

QUARTERLY PHYSICAL REPORT OF OPERATION
As of March 31, 2024

Department : Department of Information and Communications Technology
 Agency : National Privacy Commission
 Operating Unit : < not applicable >
 Organization Code : 37 003 0000000
 (UACS)

Particulars	UACS CODE	Physical Target (Budget Year)				Total	Physical Accomplishment (Budget Year)				Total	Variance	Remarks
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter			
REGULATORY AND ENFORCEMENT PROGRAM	3101000000000000												
OO : Privacy and data security in information and communication systems supported and enhanced													
Outcome Indicators													
1. Percentage of stakeholders who rated the privacy plans and policies as satisfactory or better		80%	80%	80%	80%	80%					91%	11%	The NPC received a total satisfactory rating of 91.2% through the information and education drive carried out in the first quarter of 2024 consisted of the following activities: 1. 88.4% average satisfactory rating for the 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. 2. 92.4% average satisfactory rating for one (1) DPO Briefing was conducted with 143 participants composed of 83 female and 60 male on March 2024 3. 92.8% average satisfactory rating for four (4) Kabataang Digital sessions conducted with a total of 1,009 students oriented composed of 640 females and 369 male on February 2024
2. Number of private sectors and government agencies checked for DPA compliance		125	125	125	125	500					153	-347	The Enhanced Data Privacy Compliance and Monitoring Program conducted 153 compliance checks for DPA compliance during the first quarter of FY 2024 which consists of the following A.11 compliance visits: 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. Other significant accomplishments include: 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). 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). c)7 Warning letters were issued to which 4 letters are addressed to government agencies and 3 letters for private sectors; and 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.

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1	2	3	4	5	6	7	8	9	10	11	12	13	14
Output Indicators													
1. Number of Public Information/Education Projects implemented		3	4	4	4	15	9				9	-6	<p>As part of the nationwide awareness campaign for the Data Privacy Act (DPA), nine (9) activities and projects were implemented in the first quarter of FY 2024. These include the following:</p> <ol style="list-style-type: none"> One (1) DPO Briefing was conducted with 143 participants composed of 83 female and 60 male with a total average satisfactory rating of 92.4% on March 2024 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 Six (6) press releases and statements issued; 103 NPC Stakeholders Consultative Engagements/Meetings; 59 requests for speaking engagements relating to DPA; 63.61% average increase in the reach across all online platforms with 62 Facebook posts, 18 Instagram posts, and 7 tweets were posted; NPC Website gained an annual average of 236,151 website visitors per month; One (1) Legislative Comment issued on the draft IRR of the Internet Transactions Act of 2023 Two (2) Advisory Opinions issued.

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2. Percentage of requests for technical assistance responded to within the prescribed time frame		80%	80%	80%	80%	80%	98%				98%	18%	<p>For the first quarter of 2024, an average of 98% on all public assistance/requests were acted upon. The following accomplishments were achieved thru technical assistance and related interventions:</p> <p>a)99% or 13,055 out of 13,183 public assistance thru emails, walk-ins, calls, and social media received were acted upon.</p> <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>
3. Percentage of complaints and investigations resolved		75%	75%	75%	75%	75%	100%				100%	25%	<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> <p>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).</p> <p>b.Overall, the NPC produced 81 Fact-Finding Reports from January to March 2024. For the complaints evaluated for outright dismissal.</p> <p>c.From January to March 2024, 184 decisions were sent to parties through mail and email</p> <p>d.The NPC-CID sent 154 orders thru registered mails and 117 Orders by electronic mails with a total of 271 orders sent</p> <p>e.Seventy-eight (78) Certificate of No Pending Case requests issued.</p> <p>f.5 Decisions, Orders, and Resolutions (DORs) were enforced</p> <p>g.10 final Enforcement Action Report (EAR) were prepared and issued.</p> <p>h.A total of four (4) mediation conferences were conducted, one of which was an on-site hearing.</p> <p>i.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>j.29 Adjudicated cases as of March 2024</p>


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4. Number of international membership or cooperation entered		1	2	2	2	7	6				6	-1	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: 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: I. United Nations (UN) 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. II. ASEAN 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 the Asean Working Group on Anti-Online Scam (WG-AS)- 18-23 March 2024 at Phon Penh, Cambodia III. Asia Pacific Economic Cooperation (APEC) 5) APEC First Senior Officials Meeting - 27 February to 06 March 2024 at Lima, Peru 6) APEC TBAM Meeting with DFA - 31 January 2024 7) APEC Virtual Workshop: Sharing Best Trade Policy Practices to Enhance Synergies between Trade and Innovation - 01 February 2024 IV. International Association of Privacy Professionals (IAPP) 8) DPA Day and 2024 Global Privacy summit organized by the IAPP - 01-07 April 2024 at Washington DC., USA V. Global CBPR 9) Global CBPR Forum Meeting - 10 January ; 05 February 10) CBPR/PRP Accountability Agent Meeting - 07 March 2024 VI. Asia Pacific Privacy Authorities (APPA) 11) APPA Governance Committee Meeting - 13 March 2024 Other International coordination activities 12) GSMA Ministerial Programme 2024 - 24 February to 01 March 2024 at Barcelona, Spain

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