



# Supporting organizations to strengthen and enhance their data protection practices and programs



## How BSI helped a global research organization to implement continuous improvement processes around their data protection operating model

### The challenge

BSI's client is a multinational life science research company. As part of this organization's business activities, it collects and processes substantial quantities of special categories of personal data. Our client's activities span study design, participant sourcing, advanced analytics, and interpretation of research outcomes with the assistance of advanced AI. Our client delivers unique insights and value that drive the global biopharma product pipeline and product commercialization.

Operating in the competitive life science arena, our client has a worldwide presence. This global footprint

presents a complicated landscape of data protection regulatory and legal compliance requirements for its business operations. Our client is deeply committed to data protection, data stewardship, data governance and continuous improvement across its global operations. BSI was engaged to ensure these high standards are maintained by providing a benchmarked compliance assessment report of complex processing operations. The impact of the COVID-19 pandemic added additional layers of complexity to this challenge with the rapid adaption of the client's operations to a remote working model.

### The benefit

Europe's General Data Protection Regulation (GDPR) underpins much of the organizations processing operations and governance is supported by a dedicated Data Protection Officer (DPO), legal team and privacy champions within the business. As part of the client's

## Contact us

IE/International

Call: +353 1 210 1711

Email: [cyber.ie@bsigroup.com](mailto:cyber.ie@bsigroup.com)

Visit: [bsigroup.com/cyber-ie](https://bsigroup.com/cyber-ie)

**“BSI’s expertise, approach and delivery were second to none. Their team quickly grasped complex life-sciences concepts and delivered practical and meaningful data protection compliance advice that was actionable and relevant to our business.”**

Client’s Data Protection Officer



commitment to continuous improvement, they regularly measure their performance and controls against international standards (e.g. ISO/IEC 27001) and the GDPR. Due to internal organizational adjustments, they envisaged that these adjustments may impact corrective work previously undertaken as part of its ongoing continuous improvement program. Furthermore, the client sought attestation regarding the impact of recent internal organizational changes on their processing activities and whether those changes presented any significant privacy risks to their data protection compliance posture. BSI offered significant experience and expertise in addressing the client’s needs.

### **The solution**

Our expert privacy consultant team collaborated openly, remotely and efficiently with the client. Workshops and engagements with the client were structured in content and duration to adapt to remote working constraints. The addition of the client’s internal

reorganization resulting from M&A complicated the task further. BSI identified key stakeholders from all parts of the business and brought all parties together collaboratively. This collaboration helped with personal data processing definition within the parameters of the newly structured business. As a result, BSI was able to identify areas of the client’s compliance program that should be prioritized to maintain their continuous improvements efforts. This was enabled through BSI’s risk profiling methodology and the application of their privacy compliance policies and controls to the various stages of the defined processing operations.

### **The results**

Today our client continues to improve upon its data protection compliance program. The output of our work assisted with precise process definition that the organization can leverage to enhance data protection governance and operations.



### **Why BSI?**

At BSI, our mission is to share knowledge, innovation and best practice to help people and organizations make excellence a habit. Our independence, integrity and industry-leading expertise in data protection and privacy all played central roles in our client’s decision to engage us for this work.