

# IMPLEMENTING DATA PROTECTION & PRIVACY AT SCALE

## DIALLING DOWN THE DPP RISK

A global financial services organisation faced significant challenges in managing information securely. To address these issues across APAC, the client launched a Data Protection and Privacy (DPP) program focused on strengthening controls for critical applications, securing unstructured data, and implementing effective Role-Based Access Control (RBAC). The program, covering seven countries across the region all of which had multiple high-rated audit items raised against local regulatory obligations. It was therefore a critical priority of the APAC Chief Operating Officer for these risk items to be managed down to within acceptable tolerances without delay.

## STREAMLINED SOLUTIONS FOR COMPLEX CHALLENGES

PTS developed an approach to address the client's security and governance gaps:

- 1. Critical Applications:** Implemented strict access controls aligned with user roles, preventing unauthorised access while maintaining operational efficiency.
- 2. Unstructured Data Management:** Introduced automated classification and secure retention policies to manage large volumes of data effectively, ensuring compliance with data privacy regulations. In addition PTS played a key role in educating the business stakeholders on the importance of sensitive unstructured data as an asset and the need to improve data accuracy and controls
- 3. Role-Based Access Control (RBAC):** Designed an automated RBAC framework adhering to best practices such as least privilege access, segregation of duties, and periodic access reviews.

## DELIVERING EFFECTIVE IMPLEMENTATION ACROSS KEY AREAS

To ensure the seamless delivery of these solutions, PTS took the following steps:

- **Establishing Governance for Seamless Collaboration:** Created a governance framework to identify and align stakeholders, including COOs, BISOs, and compliance officers, ensuring clear accountability across business units.
- **Driving Efficiency Through Automation:** Integrated advanced tools to automate data consolidation, role mapping, and access provisioning, minimising manual effort and improving accuracy.
- **Empowering Stakeholders Through Awareness and Training:** Delivered targeted workshops and training sessions, equipping teams with the skills to implement and maintain RBAC policies and manage unstructured data effectively.
- **Identification, Classification and Engineering of Sensitive Information Type (SIT) Rule Sets:** Bridged the gap between business and technical teams to deliver a quality outcome within an acceptable time frame.



## REALISING MEASURABLE SECURITY IMPROVEMENTS

PTS' comprehensive approach delivered tangible outcomes for the organisation:

- **Enhanced Data Security:** Strengthened access controls and reduced vulnerabilities across critical applications and unstructured data repositories.
- **Operational Efficiency:** Automated processes streamlined access management and reduced time spent on manual tasks, such as onboarding and transitions.
- **Regulatory Compliance:** Ensured full compliance with data governance and privacy regulations, mitigating risk exposure.
- **Improved Visibility and Accountability:** Provided actionable insights through dashboards and reporting tools, enhancing transparency and decision-making.

## KEY BENEFITS DELIVERED BY PTS

PTS' solutions empowered the organisation to:

- **Secure critical applications** and manage **unstructured data** with confidence.
- **Achieve compliance** with regulatory requirements while **enhancing operational efficiency** across seven countries, including Australia, Indonesia, Malaysia, Singapore, Hong Kong, China, and Japan.
- **Improve governance** and **gain greater transparency** over data access across its global operations.
- **Increase operational effectiveness** by simplifying existing processes and reducing the work required by the respective Information or Data Governance personnel in each APAC country to maintain controls
- **Classification, build and deployment** of over 400 SIT rule sets

