



Australian Privacy Professionals Survey Results

March 2020

What did we do?

Background to survey:

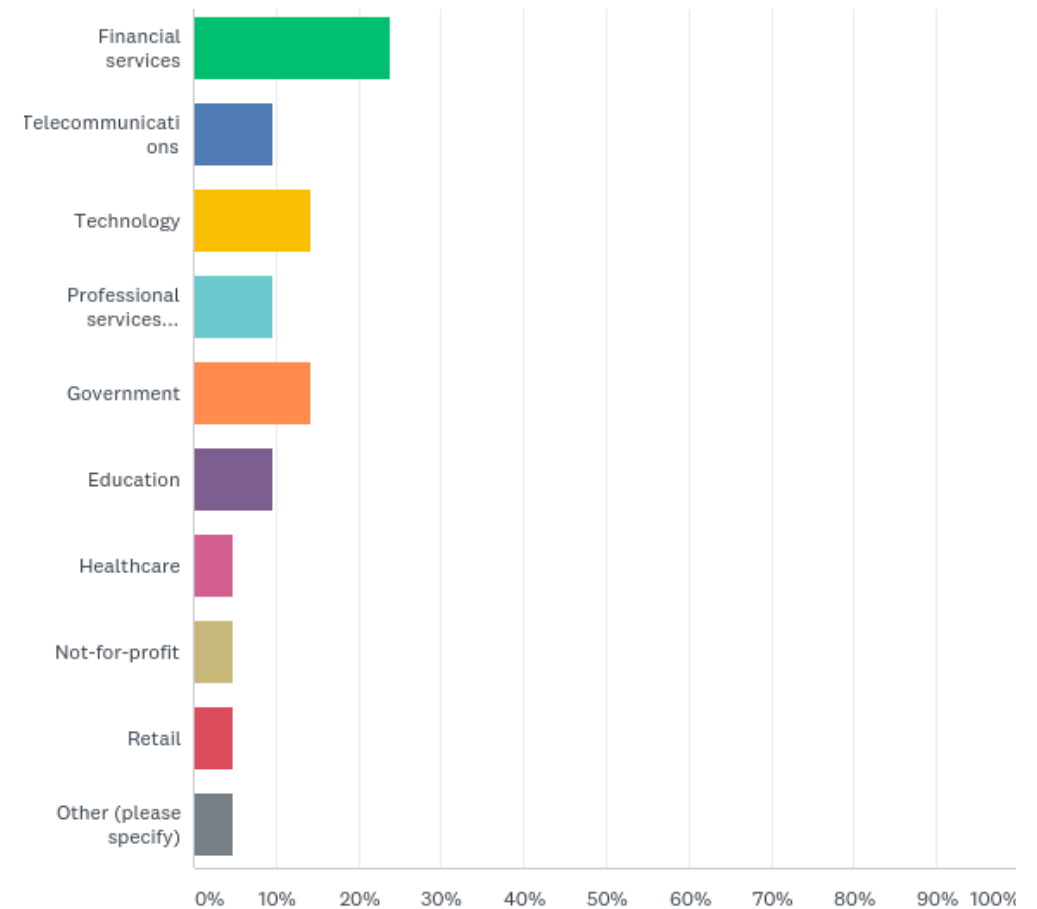
- Online Survey
- Open for response between September - October 2019
- Promoted to existing contacts and via LinkedIn
- Questions focused on:
 - Where do you work
 - What is your role
 - What are your biggest challenges

Results:

- Total responses - 21
- Complete responses - 13
- Many questions were not completed

What sector(s) do you work in?

