



The journey of
GDPR in
Danish Cable
TV (an
affiliate of
TDC)

Dansk Kabel TV

Stronger Together



Dansk Kabel TV

Stærkere sammen

Agenda

The journey of GDPR in Danish Cable TV (an affiliate of TDC)

- Introduction
 - The company
 - GDPR organisation in affiliate and in relation to the main company
- GDPR roles in DKTV
 - Data Protection Manager
 - SPOCs (Single Point of Contact)
 - Mentors
 - Ambassadors
- How to move a project into becoming a permanent function in the company
- How we are building a data privacy culture in the organisation
- What is effective awareness - Legislation and real life - implementation

Briefly about Danish Cable TV

Danish Cable TV (DKTV) is an independent limited liability company in the TDC Group

- We employ ca. 600 people
- We advice, install and service within the area of broadband, TV, telephony, and surveillance with respect to everything that can be connected on networks
- The customer segment includes;
 - Antenna and housing associations
 - Business customers
 - Public sector such as hospitals and institutions

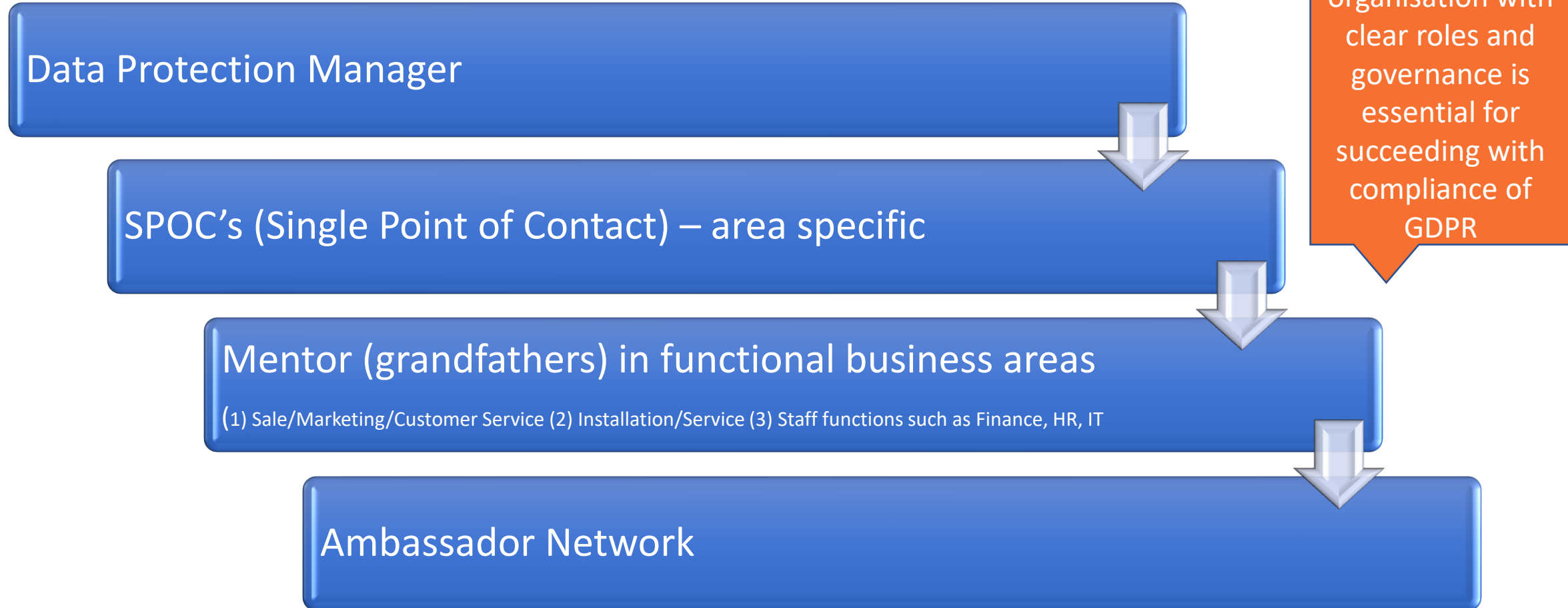
A company in the company

- Own HR department
- Own IT Stack
- Own Finance department
- Own Management and Board of directors

