



Enabling business transformation through embracing privacy and data protection compliance

How BSI helped a global pharmaceutical operationalize the office of the Data Protection Officer (DPO) and meet real-world compliance challenges

BSI's client is a multinational, specialty pharmaceutical company, with headquarters in Quebec, Canada. Originally founded in the 1950's, today the organization's products are used by over 150 million people each day, in more than 90 countries around the world.

Operating in the competitive pharmaceutical, medical device and health science industries, our client spans a large part of the globe. The organization has evolved many times in its history with a series of acquisitions and divestments that have continued right up to the present day, presenting a complicated landscape of regulatory and legal compliance requirements.

The challenge

Europe's General Data Protection Regulation (GDPR) was seen as a line in the sand for privacy professionals, compliance officers, legal departments and data protection authorities the world over. Global organizations operating in Europe or offering services into Europe needed to ready themselves ahead of the May 2018 deadline of the GDPR coming into full force for a new normal in data protection.

With significant operations in Europe, and as an organization that obtains and processes significant volumes of personal data, our client approached the impending GDPR deadline of 25 May 2018 as many others did – a strategic implementation program was mobilized to assess and remediate compliance gaps.

However, our client was acutely aware that the deadline passing was only the beginning of the compliance

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A case study



“BSI strongly supported the implementation and improvement of Data Privacy Program and the creation of Data Privacy culture, helping business to take appropriate ownership and accountability when dealing with Personal Information.”

Head of Global Data Privacy

challenge. Operationalizing data protection compliance within a geographically diverse and globalized organization would not succeed without continuing senior management buy in, good governance and expert support.

The benefits

In the lead up to 25 May 2018, the organization appointed BSI to the position of external Data Protection Officer (DPO) with a direct reporting line to the senior most management, as mandated by the GDPR.

Working with BSI, our client sought to take on the challenge of operationalizing this new position. Outsourcing the role to BSI provided our client with the ability to protect and maintain the independence of the role and delivered certainty of resource and cost management.

A collaborative partnership ensures that the most efficient approach to compliance was prioritized while keeping data protection risk management to the fore. Our global team of data protection subject matter experts were on hand to provide ongoing proactive and reactive support for our client’s European data protection compliance matters.

The solution

BSI worked closely with our client to establish the office of the Data Protection Officer in the immediate post-GDPR landscape. Our team supported ongoing data protection compliance challenges leveraging a continuous collaborative approach.

The BSI DPO team provided expert support and advice to a growing in-house privacy team, leveraging internal and external relationships with Compliance, Legal, and most importantly – the business.

“BSI’s professionalism, accountability, speed, positive atmosphere and approach has made our experience so positive”.

**Head of Compliance
Europe**



Delivery of DPO services included (but are not limited to) oversight of and support for:

- Data protection impact assessments
- International data transfers
- Strategic transformation programs
- Clinical trials
- Innovation, Research and Development
- Operational data protection compliance activities
- Data protection by design
- Monitoring compliance
- Subject rights and access requests
- Liaising with supervisory authorities

BSI also supported a successful transition from outsourced DPO to a new privacy management structure with the appointment of an internal Data Protection Officer, in view of further focusing the effort in an ever-evolving privacy compliance landscape.

BSI’s consultancy support and advice on operational data protection and privacy compliance challenges strongly supported the new internal Data Protection Officer. Our team of consultants provided the necessary external support and resources required to mobilize the new privacy management structure which enabled our client meet those challenges head on.

Results

Today, our client continues to develop its global data protection and privacy program led by the internal Data Protection Officer, supported by Compliance and Legal.

The program ensures that governance, controls and operational practices are scalable and are continuously monitored, while being flexible enough to allow for the continued evolution of global privacy requirements.



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