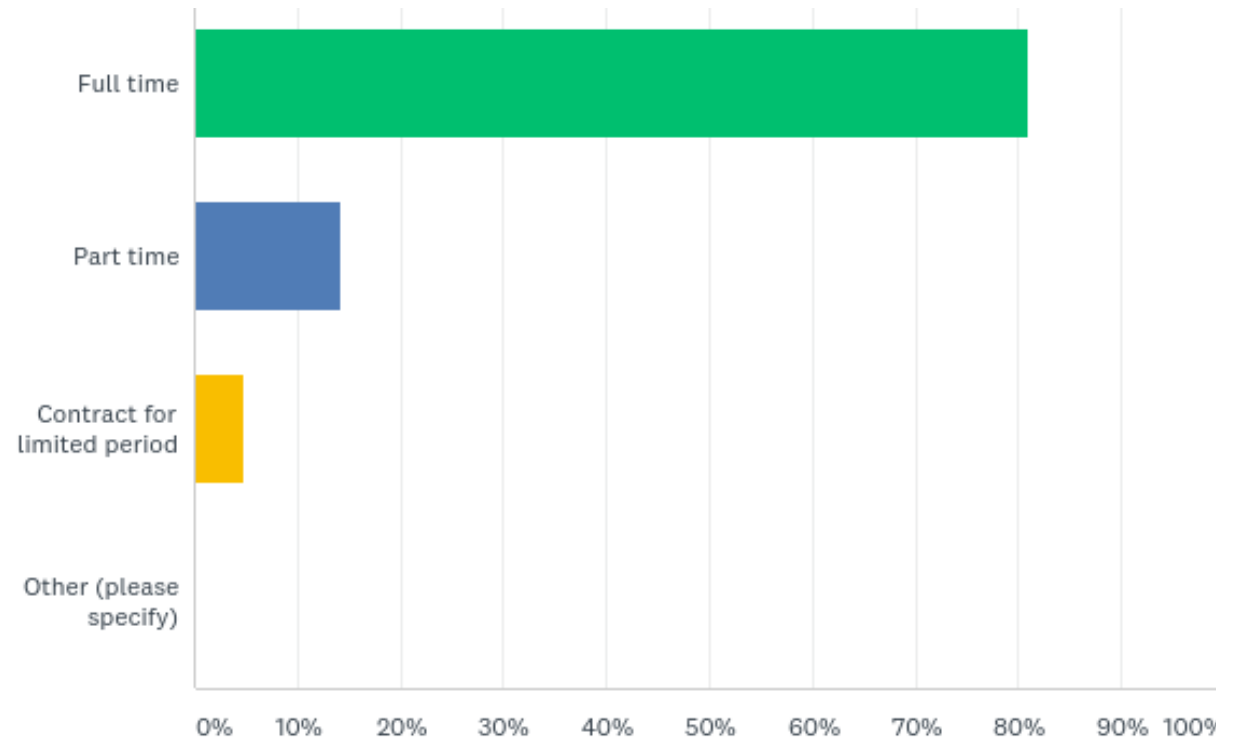
- Financial services is biggest employer
- Next biggest are Technology, Government, Telecommunications, and Professional Services



What type of employment are you engaging in?

- Full time
- Part time
- Contract for limited time

The majority of roles are full time



Answered: 21
Skipped: 10

Which of the following statements best describes your responsibility for privacy within your organisation?

Respondents were split between holding dedicated/full time privacy roles and privacy being part of their role or having informal responsibility only.

Answer Choices	Responses %	People
I have a dedicated privacy role	42.86%	9
Privacy is one aspect of my role, and I have other non-privacy related responsibilities	33.33%	7
I have informal responsibility for privacy within my organisation	9.52%	2
I have a non-privacy related role	9.52%	2
I am a professional service provider/consultant providing privacy services to clients	4.76%	1
Other (please specify)	0.00%	0
Total		21

How large is your organisation's privacy team worldwide?

- Only 3 people were the sole privacy person in their organisation
- Most respondents were part of large privacy teams:

2 - 5 person privacy team: 9
6 - 10 person privacy team: 2
11 - 50 person privacy team: 3
50+ person privacy team: 4

Definition of 'team member':

Any team member spending 50% or more of their time to privacy

Answer Choices	Responses	People
1 person or less	14.29%	3
2 - 5 persons	42.86%	9
6 - 10 persons	9.52%	2
11 - 50 persons	14.29%	3
50+ persons	19.05%	4
Total		21

Where does the privacy function sit in your organisation?

No clear location for privacy.

