



Empowering enterprises and their employees through certified cybersecurity training

How BSI helped a global technology and telecommunications organization to create a culture of privacy and trusted brand through enterprise-wide privacy training of functional area employees.

As one of the world's leading providers of information and telecommunications infrastructure and smart devices, our client wanted to solidify the trust of its worldwide customers. To do so, they felt it imperative to train employees across the globe to become fluent in privacy and data protection.

The benefit

With regulations, legislations and strict enforcements proliferating globally, our client saw data protection training as an opportunity to improve compliance, reduce the risk of data breaches and fines upending future business plans, and foster customer confidence in their global operations.

By making privacy protection a shared business objective and establishing a common vocabulary across all functional areas, enterprise-wide training delivered by BSI in concert with the International Association of Privacy Professionals (IAPP) would help improve decision-making and lead to more cost-effective operations.

Accredited training programs would make it possible for data protection concepts and practices to be implemented proactively by knowledgeable, qualified data handlers across the organization, instead of waiting and reacting to breaches and fines after they occur, resulting in budget-busting fixes

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“BSI’s global network and their partnerships with well-known training bodies such as the IAPP meant we could trust them to custom-design our training programs and ultimately reassure our clients that creating and implementing a culture of privacy and data protection compliance is a strategic priority for our company.”

Head of Global Data Protection



The challenge

Our client faced two clear challenges on the way to building their culture of privacy.

The first was how to train employees across business units around the world so the knowledge and skills acquired would be recognized by all business partners and customers.

The second, since data protection has so many implementation points, was how to offer functional areas the most relevant training for each – customer service, human resources, information security, legal, marketing and technology.

Solving both challenges led them to BSI as a cutting-edge worldwide business improvement solutions provider. As an official training partner of the IAPP, the world’s only provider of globally recognized training and ANSI-ISO-accredited certifications in privacy and data protection, BSI would be able to deliver the results sought by the client.

Disclaimer

BSI is an accredited Certification Body for Management System Certification and Product certification. No BSI Group company may provide management system consultancy or product consultancy that could be in breach of accreditation requirements. Clients who have received any form of management system consultancy or product consultancy from any BSI Group company are unable to have BSI certification services within a 2 year period following completion of consultancy.

The solution

As an official training partner of the IAPP, BSI assembled a comprehensive, multi-lingual training program for over 1,100 client employees. The IAPP’s Privacy Program Management, European Data Protection and Privacy in Technology trainings, based on content curated by subject matter experts hand-picked by the IAPP, allowed the client to identify and fill specific privacy knowledge gaps in the operation.

Since each training is aligned with ANSI/ISO-accredited designations recognized by the International Accreditation Forum, employees had the option to pursue certifications considered the gold standard in the privacy industry. BSI’s daily monitoring of participants’ progress allowed assessments to be made and support to be offered for all employees to successfully complete training and establish themselves as future data protection leaders and decision-makers within the client organization.

Why BSI?

BSI’s global network and partnerships with training bodies such as the IAPP empower enterprises and employees with the skills required to close knowledge gaps, protect revenue and build brand trust.