The GDPR organisation in TDC



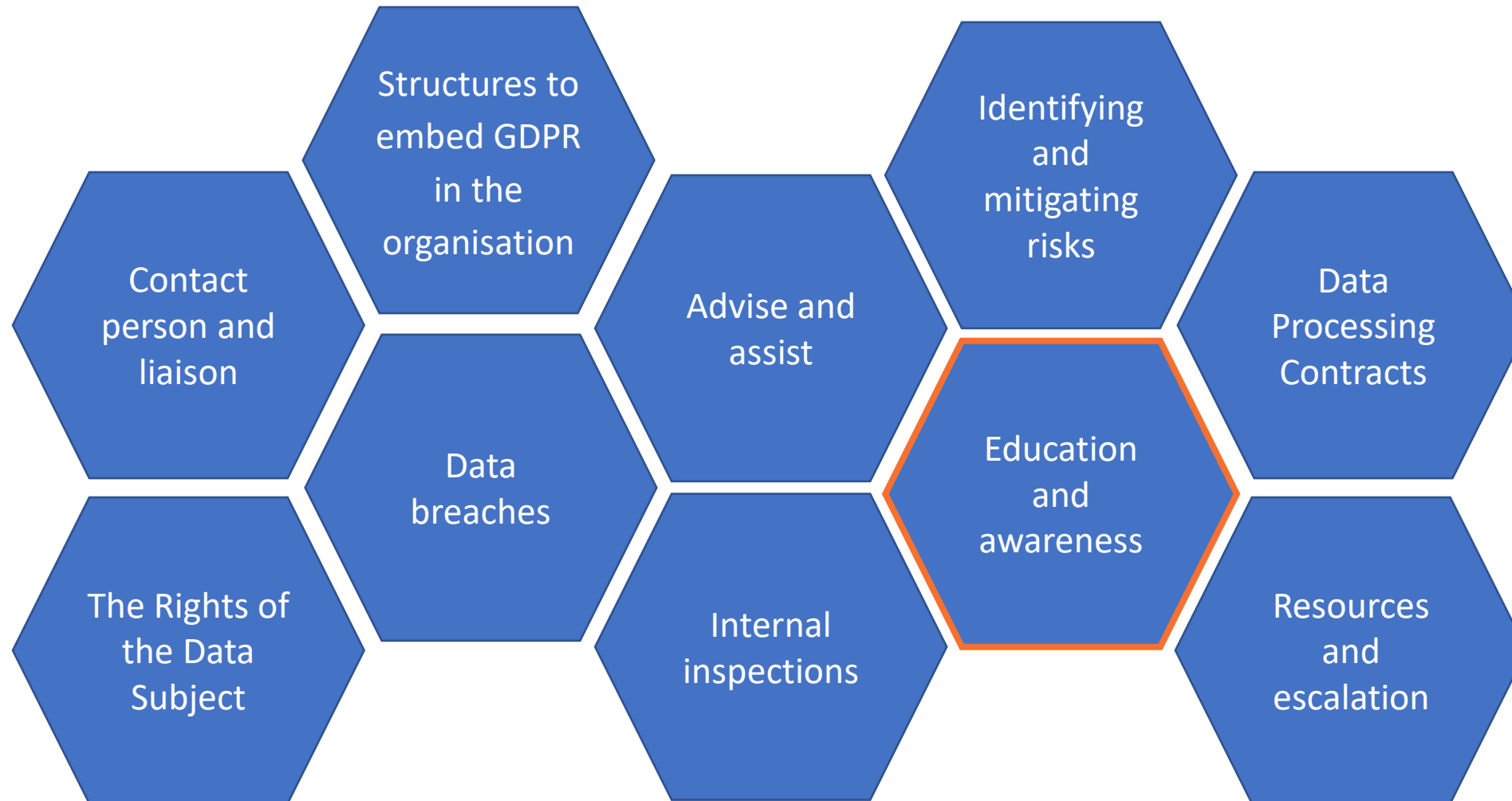
The GDPR organisation in Danish Cable TV