- Responsibility split between Legal, Compliance and, to a lesser extent, IT/Technology
- One respondent had responsibility split between Legal and IT

Responses:

Legal: 5

Compliance: 5

Data Governance/Data Management: 3

Governance/Risk: 3

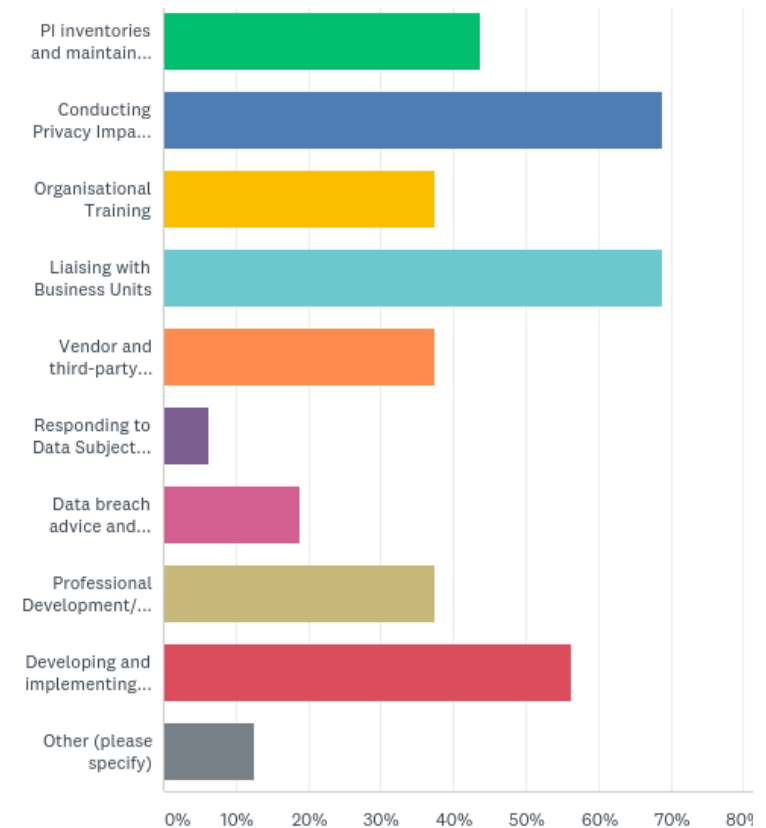
IT, Technology & Security: 3

External consultant: 1

What aspects of privacy practice take up a majority of your time? Indicate all that apply

Most time being spent on:

- Liaising with Business Units
- Conducting Privacy Impact Assessments
- Developing and implementing policies and procedures



What are your biggest challenges in privacy practice?

Indicate your three biggest challenges

Biggest challenges:

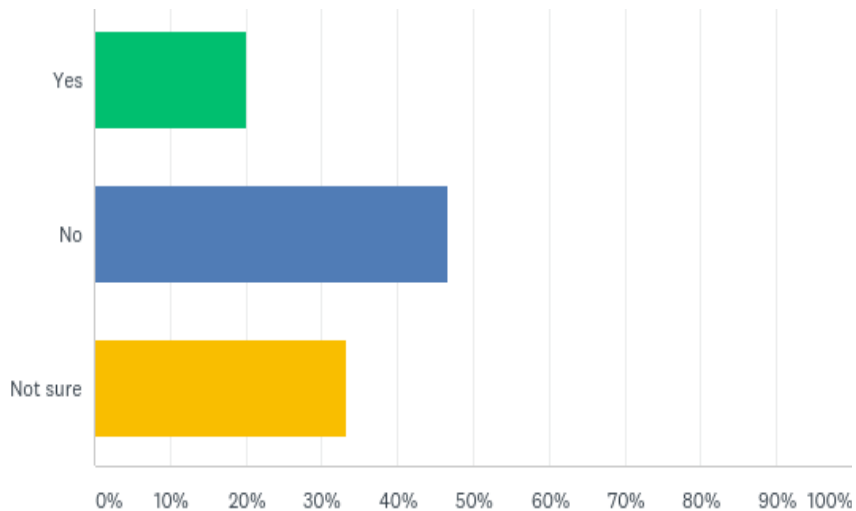
- Lack of clear responsibilities
- Hiring and retaining privacy personnel
- Lack of business unit understanding or engagement
- Meeting ongoing compliance requirements

Answer Choices	Responses	People
Lack of management, understanding and support	31.25%	5
Lack of business unit understanding or engagement	37.50%	6
Lack of clear responsibilities for privacy related activities in the organisation	50.00%	8
Meeting ongoing compliance requirements (personal data inventories, PIAs, etc)	37.50%	6
Staying up to date with new laws and regulations	25.00%	4
Obtaining sufficient resources/budget	25.00%	4
Hiring and retaining qualified privacy personnel	43.75%	7
Other (please specify)	0.00%	0
Total Respondents		16

Do you have adequate resources to do your job and meet compliance needs?

