

# Building an effective feedback loop for your privacy program through Privacy Incident Response

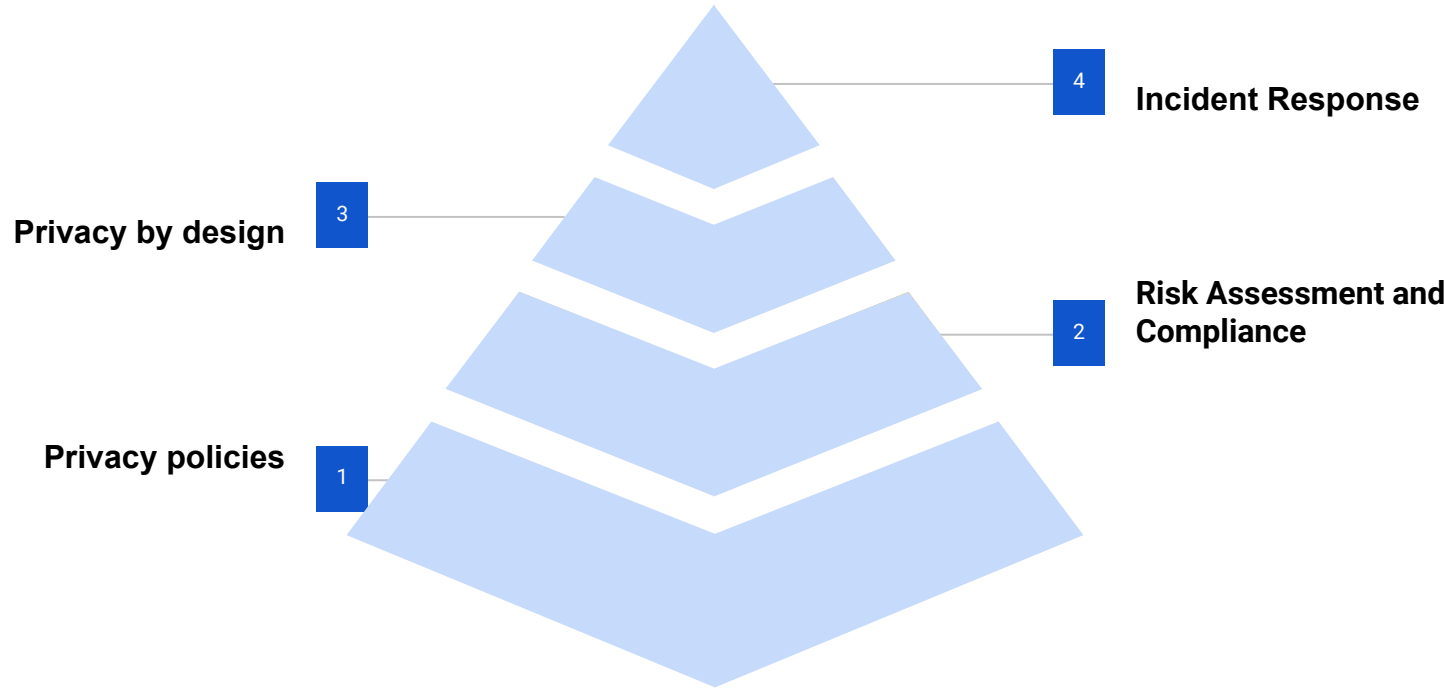
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# 1.0