Data Ethics

- The respect for our customers and employees data is fundamental in our company
- We aim at growing a culture where openness around mistakes and problems leads to improvement

How to move the GDPR project into becoming a permanent function in the company

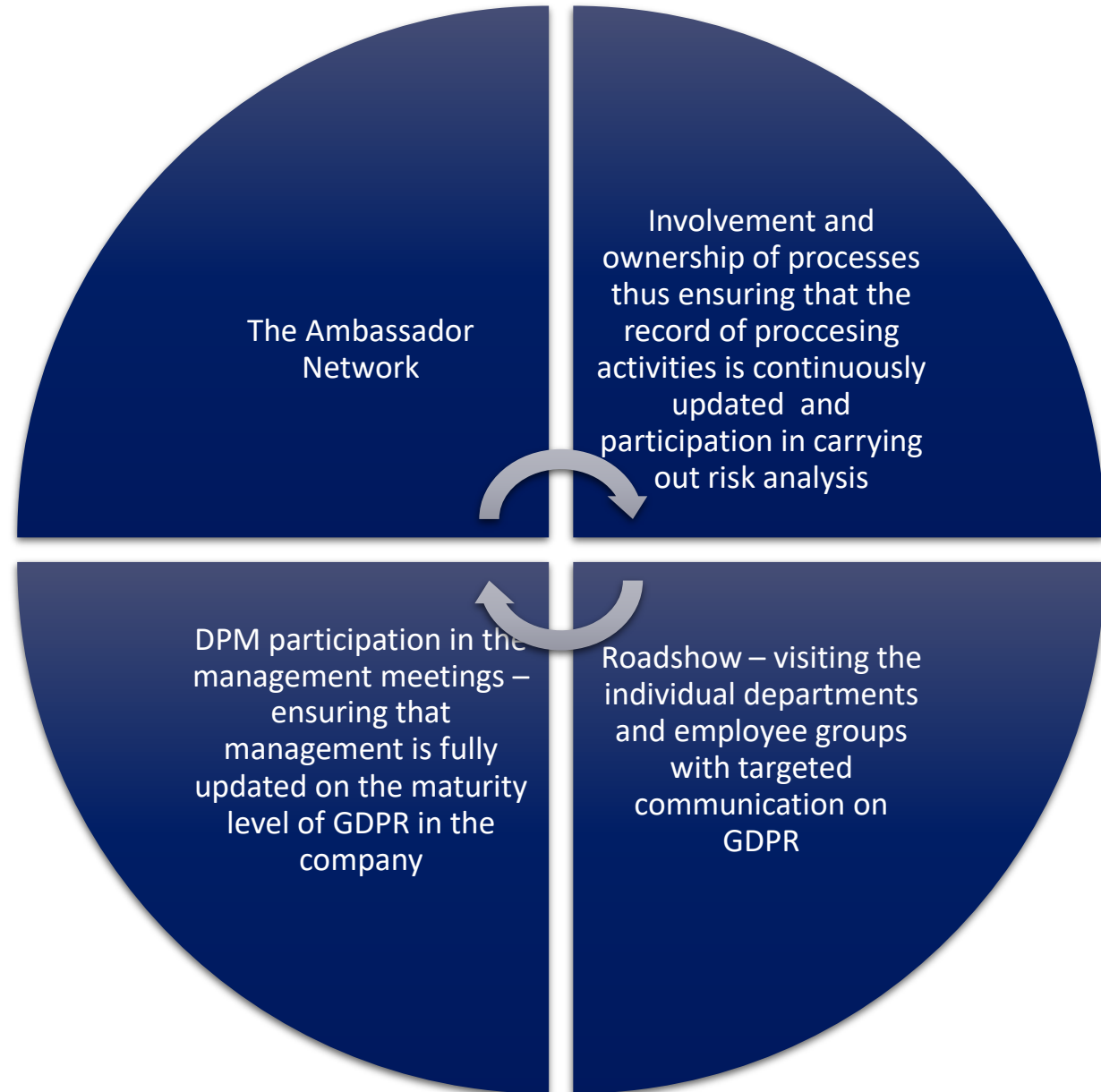


How are we building a data privacy culture in the organisation

- Transparent organisation
- Governance and model for escalation
- Clear deliveries with involvement of stakeholders across the organisation
- Ensuring that all employees goes through GDPR education
