

QUARTERLY PHYSICAL REPORT OF OPERATION
As of June 30, 2024

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

Particulars	UACS CODE	Physical Target (Budget Year)					Physical Accomplishment (Budget Year)					Variance as of June 30, 2024	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	3101000000000000												
OO: Privacy and data security in information and communication systems supported and enhanced													
Outcome Indicator(s)													
1. Percentage of stakeholders who rated the privacy plans and policies as satisfactory or better		80%	80%	80%	80%	80%	91%	95%			93%	13%	The NPC received a total satisfactory rating of 95% through the information and education drive carried out in the 2nd quarter of 2024 consisted of the following activities: 1. 96% rating from stakeholders for all service quality dimensions for the conduct of Privacy Awareness Week 2024 with the theme "Data Privacy for All: Embracing Inclusivity and Diversity" with 720 registered attendees 2. 94% average satisfactory rating for one (1) DPO Briefing conducted on 24 April 2024 and attended by 130 participants composed of 75 females and 55 males
2. Number of private sectors and government agencies checked for DPA compliance		125	125	125	125	500	153	160			313	-187	a. Conducted compliance checks on 160 PICs/PIPs for the 2nd quarter of CY 2024, comprised of the following: - 10 On-site compliance visits to monitor the data privacy compliance of PICs and PIPs; - 137 organizations were checked for DPA compliance thru privacy sweeps composed of 132 participants from the private sectors and five (5) from the government; - 13 Warning letters to non-compliant PICs/PIPs were issued to which eight (8) letters are addressed to government agencies and five (5) letters for private organizations; b. Other significant accomplishments include: - 7,222 DPOs were registered with the NPC which are composed of 6,899 organizations and 323 individual professionals, a 193% increase from last quarter's data (2,468); - 2,272 Certificates of Registration (CORs) with complete requirements were issued to both domestic and foreign jurisdictions in the 2nd quarter of CY 2024, which registered a 483% significant increase from the previous year's Q2 data (388); and - 100% or a total of One Hundred Eleven (111) personal data breach notifications received through the Data Breach Notifications Management System (DBNMS) were acted upon. Of these, twenty-nine (29) came from the government sector and eighty-two (82) from the private sector.

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Output Indicator(s)													
1. Number of Public Information/Education Projects Implemented		3	4	4	4	15	9	4			13	-2	<p>A total of thirteen (13) activities and projects were implemented in the first semester of CY 2024 as part of the Data Privacy Act (DPA) nationwide awareness campaign</p> <ol style="list-style-type: none"> 1. One (1) DPO Briefing was conducted on 24 April 2024 with 130 participants composed of 75 female and 55 male with a total average satisfactory rating of 94% 2. Thirteen (13) press releases and statements issued; 3. 80 DPA talks by invitation for the 1st Semester of CY 2024; 4. 54 NPC Stakeholders Consultative Engagements/Meetings; 5. 6% average increase in the reach across all online platforms with 96 Facebook posts, 22 Instagram posts, and 16 tweets were posted; 6. NPC Website gained an average of 230,392 website visitors during the 1st semester of CY 2024; 7. Fifteen (15) advocacy materials produced; 8. Four (4) Advisory Opinions issued; 9. Published one (1) Advisory No. 2024-01 Model Contract Clauses for Cross-Border Transfers of Personal Data, three (3) Circulars Nos. 2023-05 to 2023-07 and commented on three (3) legislative position papers referred to NPC. New Activities: 10. Twenty-one (21) Data Privacy Council Meetings attended 11. Six (6) Privacy in the Spotlight shows were launched for the 1st Semester of CY 2024 12. One (1) Privacy Awareness Week for FY 2024 successfully conducted on 30 May 2024 with a theme "Data Privacy for All: Embracing Inclusivity and Diversity", gaining a 96% rating from stakeholders for all service quality dimensions with 720 participants 13. Participated in Three (3) DICT Provincial Roadshows with theme "Batang Digital and Bagong Pilipinas" in the following provinces: <ol style="list-style-type: none"> i. Tuguegarao City / 8-12 May 2024 ii. Laoag City/ 22-26 May 2024 iii. Bago City/ 19-21 June 2024
2. Percentage of requests for technical assistance responded to within the prescribed time frame		80%	80%	80%	80%	80%	98%	99%			99%	19%	<p>For the second quarter of CY 2024, an average of 99% on all public assistance/requests were acted upon and handled. The following accomplishments were achieved thru technical assistance and related interventions:</p> <ol style="list-style-type: none"> a) 100% or 16,208 public assistance thru emails, walk-ins, calls, and social media received were acted upon; b) 100% or 4 out of 4 Freedom of Information (FOI) inquiries and requests were acted upon within 15 days upon receipt; c) 100% or 61 complaints received and acted upon as of the 2nd quarter of CY 2024 thru 8888 Portal and acted upon within 72 hours; and d) 96% or 23 out of 24 Complex Inquiries received were acted upon and issued.
3. Percentage of complaints and investigations resolved		75%	75%	75%	75%	75%	100%	100%			100%	25%	100% acted upon on all privacy concerns received totalling to 3,797