## Introduction

# Building a privacy program



# 2.0

## Privacy IR

# Why is it challenging regardless of organization scale ?

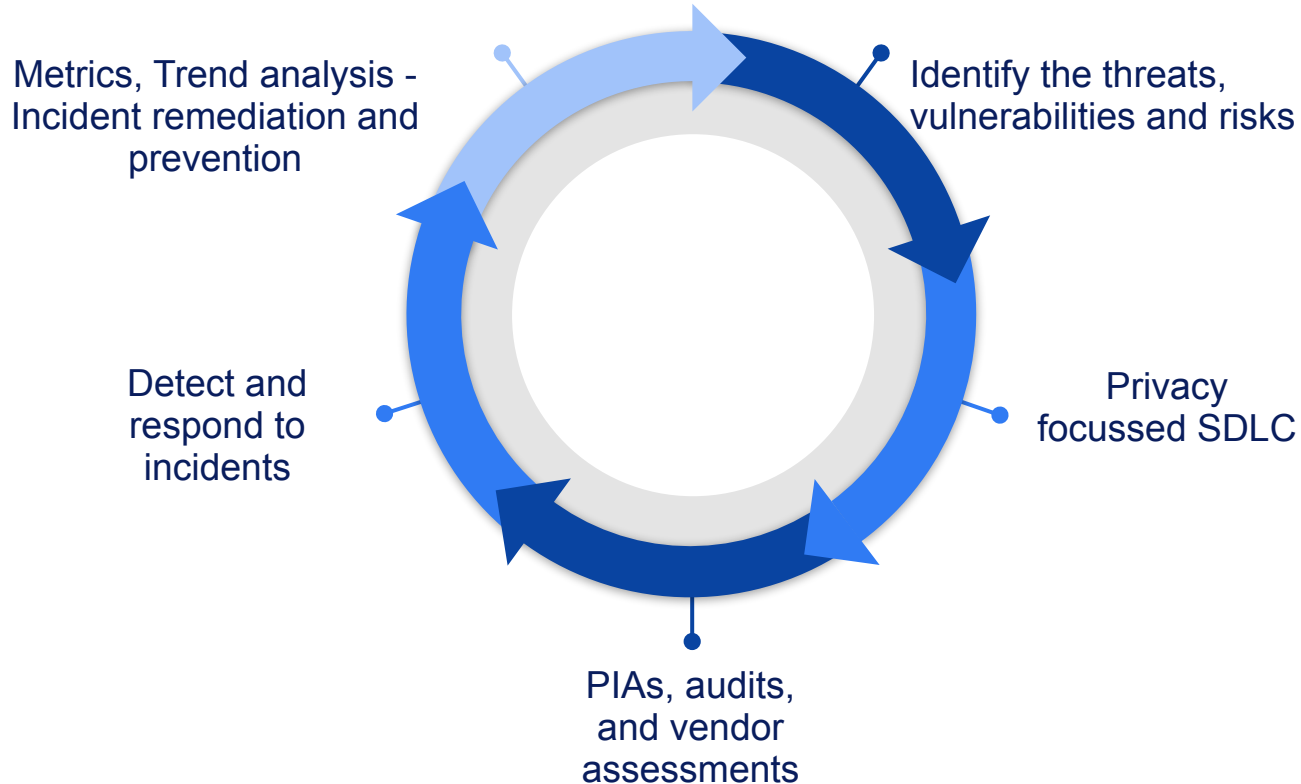
Limited channels for  
incident detection

Notification  
obligations

Managing long  
term remediation  
and prevention

Privacy  
budget/resources

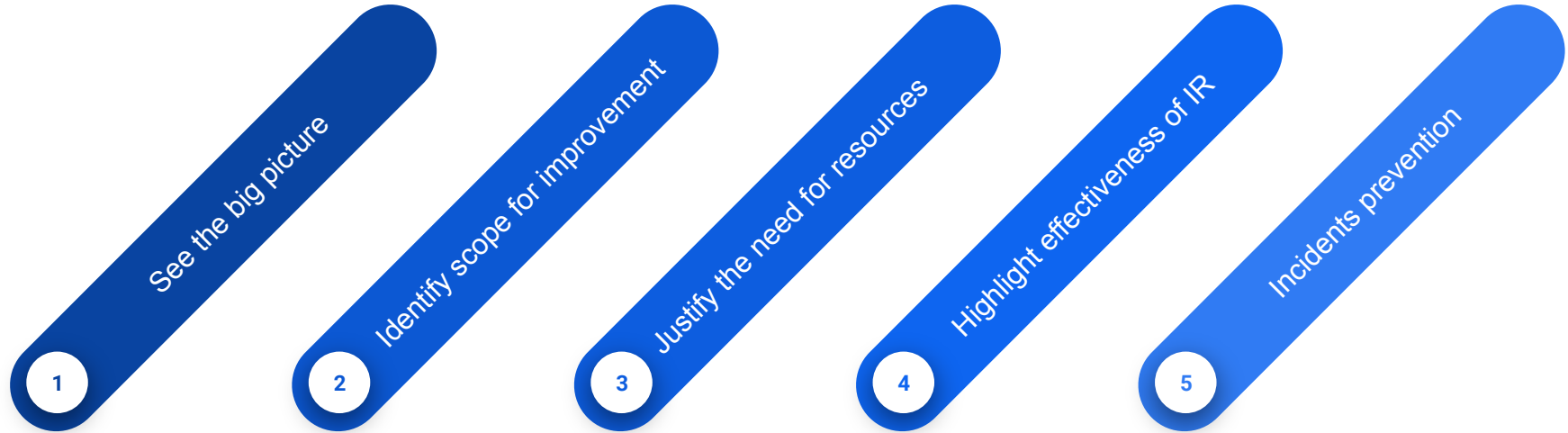
# The Feedback loop



# 3.0

## Privacy Metrics

# Why metrics matter ?



# Things to consider

1 Data Quality

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2 Consistency in tracking metrics across the organization

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3 Measuring privacy health using metrics -  
What are the blind spots ?

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4 Choosing the right audience to share metrics.

"Errors using  
inadequate data are  
much less than  
those using no data  
at all."

– Charles Babbage

# What metrics matter ?

- Volume/Spike in incidents
- Incident source - external vs internal
- Trends - by service/product, type of privacy issue, incident severity, root cause
- Third Party/Vendor related
- Incident Impact - # of affected users
- # of Incidents vs Events
- # of incidents with notification obligations

Thank you !

