The Cabinet Office
Case Study

Unlocking Efficiency and Compliance: A Journey with C2's Privacy Toolkit

C2 has provided the Cabinet Office a comprehensive Privacy Toolkit, which has empowered the Privacy Team to effectively handle all of their duties in one unified solution, automating their workflow and notifications to reduce manual intervention.
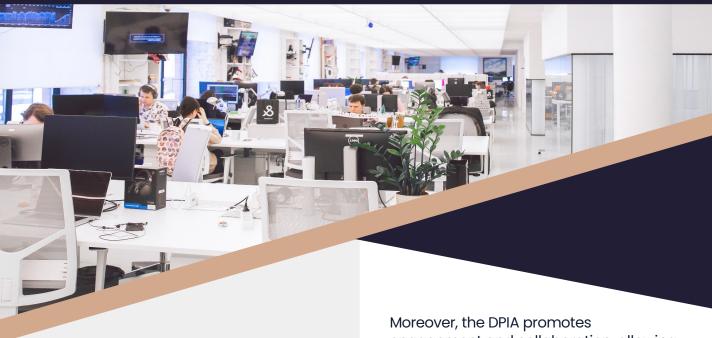
The Challenge

The Cabinet Office, a government department at the heart of the United Kingdom's administration, found itself facing the complex challenge of managing privacy across 60 diverse business units. Their existing systems lacked automation, and the Privacy Team grappled with decentralised and disjointed processes, leading to intricate and time-consuming daily operations that sometimes took weeks to complete.

Additionally, extracting reports and gaining a clear overview of their data proved to be a formidable challenge. However, through their partnership with C2 Risk, the Cabinet Office embarked on a transformative journey to reinvent their privacy management approach, addressing these challenges head-on.

The Solution

C2's Privacy Toolkit, is a robust privacy management system that encompasses various essential components, including the Record of Processing Activities, Data Protection Impact Assessment (DPIA), Data Subject Access Request (DSAR), and Internal Auditing. This collaborative tool serves as the centralised hub for managing all business units at the Cabinet Office, consolidating and streamlining privacy-related processes.

Within the C2 centralised system, well-defined user roles have been established for each module, ensuring accountability and access control. Automated notifications enhance precision in meeting deadlines, especially in the case of DSARs, and to facilitate a more efficient workflow.

The DPIA, mandated by GDPR Article 35, is an integral part of assessing privacy risks within our system. It includes a Necessity and Proportionality Assessment conducted by the Cabinet Office, ensuring that processing aligns with its intended purpose. The involvement of the Data Protection Officer (DPO) for consultation further strengthens this process.

Moreover, the DPIA promotes engagement and collaboration, allowing project experts to contribute insights, complete sections, and share materials, resulting in a more effective response from the Cabinet Office Privacy Team.

Our system also ensures prompt DSAR deadline adherence through customisable notifications and maintains a detailed audit trail capturing all DSAR changes, enhancing transparency and accountability. These C2 modules and tools actively support the Cabinet Office in achieving GDPR compliance, providing efficient solutions for managing records, conducting assessments, and handling data subject requests while simultaneously boosting transparency and accountability.

Furthermore, C2 offers an electronic ROPA tool, emphasising accountability and transparency in data processing. C2's ROPA operates as a centralised repository, capturing essential details such as the purpose of data processing, data subject categories, personal data categories, retention periods, third-country transfers, and security measures. It also allows for the inclusion of supplementary materials and direct links to Cabinet Office DPIAs, aligning seamlessly with the ICO recommendations.

The Results

- Scalability- The Privacy Toolkit is able to handle the growing number of business units within the Cabinet Office and can scale to accommodate the increase of managers and employees
- Efficient generation of reports
- Automated and customisable email reminders and prompts
- Comprehensive single system solution

✓ **Centralised Privacy Management**

✓ **Enhanced efficiency through well-defined user roles**

✓ **Increased engagement and accountability**

"C2 have simplified the process of our privacy operations and management, whilst increasing the responsiveness and accuracy of our programme. Their technology supports the business sponsors, procurement, and legal teams, as well as the project sponsors and any 3rd party technology providers themselves and assures our information is secure.

With their collaborative approach it's felt like we've had a partner standing with us shoulder to shoulder, making the integration of their managed services a positive experience across the business. Keep up the good work C2!"

Glen Hymers,
Head of Data Privacy & Compliance and Information Assurance

Cabinet Office, UK Government

"Empowering organisations to centralise and streamline their privacy management, the C2 Privacy Toolkit offers a comprehensive solution that not only enhances accountability but drives efficiency.

With C2, the Cabinet Office can confidently navigate the complexities of their data privacy, ensuring compliance and delivering a proactive approach to safeguard sensitive information."

Jonathan Wood
Founder

C2 Risk