"ByDesign Training"

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Facilitating GDPR compliance for SMEs and promoting Data Protection by Design in ICT products and services

(www.bydesign-project.eu)

HELLENIC DATA PROTECTION AUTHORITY

UNIVERSITY OF PIRAEUS RESEARCH CENTER

ICT abovo
Information & Communication Technologies

Mapping of Training Activities, Stakeholders and Content

Training Activity	Stakeholders' Role	Training Contents
Seven broad-scope seminars	Business role, Requirements' analysis, Solution design	• Introduction to Data Protection Terminology • ICT organizational GDPR roles – DPIA – examples • Data Protection by Design and by Default • Handling Data Breaches under the GDPR and Online Privacy Notices and ePrivacy • Marketing and Advertising, Cookies and trackers
Thirteen technical seminars	Software development, programming, Requirements' analysis, Solution design	• Security risk assessment vs. data protection risk assessment • Privacy by Design Requirements Elicitation and Data Subjects' Rights • Handling Data Breaches under the GDPR • Personal data retention implementation • Data subjects' rights implementation • Encryption role and techniques • Anonymization role and techniques • Pseudoanonymization role and techniques
Two seminars for students	Bachelor, Master and Ph.D. Students	• Security risk assessment vs. data protection risk assessment • Privacy by Design Requirements Elicitation • Encryption role and techniques • Anonymization role and techniques • Pseudonymization role and techniques

Participants

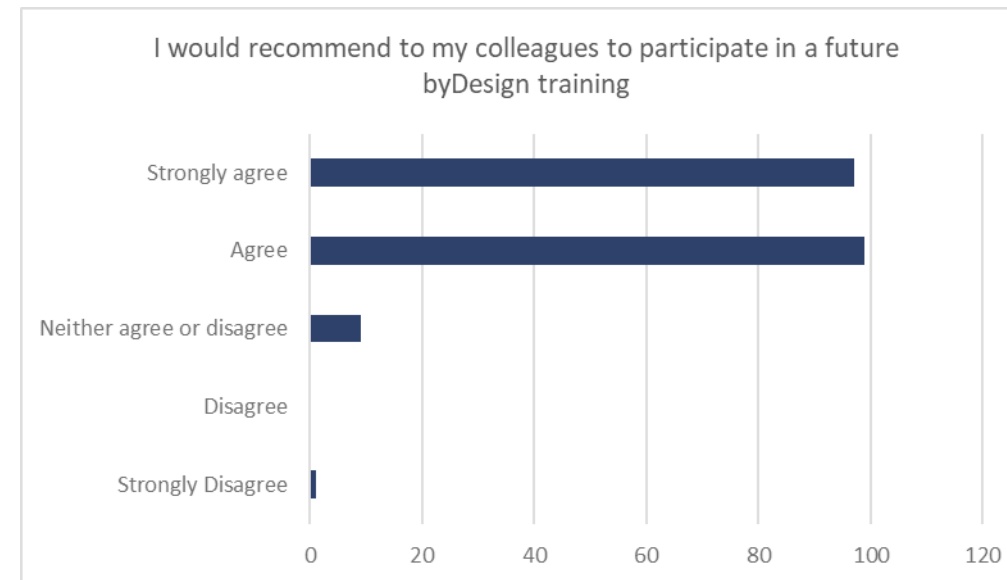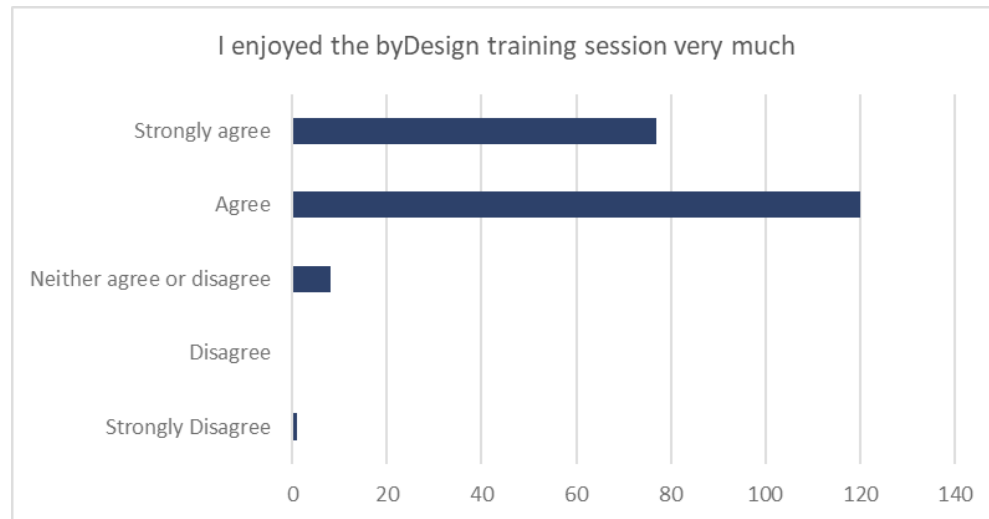| Training Activity	Number of Participants	Implementation
Seven broad-scope seminars	On average 60 persons per seminar, thus approximately 420 persons	• Conducted seven times