- Awareness, awareness, awareness

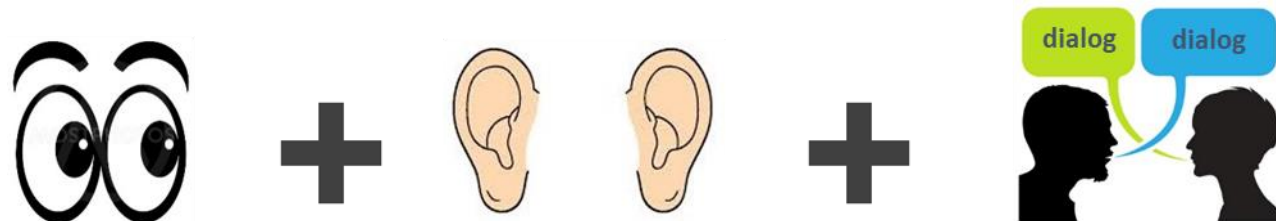
Building stones in the awareness program

Ensure organisations involvement



The GDPR Ambassador Network

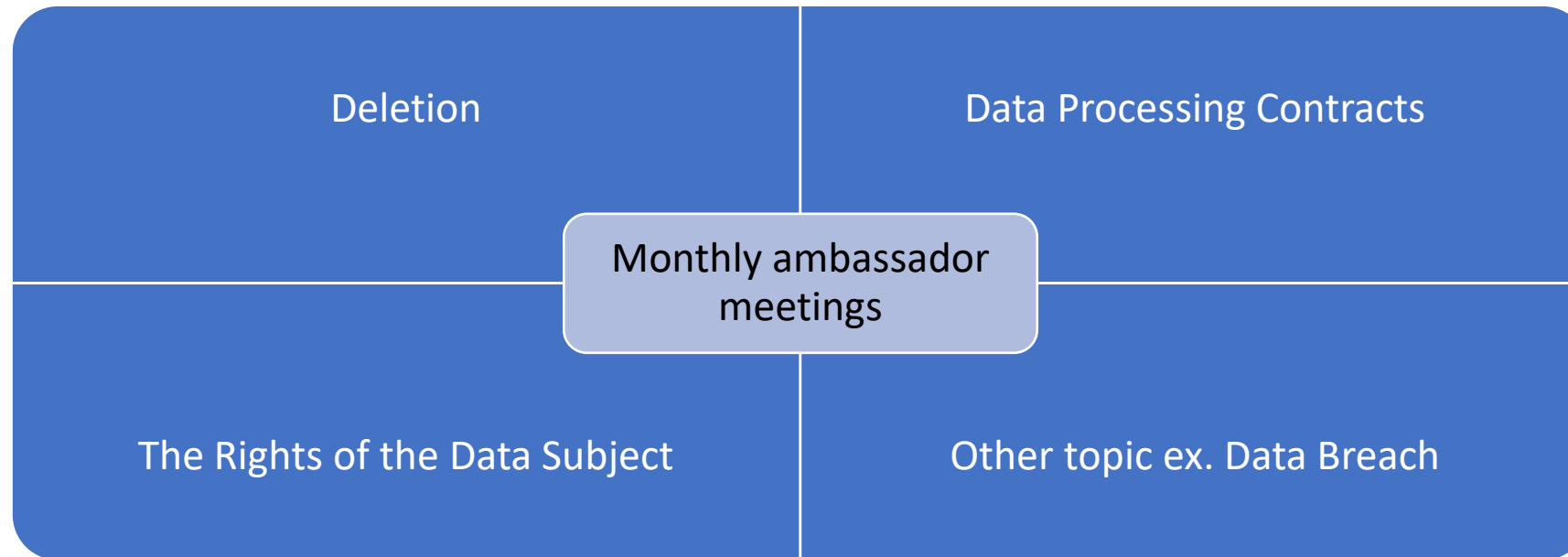
- A network spread across all business sections and departments
- As a member of the GDPR Ambassador Network, the ambassador acts as his/her local "Go-to partner" for the colleagues
- As a member of the GDPR Ambassador Network, the ambassador acts as the Data Protection Management Team eyes, ears and the voice locally for his/her colleagues and management



