

PERFORMANCE INDICATOR - December 31, 2019

Department: Department of Information and Communications
Technology
Agency: National Privacy Commission
Organization: 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	310100 000000 00												
OO : Privacy and data security in information and communication system supported and enhanced													
1. Percentage of stakeholders who rated the privacy plans and policies as satisfactory or better		10%	20%	20%	15%	65%	90%	89%	90%	90%	90%	25%	A total average of 90% rating for year 2019 was obtained through various projects and activities under the Privacy Promotion Program and Data Protection Officers (DPOs) Accountability, Compliance, and Ethics (ACE) training and certification program to promote and protect citizens' data privacy rights and to equip DPOs to build privacy resilience and culture.
2. Number of private sectors and government agencies checked for DPA compliance		15	25	25	15	80	54	11	37	105	207	127	Under the Enhanced Data Privacy Compliance and Monitoring Program, around 207 organizations (66 government; 151 private) were checked for DPA compliance , 29,943 Data Processing Systems Registered, 22,812 Data Protection Officers registered comprising of 10,448 organizations and 12,364 individuals; (4) 3,323 Certificate of Registration issued; (5) 18 compliance talks conducted.

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Output Indicators													
1. Number of Public Information/Education Projects implemented		2	4	4	2	12	9	3	1	2	15	3	The NPC intensified its Data Privacy Act (DPA) information, communication, and education drive under the Privacy Promotion Program comprising of 15 projects/activities, as follows: (1) Privacy Awareness Week (PAW) , May 23-24, 2019, with 2000 pax; (2) 24 DPA Briefings, with 928 participants; (3) 1,342 or 89% students oriented through PrivaMoves/PSST; (4) 31 Data Privacy Council Assemblies, with 1,416 pax; (5) Data Protection Officers Summits, with 186 pax; (6) 217 coordinations, meetings, & consultations with stakeholders; (7) 971 NPC Speaking Engagements (by invitation); (8) NPC Social Media Campaign: a. 1,608,830 website visits, (134,069 ave website visits) b. 89,096 Facebook likes, as increase of 473% since its launch in 2016, and c. 2,653 Twitter followers ; (9) 18 Information and education materials; (10) 9 Public Affairs / Media-Related Activities, composed of: a. 38 communication projects; b. 3,154 media pick-ups & mentions (406% increase from 777 last year); and c. 10 Public relation activities; (11) 48 Advisory Opinions developed and issued; (12) Privacy Wall Forum - 537 member users from 24 sectors; (13) 20 Phil DPO ACE training conducted; (14) 52nd Asia Pacific Privacy Authorities (APPA) Forum, 65 delegates; (15) Global Privacy Forum, with 416 participants, Cebu City.
2. Percentage of requests for technical assistance responded to within the prescribed time frame.		70%	70%	70%	70%	70%	99%	99%	99%	99%	99.70%	29.7%	Per cumulative report, around 99.7% or 32,019 out of 32,107 queries (emails, walk-ins, social media messages, calls, etc.) were acted upon, including Advisory Opinions and legislative comments issued on the implication and interpretation of the provisions of Data Privacy Act, its IRR, NPC issuances and other data privacy laws for the protection of personal information in the government and private sector.

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3. Percentage of complaints and investigations resolved		15%	20%	20%	10%	65%	55%	65%	75%	87%	87%	22%	Per cumulative report, out of 8,822 complaints received, 87% or 7,691 privacy concerns, cases and investigations were handled / acted upon, comprising of: (1) 6,727 privacy concerns, (2) 165 breach notifications, (3) 25 own investigations, and (4) 1,905 filed cases. Out of 1,905 cases filed, 90% or 1,714 cases are against Online Lending Applications.
4. Number of international membership or cooperation		1	1	1	0	3	2	3	6	1	12	9	NPC entered and maintained its membership/participation in the international organizations to facilitate cross-border regulatory and enforcement of data privacy policies and to strengthen linkages with regulatory agencies and data privacy regulators to develop privacy policy standards for the protection of personal information in the government and private sector: (1) ASEAN Data Protection and Privacy Forum - ICDPPC Executive Committee Strategic Policy and Brainstorm Workshop/ 18-24 March 2019/ Regus, London, UK; (2) Asia-Pacific Economic Cooperation (APEC) - APEC and Related Meetings; (3) Asian Business Law Institute (ABLI) - ABLI-PDPC 2019 1st Senior Officials' Meeting (SOMI) Workshop on Cross-Border Transfers of Personal Data, May 21-22, 2019;

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Number of international membership or cooperation entered													(4) 11th Annual Sedona Conference International Programme on Cross-Border Data Transfers & Data Protection Laws (Hong Kong), June 17-20, 2019; (5) Joint Cyber Security Working Group (JCSWG) - FBI / US Embassy; (6) 1st ASEAN Digital Innovation Forum, Hanoi Vietnam - August 12; (7) ASEAN-USAID IGNITE Digital Trade Technical Workshop- August 6-8; (8) MoU between the Philippines and Singapore on Personal Data Protection was signed last - bilateral agreement that seek to strengthen cooperation September 9, 2019; (9) PH joins APEC privacy system - September 2019; (10) 1st ASEAN Digital Innovation Forum, Hanoi, Vietnam, Aug. 2, 2019; (11) 1st ASEAN Digital Data Protection and Privacy Forum, Thailand, Aug. 19, 2019; (12) ASEAN Australia Digital Trade Standards Workshop in Jakarta, Indonesia on 05-07 November 2019.

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