Thirteen technical seminars	On average 30 persons per seminar, thus approximately 90 persons	• The training material has been divided into five seminars:
		    Seminar 1: Security risk assessment vs. data protection risk assessment
		    Seminar 2: Privacy by Design Requirements Elicitation and Data Subjects' Rights, Personal data retention implementation, Data subjects' rights implementation
		    Seminar 3: Handling Data Breaches under the GDPR
		    Seminar 4: Encryption, Anonymization, Pseudonymization
		    Seminar 5: Use cases and practical guidelines
		• All stakeholders will attend the five seminars
		• Seminars 1-4 have been conducted three times (12 seminar sessions)
		• Seminar 5 will be conducted once for all participants (1 seminar session)

Two seminars for students	On average 50 students per seminar, thus approximately 100 students	• Conducted two times

Evaluation of the Training

- The evaluation of all training sessions was founded upon the Questionnaire for Professional Training Evaluation (Q4TE tool), which was adapted to the needs of the project.

- For the needs of the evaluation, and considering the need to ensure reliability, anonymity and data protection, "EUSurvey" was selected (https://ec.europa.eu/eusurvey) as the appropriate platform.

- We have collected the answers for
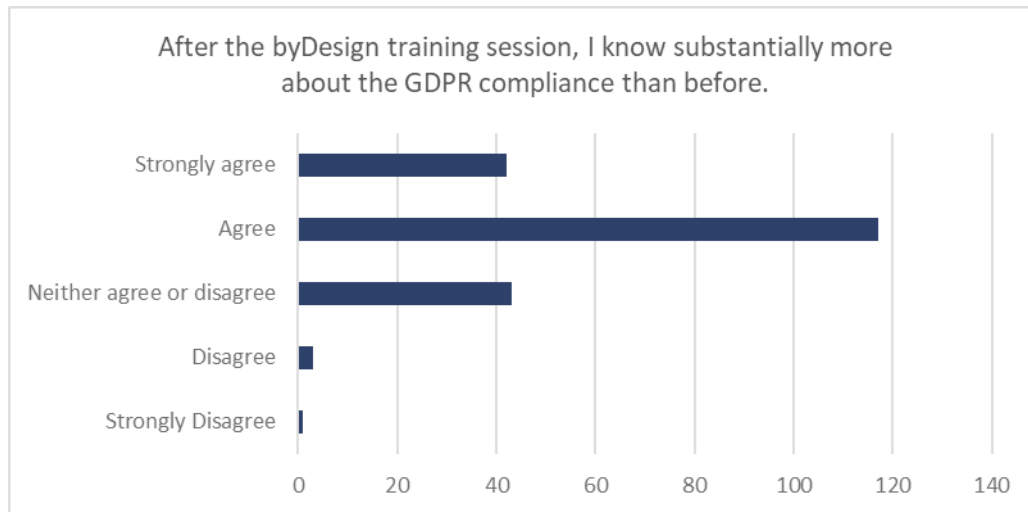 - 206 questionnaires for the broad seminars and
  - 47 for the technical seminars

Indicative evaluation Results

I enjoyed the byDesign training session very much

I would recommend to my colleagues to participate in a future byDesign training

Indicative evaluation Results

After the byDesign training session, I know substantially more about the GDPR compliance than before.

The byDesign training on GDPR compliance will be very beneficial to my work

Indicative evaluation Results

Overall, it seems to me that the application of the training contents will facilitate the workflow in my company/organization

