forum (ADPPF) Meeting/ 27 Sept.

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