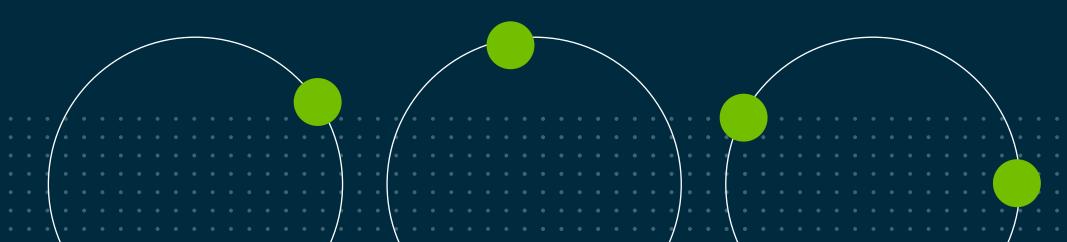Collibra

The struggles of manual
privacy operations

Organizations struggle to move beyond manual processes and automate their privacy programs. Data governance and privacy teams attempting to address privacy simply do not have the trust or visibility of data to move quickly. Instead, they turn to slow processes that include an overreliance on emails, manual data uploads, and spreadsheets.

Below are the top three challenges for organizations attempting to address compliance without a solid Data Intelligence foundation.
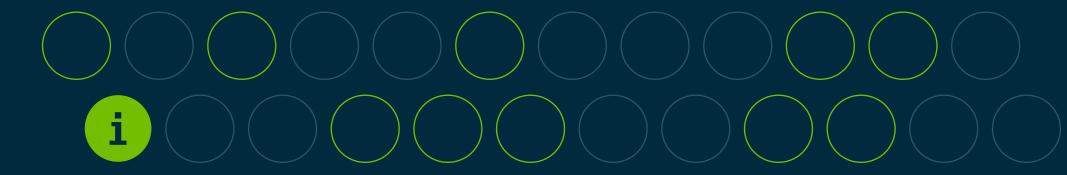

1

Relying on email or ticketing systems to locate data

2

Manually uploading data to monitor data flows

3

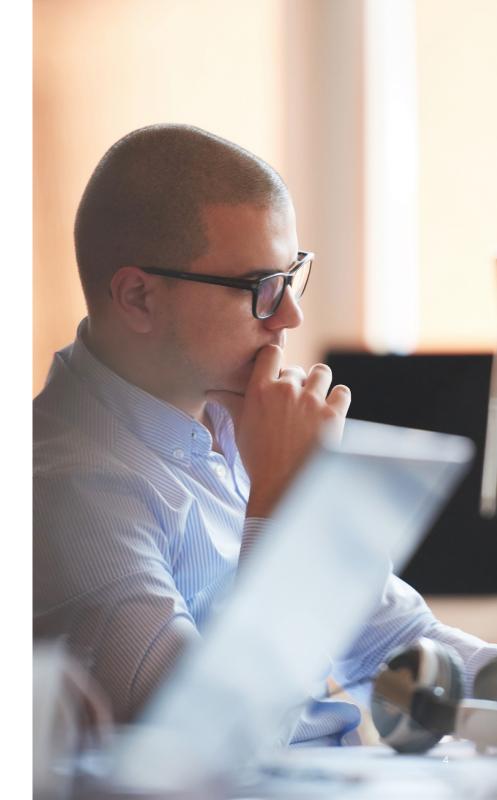**Using spreadsheets to track privacy compliance progress**

60% of privacy professionals indicate that manual methods with email, spreadsheets, and in-person communication remain the most common way to conduct data inventory and mapping.

Source: IAPP Governance Report 2019

1

Challenge

Relying on email or ticketing systems to locate data

Privacy managers requiring data may not know where to start when locating data for data subject requests. They resort to submitting an email or ticket that eventually finds its way to the responsible data steward and data owner.

Under the GDPR, the privacy manager has 30 days to respond. However, the back-and-forth communication along with manual database searches add significant delays to the time it takes to even find the data.

"Data discovery and classification technologies introduce automation and consistency, reducing reliance on more error-prone approaches like surveying employees..."

Forrester, Now Tech: Data Discovery and Classification, Q3 2020

Challenge

Manually uploading data to monitor data flows

Having trustworthy and reliable data maps help privacy managers understand how data flows throughout the organization.

However, privacy managers are relying on third-party data mapping tools that do not have direct connections to data repositories. As a result, the burden is placed on data stewards and those responsible for managing data to manually and periodically upload data, resulting in a snapshot view of information that quickly becomes outdated.

