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TESTIMONIAL

When we commissioned Pdatacare Consultancy Pte Ltd ('Pdatacare Consultancy') in October 2015 to do our PDPA project ('Project') our instruction to them was that we wanted it to be comprehensive and in full compliance with the Personal Data Protection Act ('PDPA' or 'Act').

At that time, all that we had for the purpose of compliance with the Act was some consent forms drafted by our own staff. We understand that most organisations in Singapore then were in the same situation and state of compliance as the Act was relatively new.

The Act was passed as law only in 2012 and it came into force only on 2 January 2014 for the Do Not Call provisions and on 2 July 2014 for the Data Protection Provisions.

Hence, the Project had to be started from scratch and we are amazed to learn from Pdatacare Consultancy in the course of implementing it how extensive the Act covers.

We learnt from the intensive 5-session training ('DPO Course') and 2 seminars provided, that various kinds of mandatory PDPA related processes, policies and procedures have to be set up for areas such as (1) handling of PDPA related complaints, (2) handling of requests for personal data and their past usage, (3) communicating our organisation's PDPA policies and processes to our staff and providing them with proper training, and (4) appointing a Data Protection Officer ('DPO') and ensuring that she is adequately trained.

The followings are the salient features of Pdatacare Consultancy's work, performance and delivery:-

1. The DPO Course conducted for us was very comprehensive. It was specially designed and created by Pdatacare Consultancy themselves. It covered many essential topics under the Act, such as, (1) the various personal data obligations, (2) the functions of the Personal Data Protection Commission ('PDPC'), (3) the complaints and hearing process before the PDPC, and (4) the various kinds of penalties, offences and fines faced by an errant individual and organisation;

2. The DPO Course and seminars were conducted by a very experienced veteran lawyer;
3. We were taught and trained on how to identify and read the key words of the various significant provisions of the Act;
4. We received invaluable advice and assistance in the formulation of various important policies and processes, especially on those areas that are special and unique to our organisation, such as counselling services and CCTV recording;
5. All our PDPA materials, including significant provisions of the Act, specially created registers, checklists, forms, policies, processes and procedures, have been conveniently incorporated into our own 'Wicare PDPA Manual';
6. All our PDPA compliance materials, processes, practices and procedures are computerised. Making references and gaining access to them can now be made instantly at the click of a mouse.

On the whole, we are very pleased and satisfied with the PDPA compliance system that Pdatacare Consultancy had helped us to create and put in place. We find it very innovative.

Together with the use of IT technologies the newly installed compliance system has saved us a lot of time and manpower in meeting the statutory duties and requirements of the Act. It has thus greatly raised our profile, compliance efficiency, and our overall productivity.

For the aforesaid reasons, we will highly recommend the services of Pdatacare Consultancy to any organisation that wishes to embark on its PDPA project.



Ms Tan Ann Ann
General Manager