

Privacy Mystery Shopper Survey 2020



The Seven Commandments



- 1** Put yourself in the data subject's shoes and check how easy it is to reach your Privacy office.
- 2** Ensure you have a dedicated contact email address for data privacy matters.
- 3** Make sure you respond to the data subject and not anyone else.
- 4** Do not sacrifice information security over speed of the response process.
- 5** Follow up on the data subject requests and respond within 1 month - or 3 months with a justification.
- 6** Use an appropriate secure communication channel when responding to a data subject request.
- 7** Know the personal data you manage to exhaustively respond to data subject requests.