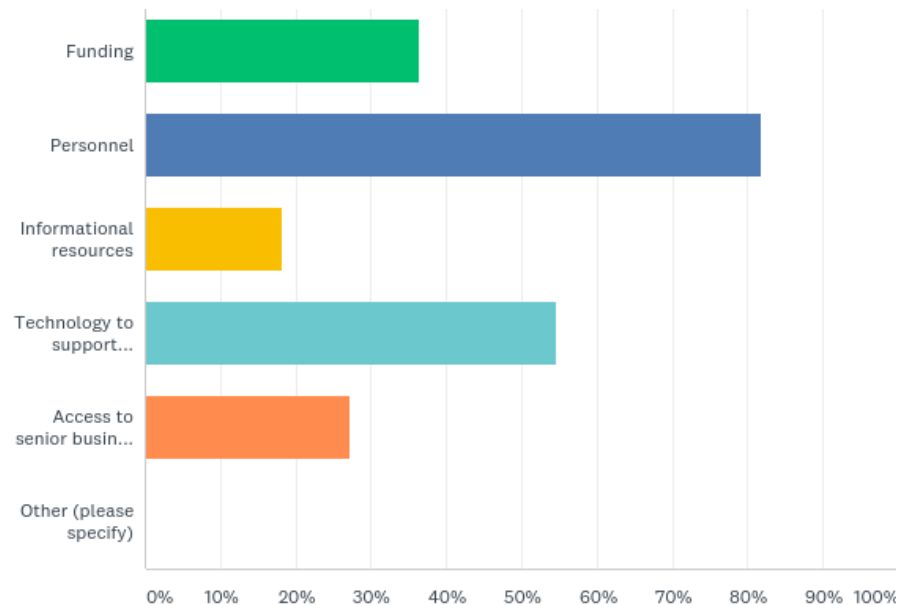
Adequate resources?

Yes:	3	Answered:	15
No:	7	Skipped:	6
Unsure:	5		



For those who lacked resources, issues identified included:

Personnel:	9	Answered:	11
Technology support:	6	Skipped:	10
Funding:	4		



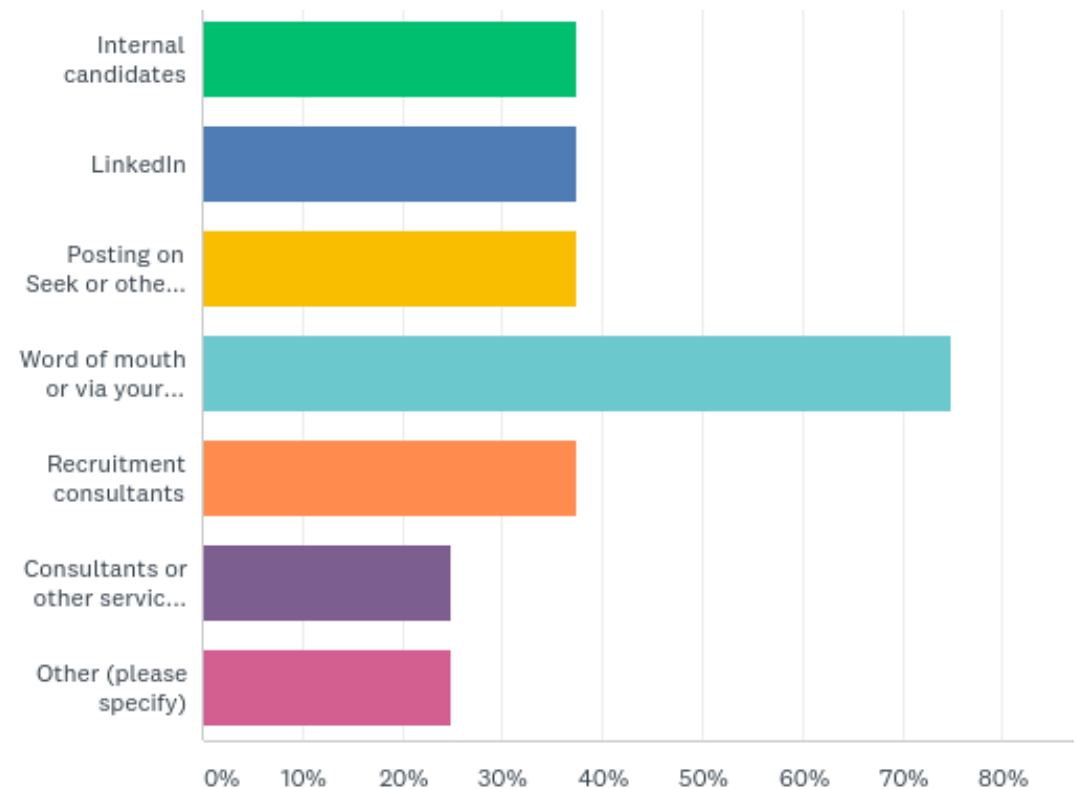
Have you recruited or attempted to recruit additional privacy resources?

