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QUESTION 1

SCENARIO

Please use the following to answer the next question:

Jonathan recently joined a healthcare payment processing solutions company as a senior privacy manager. One morning, Jonathan awakens to several emails informing him that an individual cloud server failed due to a flood in its server

room, damaging its hardware and destroying all the data the company had stored on that drive. Jonathan was not aware that the company had this particular cloud account or that any data was being stored there because it was not included

in the data mapping or data inventory provided to him by his predecessor. Jonathan's predecessor conducted a data inventory and mapping exercise 4 years ago and updated it on an annual basis.

Renee works in the sales department and tells Jonathan that she doesn't think that account had been used since the company moved to a bigger cloud vendor three years ago. She also advised him that the account was mostly used by

Human Resources (HR) and Accounts Payable (AP). Jonathan speaks to both departments and learns that each had met with his predecessor multiple times and explained they saved sensitive personal data on that drive, including health

and financial related personal data and "other stuff." Jonathan also learns that the data stored in that account was not backed up pursuant to company policy. Jonathan asks his IT department who had access to that particular account and

learns that there were no access controls in place, making the account available to anyone in the company, despite the purported sensitivity of the data being stored there.

Jonathan is panicking as the data can't be recovered, and he can't determine exactly what data was saved on that account or to whom it belongs. Two days later, the company receives 32 data subject access requests and Accounts Payable

confirms Jonathan's worry that these data subjects' personal data was likely stored on this account. He searches for the company's data subject access request policy, but later learns it doesn't exist.

Based on the scenario above, what is the most appropriate next step Jonathan should take?

- A. Consult with the legal team to determine how to address the data subjects' requests and determine the risk of noncompliance.
- B. Consult with other key stakeholders to create a presentation on the incident and lessons learned for the board of directors.
- C. Consult with the public relations team to discuss potential brand impact of not responding to the data subjects' requests.
- D. Consult with the IT team to understand how and why this cloud account was not disabled.

Correct Answer: A

QUESTION 2

How are individual program needs and specific organizational goals identified in privacy framework development?

- A. By employing metrics to align privacy protection with objectives.
- B. Through conversations with the privacy team.
- C. By employing an industry-standard needs analysis.
- D. Through creation of the business case.

Correct Answer: A

QUESTION 3

SCENARIO

Please use the following to answer the next QUESTION:

Henry Home Furnishings has built high-end furniture for nearly forty years. However, the new owner, Anton, has found some degree of disorganization after touring the company headquarters. His uncle Henry had always focused on production ?not data processing ?and Anton is concerned. In several storage rooms, he has found paper files, disks, and old computers that appear to contain the personal data of current and former employees and customers. Anton knows that a single break-in could irrevocably damage the company\\'s relationship with its loyal customers. He intends to set a goal of guaranteed zero loss of personal information.

To this end, Anton originally planned to place restrictions on who was admitted to the physical premises of the company. However, Kenneth ?his uncle\\'s vice president and longtime confidante ?wants to hold off on Anton\\'s idea in favor of converting any paper records held at the company to electronic storage. Kenneth believes this process would only take one or two years. Anton likes this idea; he envisions a password- protected system that only he and Kenneth can access.

Anton also plans to divest the company of most of its subsidiaries. Not only will this make his job easier, but it will simplify the management of the stored data. The heads of subsidiaries like the art gallery and kitchenware store down the street will be responsible for their own information management. Then, any unneeded subsidiary data still in Anton\\'s possession can be destroyed within the next few years.

After learning of a recent security incident, Anton realizes that another crucial step will be notifying customers. Kenneth insists that two lost hard drives in Question are not cause for concern; all of the data was encrypted and not sensitive in nature. Anton does not want to take any chances, however. He intends on sending notice letters to all employees and customers to be safe.

Anton must also check for compliance with all legislative, regulatory, and market requirements related to privacy protection. Kenneth oversaw the development of the company\\'s online presence about ten years ago, but Anton is not confident about his understanding of recent online marketing laws. Anton is assigning another trusted employee with a law background the task of the compliance assessment. After a thorough analysis, Anton knows the company should be safe for another five years, at which time he can order another check.

Documentation of this analysis will show auditors due diligence.

Anton has started down a long road toward improved management of the company, but he knows the effort is worth it. Anton wants his uncle\\'s legacy to continue for many years to come.

Which of Anton\\'s plans for improving the data management of the company is most unachievable?

- A. His initiative to achieve regulatory compliance.

- B. His intention to transition to electronic storage.
- C. His objective for zero loss of personal information.
- D. His intention to send notice letters to customers and employees.

Correct Answer: A

QUESTION 4

What is the Privacy Officer's first action after being told that her firm is planning to sell its credit card processing business?

- A. Perform a Record of Processing Activity (ROPA).
- B. Review technical security controls.
- C. Review contractual obligations.
- D. Review data mapping.

Correct Answer: C

QUESTION 5

SCENARIO

Please use the following to answer the next QUESTION:

John is the new privacy officer at the prestigious international law firm *and;M LLP*. *and;M LLP* is very proud of its reputation in the practice areas of Trusts and Estates and Merger and Acquisition in both U.S. and Europe.

During lunch with a colleague from the Information Technology department, John heard that the Head of IT, Derrick, is about to outsource the firm's email continuity service to their existing email security vendor *MessageSafe*. Being successful as an email hygiene vendor, *MessageSafe* is expanding its business by leasing cloud infrastructure from *Cloud Inc.* to host email continuity service for *AandM LLP*.

John is very concerned about this initiative. He recalled that *MessageSafe* was in the news six months ago due to a security breach. Immediately, John did a quick research of *MessageSafe*'s previous breach and learned that the breach was caused by an unintentional mistake by an IT administrator. He scheduled a meeting with Derrick to address his concerns.

At the meeting, Derrick emphasized that email is the primary method for the firm's lawyers to communicate with clients, thus it is critical to have the email continuity service to avoid any possible email downtime. Derrick has been using the anti-spam service provided by *MessageSafe* for five years and is very happy with the quality of service provided by *MessageSafe*. In addition to the significant discount offered by *MessageSafe*, Derrick emphasized that he can also speed up the onboarding process since the firm already has a service contract in place with *MessageSafe*. The existing on-premises email continuity solution is about to reach its end of life very soon and he doesn't have the time or resource to look for another solution. Furthermore, the off-premises email continuity service will only be turned on when the email service at *AandM LLP*'s primary and secondary data centers are both down, and the email messages stored at *MessageSafe* site for continuity service will be automatically deleted after 30 days.

Which of the following is NOT an obligation of MessageSafe as the email continuity service provider for AandM LLP?

- A. Privacy compliance.
- B. Security commitment.
- C. Certifications to relevant frameworks.
- D. Data breach notification to AandM LLP.

Correct Answer: C

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