

Dealing with personal information

Privacy relates to any personal data – whether true or not – that can identify us. We share personal data every day: in emails, text messages, photos, videos, credit cards and online banking. Modern technology has made it easy to send and store personal data. Businesses need to ensure their staff understand what is required of them when dealing with individuals' personal information.

The Personal Data Protection Act (PDPA) is a Singaporean law that sets out the rules for handling personal data. It establishes open and fair processes for how organisations collect, use and disclose personal data, including data about their customers.

Under the PDPA, any personal data stored by an organisation must be kept accurate, up to date and secure. The PDPA also gives individuals the right to access any personal data held about them and to ask for it to be corrected if it is wrong.

Who should do this training?

This training is designed for staff at different levels within an organisation that comes in contact with private information or could be at risk of breaching the Singaporean PDPA.

The PDPA applies to all individuals, companies, associations or bodies of persons, incorporated or unincorporated whether located in or outside Singapore.

This course is designed to cater for a diverse audience and different levels of staff in plain English. If your organisation has any specific data privacy requirements, this course can be customised to your individual needs.

“
We often say that good privacy is good business.
”
– Timothy Pilgrim

Course outline

module 1

Protecting personal data

- Application of the Personal Data Protection Act and how it impacts you at work
- When personal data can be collected, used or disclosed
- When you must provide access to or correct personal data
- Outline the accuracy, protection and retention requirements
- The role of the Personal Data Protection Commission

module 2

Protecting personal data (advanced)

- Anonymisation
- The risks of re-identification
- The rules that apply to personal data relating to employment
- Privacy laws relating to online activities, analytics, research and minors
- How closed-circuit television cameras and photography are affected by privacy laws

module 3

Do Not Call - your rights and responsibilities

- Purposes of the Do Not Call Registry
- Exemptions that apply to specified messages
- Requirements of specified messages to include identification and contact information
- Requirement to obtain clear and unambiguous consent
- Addressing the risks involved with third party verification

module 4

The risk of data breaches

- Data security and the importance of data protection
- Security concerns caused by social media and shoulder surfing
- Malware
- Dangers of social engineering, tailgating and phishing
- Potential data breaches associated with credit card payments

module 5

Data security at work, home and offsite

- Key strategies for desktop security
- Essential tips on using passwords and encryptions
- Data security concerns surrounding internet use and working remotely
- Protecting work email accounts and mobile phones from data breaches
- What to do if an incident occurs

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