Ambassador role

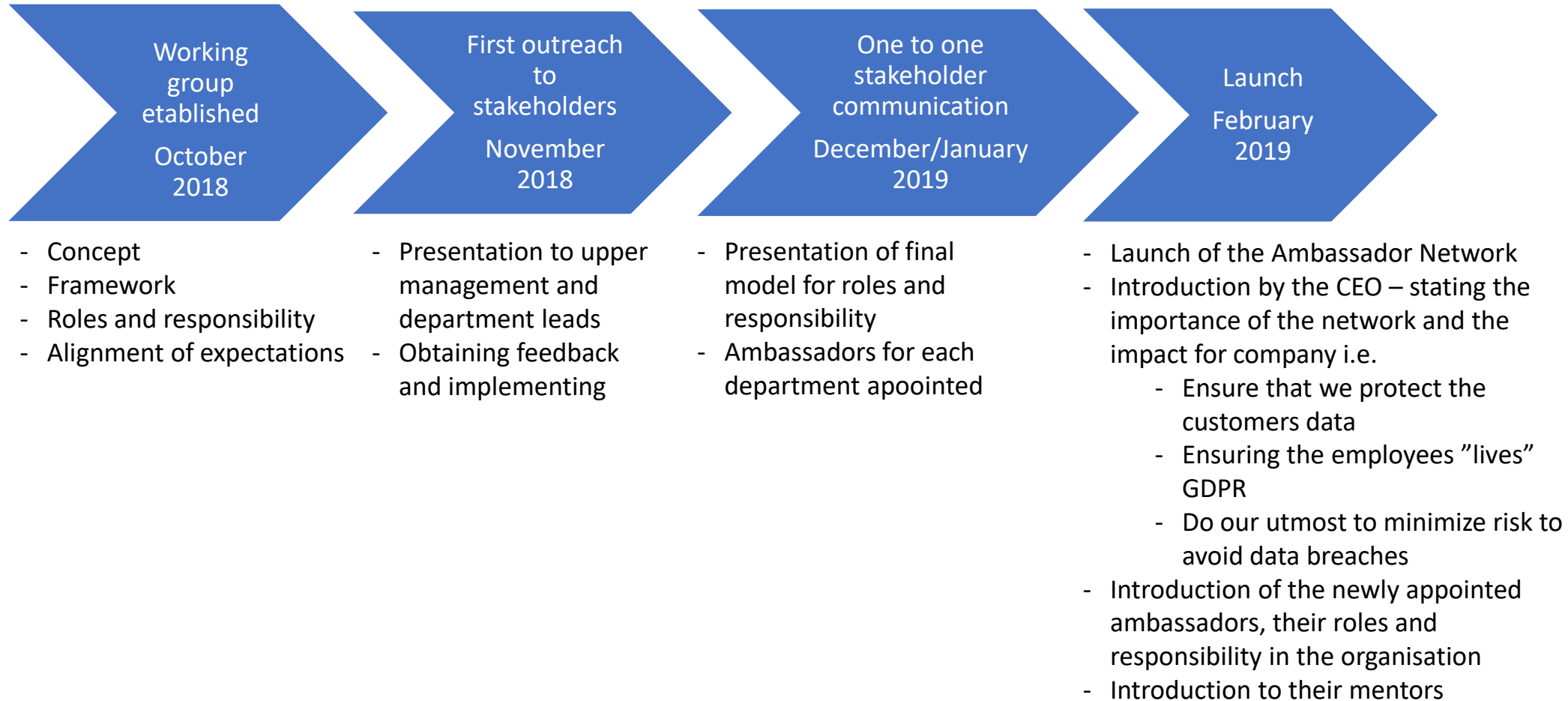
- Participate in our GDPR readiness as well as expertise, knowledge and attention to GDPR locally in their department
- Play a vital role in ensuring the adaption and the fit of GDPR in the daily routines
- Participates in information activities with GDPR in mind
- The local point of contact in GDPR related questions from their colleagues
- Shares local GDPR learnings with the Ambassadors Network to ensure knowledge sharing across the company
- Participates in implementing GDPR on a local level