32 %

of privacy practitioners say that "the most common tools... to conduct data inventory and mapping are manual/informal ones, such as email, spreadsheets and in-person communication."

IAPP Privacy Governance Report 2020

Challenge

Using spreadsheets to track privacy compliance progress

From data governance to privacy teams, those responsible for delivering privacy initiatives are often relying on manual processes to address soon-to-be-outdated checklists of compliance requirements.
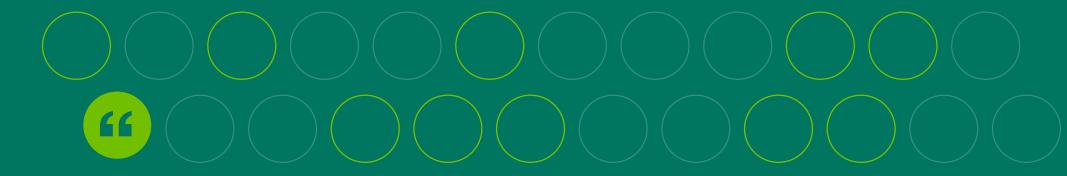
When teams are sifting through spreadsheets to manage compliance, the ability to quickly and accurately generate internal reports or respond to external audits becomes overwhelming.

Data intelligence means "having real-time analysis and visibility with contextual information to determine data risk profiles..."

Forrester, "The Future of Data Security and Privacy: Growth and Competitive Differentiation"
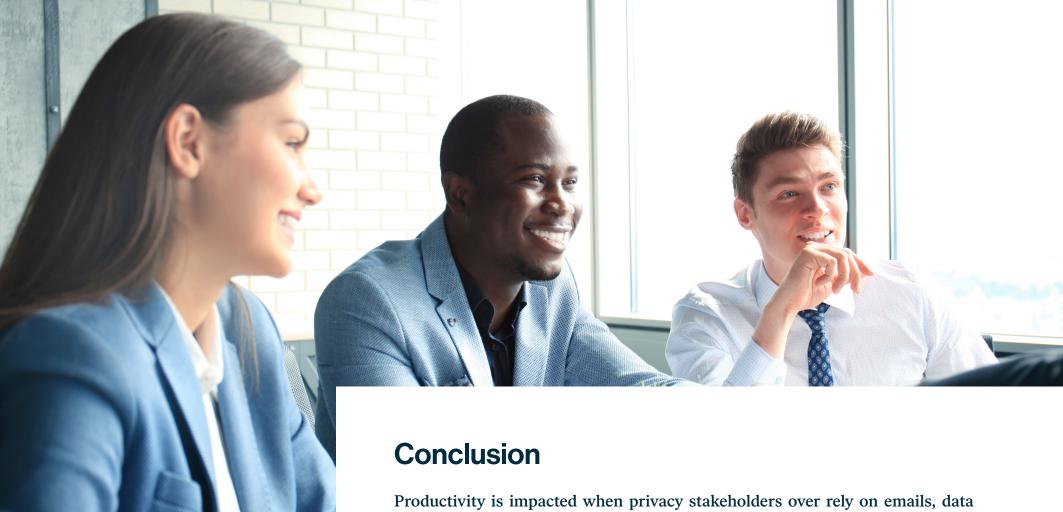
Additional challenges privacy teams struggle to understand:

01   Are we handling PI compliantly?

02   How are teams going to keep track of all the business processes?

03   Where do we store personal information and who owns it?

04   Will we be able to respond to audit requests accurately?

05   Is our data map up to date?

06   How are we planning to address changes in regulatory requirements?

07   Will we be able to respond to data subject requests timely?

"**Privacy pros who invest in the creation of comprehensive privacy programs with supporting technology that translate legal requirements into operations will be successful over time.**"

- Forrester, Shift from Privacy Readiness to Sustained Compliance

Conclusion

Productivity is impacted when privacy stakeholders over rely on emails, data uploads, and spreadsheets. These manual processes lead to error-prone reporting and can leave an organization exposed to data risks that may go unnoticed.

A Data Intelligence foundation includes data governance and discovery capabilities that provide trust and visibility of data. Only with a Data Intelligence foundation will organizations be able to automate privacy operations at scale.

Collibra is the Data Intelligence company. We deliver privacy from a Data Intelligence foundation that centralizes, automates and guides privacy workflows. Privacy by design is embedded into a single platform, enabling teams across departments to collaborate and operationalize privacy.

If you are interested in learning more, please visit our website and request a demo at collibra.com/demo