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													<p>comprised of 3,486 e-mails (92%), 226 phone calls/messages (6%), and 85 walk-ins (1%).</p> <p>Other significant accomplishments as of 30 June 2024 were as follows:</p> <p>a.Received 40 complaints through walk-in or electronic mail. Ongoing investigations are being undertaken by investigation officers</p> <p>b.Produced 47 Fact-Finding Reports from April to June 2024 for the complaints evaluated for outright dismissal</p> <p>c.Sent 148 decisions for outright dismissal to parties through mail and email</p> <p>d.Sent 104 orders thru registered mails and 44 Orders by electronic mails with a total of 148 orders sent</p> <p>e.Conducted 34 preliminary conferences</p> <p>f.Issued seven (7) Certificate of No Pending Case</p> <p>g.Fifteen (15) Onsite Investigations conducted .</p> <p>h.Enforced 6 Decisions, Orders, and Resolutions (DORs)</p> <p>i.Issued One (1) Final Enforcement Action Report (EAR)</p> <p>j.Conducted twenty-five (25) mediation conferences, one (1) of which was an on-site hearing.</p> <p>k.Strengthened the monitoring and enforcement 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.Adjudicated Twenty-five (25) cases for the 2nd Quarter of CY 2024.</p> <p>For the first semester of CY 2024, NPC acted upon 100% of all privacy concerns received totaling to 7,540 e-mails, phone calls/messages, and walk-ins.</p>
4. Number of international membership or cooperation entered		1	2	2	2	7	6	8			14	7	<p>Participated in Eight (8) 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 April to June 2024 with a grand total of fourteen international coordination for the first semester of CY 2024:</p> <p>I. ASEAN</p> <ul style="list-style-type: none"> - 3rd Meeting of the ASEAN Digital Economy Framework Agreement Negotiating Committee (DEFA-NC) on 2-4 May 2024. - 3rd ASEAN WD-DDG Virtual Meeting on 01 April 2024 <p>II. International Association of Privacy Professionals (IAPP)</p> <ul style="list-style-type: none"> - DPA Day and 2024 Global Privacy summit organized by the IAPP on 01-07 April 2024 at Washington DC., USA <p>III. Global Privacy Assembly</p> <ul style="list-style-type: none"> - Global Frameworks and Standards WG meeting on 26 April 2024 - Digital Economy and Society Working Group Meeting on 13 June 2024 - International Enforcement Working Group (IEWG) Meeting on 18 June 2024 - IIEWG Virtual Capacity Building Workshops – Breach Handling on 27 June 2024 <p>IV. Global Cross-Border Privacy Rules (CBPR)</p> <ul style="list-style-type: none"> - Six (6) CBPR Working Group-related meetings/discussions on Global CBPR/PRP System documents, membership committee concerns and a

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													workshop on expanding CBPR system to global interoperability - Global CBPR Forum Spring 2024 Workshop in Tokyo, Japan on 13-18 May 2024 V. Global Cooperation Arrangement for Privacy Enforcement (CAPE) - The NPC joined the Global CAPE, a multilateral arrangement for Privacy Enforcement Authorities (PEAs) to collaborate and cooperate in cross-border data protection and privacy enforcement. To date, PEAs have the following members Australia, Bermuda, Canada, Dubai International Financial Centre, Japan, South Korea, Mexico, Singapore, Chinese Taipei, United Kingdom, the United States and the Philippines. VI. Asia Pacific Privacy Authorities (APPA) - APPA Governance Committee Meeting on 29 May 2024 - APPA 61st Forum on 20-21 June 2024 VII. Globalisation of Pharmaceuticals Education Network (GPEN) - Attended and participated in Four (4) GPEN-related meetings VII. International Telecommunication Union (ITU) - World Summit on the Information Society (WSIS)+20 Forum High-Level Event and the AI for Good Global Summit 2024 in Geneva, Switzerland on 25 May – 2 June 2024 . VIII. Other International coordination/relation activities - Memorandum of Understanding signed between NPC and the Dubai International Financial Centre (DIFC) on 05 April 2024 - International Age Assurance Working Group Meeting on 02 May 2024 - OECD Roundtable on Secondary Use of Health Data for Research and Health-related Public Interest Purposes on 22 May 2024 - "Berlin Group" International Working Group On Data Protection In Technology-(IWGDPT) in Oslo, Norway on 16-21 June 2024 -International Academy for Leadership (IAD) Safeguarding Freedom in the Digital World" organized by Friedrich Naumann Foundation in Gumpersbach, Germany on 31 May to 16 June 2024

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