The education of the GDPR Ambassador



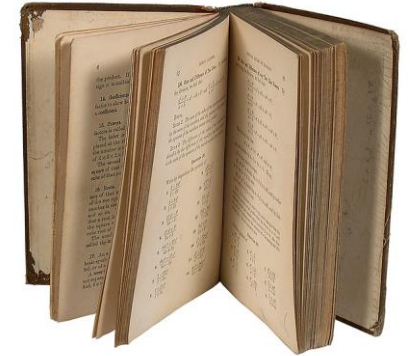
- Monthly Ambassador meetings take outset in “real-life cases” which the ambassadors would like to discuss – ensuring optimised learning
- Online Ambassador group established where Ambassadors can exchange knowledge in between Ambassador meetings
- Establishment of a Case Catalogue – taking outset in the GDPR regulation and ties into day to day examples experienced in the company – this is to ensure that GDPR becomes part of the daily routine
- The Ambassadors are supported by a mentor, a person with in-depth knowledge of the business as well as the GDPR regulation

The way towards establishment of the GDPR Ambassador Network



The Case Catalogue

- To ensure that we further capture internal learnings, a Case Catalogue has been established
- A collection of practical day to day cases where GDPR plays a role – taking outset in the GDPR regulation and ties into day to day practical examples of how to be compliant
- Each case contains the paragraph in question from the regulation and how to implement to be compliant
 - For instances learnings of data breaches, when to have a data processing contract in place etc.



Continuous improvement

- We are continuously working on improving the individual employees skill in reporting potential data breaches
- As as part of the tele industry we only have 24 hours from the data breach occur to reporting it to the Danish authority
- It takes a dedicated task force trained in handling data breaches
- It takes dedicated employees that provide all the necessary information so that we are able to determine whether there has been a data breach or not

The creation of avatars

- GDPR is a discipline that needs to flow through the whole organisation
- How do you ensure that you as GDPR responsible reach all levels and disciplines of the company
- Building avatars of the employee groups of the company will allow you to tailor your communication
 - An example – in our company we have technicians who carries out on-site repairs in case an association has problems with the broadband
 - How do we best train to be able to be compliant and know what to do in specific situations

Key take away learnings

- GDPR needs to be embedded in the organisational structure
- Transparent GDPR organisation so all employees know who to contact
- Management needs to address the importance of data ethics in the company
- Make sure to target GDPR communication to specific groups of employees, departments – understand their line of work
- Customize your GDPR communication and use day-to-day examples to optimise the learning
- Plan your outreach, be visible
- AND KNOW – this is a continuous process

THANK YOU