Strongly agree	
Agree	
Neither agree or disagree	
Disagree	
Strongly Disagree	

0   20   40   60   80   100   120   140

Indicative evaluation Results

What aspects of the ByDesign training could be improved/modified?
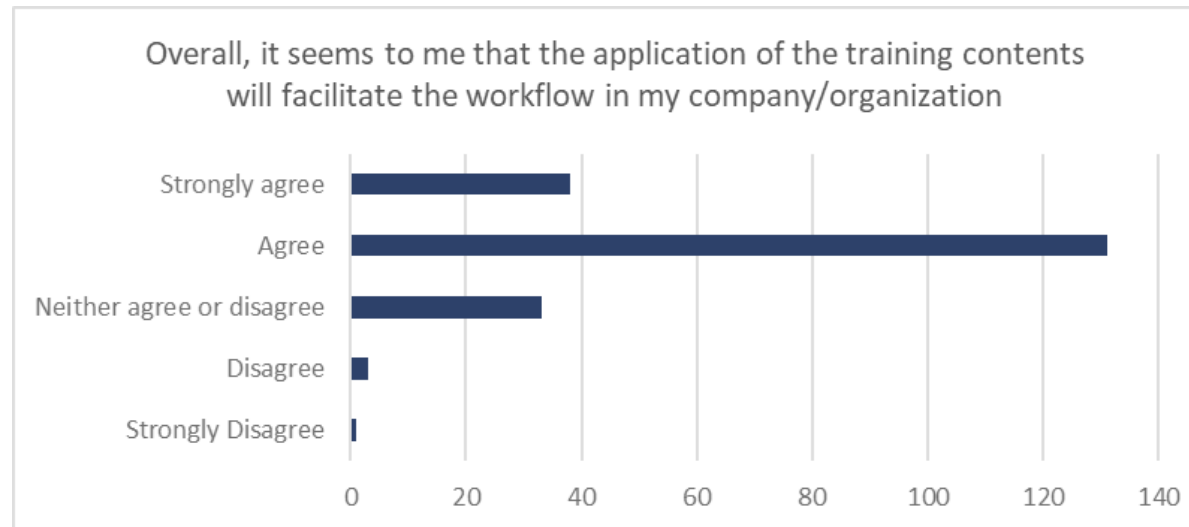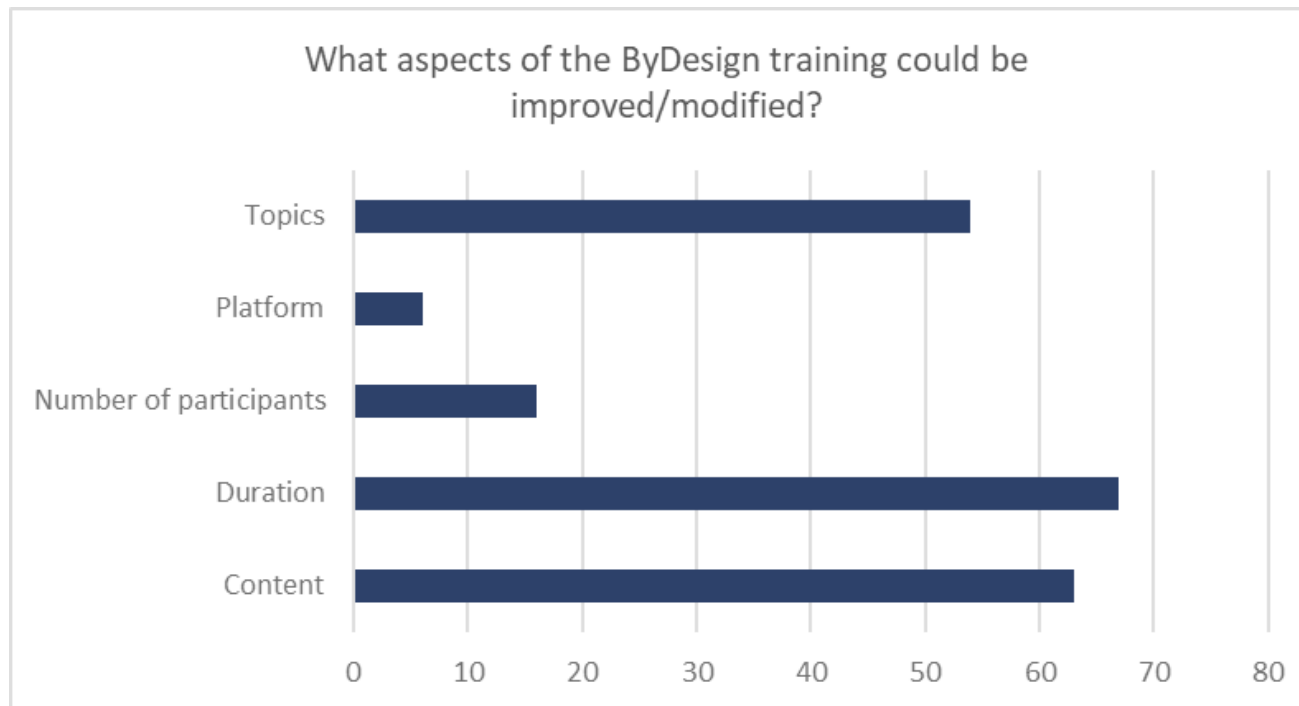
Lessons Learnt

- It was found that the participants had a fairly good theoretical knowledge of the Regulation but there were several gaps in its practical application during the compliance process. Based on the responses to the questionnaires, the training has successfully managed to fill several of these gaps.

- Many comments refer to the benefit of practical examples provided during the training, so it is worth noting that GDPR trainings should focus on this.

- Another important aspect that was recorded is the employees' need for guidance in their day-to-day practices.

Lessons Learnt

- Some of the participants raised another important benefit of the training which is that they are becoming more aware as employees (professional life) but also much more careful in their personal life. This aspect is certainly something that should be emphasized in such training programs.

- A frequent request was to repeat the training at regular intervals including any necessary updates/additions to the training material. Furthermore, some of the sessions should allow more interaction with the participants (e.g. in the form of round table discussions).

Lessons Learnt

- One of the problems identified from the very beginning was the diversity of the scientific or/and technical background of each participant. This mainly affects the learning objectives of the training and the contents of the training material (for instance it is clear that the purely technical solutions that can be adopted for the protection of personal data do not directly interest the legal people and vice versa)

Final Steps

- A final seminar (for all those who attended the technical seminars) will be conducted during October
  - Use cases will be presented
  - Guidelines for the Privacy-by-design process will be provided

- The training material used during the training will be appropriately structured and will become (electronically) available in the form of Guidance Documentation (sustainability).

Thank you for your attention!