Although personnel was seen as an issue:

- 8 respondents had attempted to recruit additional privacy resources
- 6 responded that they hadn't

Preferred recruitment strategies:

- Word of mouth/own network was used most
- Other recruitment methodologies included using Seek/LinkedIn, recruiting internal candidates and using recruitment consultants



Answered: 14
Skipped: 7

What skills and qualifications do you look for when hiring privacy personnel?

- Familiarity or expertise with privacy legislation
- Past experience in a privacy program or project
- Privacy certifications



Answer Choice	Responses	People
Familiarity or expertise with privacy legislation	75.00%	6
Past experience in a privacy program or project	50.00%	4
Experience or skills in related organisational functions (e.g. risk, supplier management, project management, assurance)	12.50%	1
Familiarity or expertise with using privacy, management software	12.50%	1
Privacy Certifications (e.g. the iapp's CIPM, CIPP/E)	25.00%	2
Other (please specify)	12.50%	1

In what circumstances does your organisation obtain legal advice about privacy issues?

- Interpretation of law
- Suspected data breach
- Legal requirements of new jurisdiction
- Contract review

Answer Choices	Responses	People
Never	0.00%	0
If a data breach is suspected	50.00%	7
As part of contract negotiations with a privacy component	35.71%	5
Application or interpretation of privacy laws	71.43%	10
When assessing the privacy legal requirements in a new jurisdiction	50.00%	7
To assist with internal resource shortage	28.57%	4
Other (please specify)	0.00%	0
Total respondents		14

Answered: 14
Skipped: 7

Does your company require its vendors to undertake vendor privacy assessments?

- 65% of respondents said their organisation conducted vendor privacy assessments
- 28% of respondents said they didn't..
- 7% were not sure if they did nor not

Who handles the vendor review process?

- Procurement - 40%
- Privacy team - 30%
- Security/IT - 10%

Answer Choices	Responses	People
Yes	64.29%	9
No	28.57%	4
Not Sure	7.14%	1
Total		14

Answered: 14
Skipped: 7

If your organisation provides privacy training for its employees, when does this take place?

Privacy training takes place mostly:

- At employee onboarding
- Annually

How is training delivered by both of the following means:

- Mostly online
- Face-to-face seminars



Conclusion

Respondents were split between holding dedicated/full time privacy roles and privacy being part of their role.

Most respondents part of team of at least 2 people

No real home for privacy between compliance, legal and IT in business

Biggest challenges:

- Lack of clear responsibilities
- Hiring and retaining privacy personnel
- Lack of business unit understanding or engagement

Most time being spent on:

- Liaising with Business Units
- Conducting Privacy Impact Assessments
- Developing and implementing policies and procedures

Resourcing was an issue. Preferred recruitment strategies:

- Word of mouth/own network was used most
- Other recruitment methodologies included using
- Seek/LinkedIn, recruiting internal candidates and using recruitment consultants

Knowledge of privacy laws and experience are most important requirements when recruiting
Many organisations just do privacy awareness training as part of induction

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