



# SERVICES CATALOG

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# PRIVACY AND DATA PROTECTION

Privacy and data protection laws around the world are becoming increasingly complex. Public awareness around data privacy is at a high, as is the push to legislate digital privacy. And the requirements are constantly evolving, from one country to the next.

Achieving privacy compliance and establishing a robust internal privacy program can be an overwhelming task. You may need to outsource your privacy function, or you may need support for your internal privacy team.

## VeraSafe can help.

Our globally distributed team of dedicated privacy attorneys and professionals can provide a one-stop-shop for your complex privacy, data protection, and cybersecurity needs.

If you are interested in working with VeraSafe, we will set up a no-charge initial consultation. Before we begin any project, we want to understand your needs, your tolerance for risk, and your privacy and cybersecurity goals.

We offer a mix of privacy consulting and advisory services, legal services, certification programs and security implementation services combined with a robust project management methodology to ensure that you get the perfect customized solution for your situation.

We do the work to get you compliant.



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# PROGRAMS AND SERVICES

## END-TO-END COMPLIANCE CONSULTING PROGRAMS

### GDPR, CCPA, NY SHIELD, AND MORE

Regardless of whether you need to comply with the GDPR, the CCPA, the NY Shield Act, or another similar privacy regulation, our compliance programs follow the same basic process.

We begin by reviewing your information systems to map how personal information flows through your organization. With consideration to the applicable regulation, we will then recommend activities to address gaps and mitigate risk. Some activities may include:

- Updating privacy policies and consent forms
- Reviewing your data subject rights requests process and identifying compliance risks
- Vendor risk management
- IT vulnerability assessment and penetration testing
- Security incident response planning
- Customizing and implementing SOPs
- Training your staff with PrivacyTrain™
- Conducting Privacy / Data Protection Impact Assessments (PIAs / DPIAs)
- (GDPR only) Providing Data Protection Officer (DPO) services and EU / UK Data Protection Representative services

## COMPLIANCE VALIDATION

If you believe you are already in compliance with a privacy regulation, VeraSafe will conduct a thorough assessment of your performance against its regulatory requirements.

You receive an in-depth findings report with recommendations for identified gaps and risks, and a validation letter designed to impress stakeholders.



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## DATA PROTECTION OFFICER SERVICE



Article 37 of the GDPR requires that certain organizations appoint a neutral and impartial Data Protection Officer (DPO) to oversee their data protection strategy and ensure that personal data is processed in compliance with the GDPR.

VeraSafe's team of in-house privacy attorneys and IT security experts have fulfilled the DPO role for organizations since 2015. Appointing VeraSafe as your DPO means you have trained privacy experts at your disposal to advise on privacy issues, help with privacy-related product and marketing decisions, and monitor regulatory compliance.

As your DPO, some of the activities VeraSafe will undertake include:

- Collecting and maintaining your records of processing
- Performing Data Protection Impact Assessments (DPIAs)
- Analyzing your legitimate interests per GDPR Article 6(1)(f)
- Training your staff
- Interfacing with data protection authorities on your behalf and notifying them of your DPO appointment
- Any other GDPR compliance obligations

Your VeraSafe DPO team will advise and lead your organization's compliance efforts using a strategic, risk-based approach tailored to fit your needs.

## PRIVACYTRAIN™

VeraSafe offers a web-based privacy and data protection training solution that helps organizations reduce risk and satisfies legal training requirements. Our SCORM-compliant PrivacyTrain™ modules can be imported into your learning management system (LMS), or you can use our LMS at no extra charge, offering certificates of completion and employee progress metrics.

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## GDPR COMPLIANCE SERVICES FOR CLINICAL TRIALS

Through numerous successful GDPR projects, ranging from small single-site phase I trials to large multi-site phase III trials involving clinical sites in multiple EU member states, VeraSafe has developed a highly specialized knowledge of clinical trials and the GDPR, as well as the EU Clinical Trial Regulation (CTR) and Good Clinical Practice guidelines (GCP).

To ensure your clinical trials are in compliance, VeraSafe will review your information systems to map how personal information flows through your organization. We will then recommend activities to close identified gaps and mitigate risk, which may include:

- Data Protection Impact Assessments (DPIAs)
- Informed consent forms review and revision
- Privacy notice drafting or revising
- Vendor contract management, including CROs
- Internal policy and procedure review
- Data transfer agreements with collaboration partners
- Data subject rights management
- IT security review and remediation
- Clinical trial agreements review

As required, VeraSafe can also provide Data Protection Officer (DPO) services and EU / UK Data Protection Representative services.

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## SCHREMS II DATA TRANSFER COMPLIANCE PROGRAM



While the Schrems II decision invalidated the EU-U.S. Privacy Shield Frameworks, the Standard Contractual Clauses (SCCs) remain valid, but with strict conditions and supplemental measures required for compliant implementation.

We will carefully map your international data flows and assess your existing transfer mechanisms and create a plan for compliance with Schrems II. Consulting assistance may include:

- Recommending alternative data transfer mechanisms
- Reviewing intra-group data sharing activities
- Renegotiating vendor contracts
- Updating privacy policies and consent forms

Upon completion, we will provide documentation for you to promote your SCC and Schrems II compliance.

## EU DATA PROTECTION REPRESENTATIVE PROGRAM

Article 27 of the GDPR requires many organizations that have no physical presence in the EU to appoint an official data protection representative (DPR). This representative must be located in the EU to respond to inquiries from European regulatory agencies.

As your EU data protection representative, VeraSafe will:

- Provide a web form, mailing address, and phone number
- Receive legal documents and data subject access requests (DSARs) on your behalf
- Forward all correspondence received on your behalf to you
- Ensure compliance with regulatory notification timelines

We can also provide guidance and support as needed.

## UK DATA PROTECTION REPRESENTATIVE PROGRAM

This program is identical to the VeraSafe EU Data Protection Representative program above. The UK GDPR Article 27 has the exact same requirement for organizations that have no physical presence in the UK. VeraSafe can serve as your UK data protection representative.

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## VERASAFE PRIVACY SEAL CERTIFICATION

This is the VeraSafe flagship program for organizations who want to be at the forefront of compliance and who want to demonstrate their commitment to data privacy.

We lead you through a phased approach to complying with multiple global privacy laws. As part of this program, VeraSafe:

- Uses data mapping to conduct a privacy and security review and gap analysis
- Leads all remediation efforts, including preparation of legal documents, revision of policies and procedures, and managing vendor contracts
- Provides a prestigious website Privacy Verified seal, a letter of certification, and a final compliance assessment report you can share with your stakeholders

To be certified, you must meet VeraSafe's proprietary auditing standard, which was approved by the U.S. Department of Commerce as an official verification tool. (Don't worry, though - our job is to help you meet the standard!)

You will also be enrolled in our Dispute Resolution program and have access to ongoing support and guidance from VeraSafe.

There are more benefits than compliance alone.

By visibly demonstrating your commitment to your customers' privacy and data security, you can gain their trust - which can become a significant competitive advantage.



## PRIVACY SHIELD DISPUTE RESOLUTION PROGRAM

This standalone program to mediate privacy disputes helps your organization comply with Privacy Shield Frameworks. As a program member, you can list VeraSafe as your dispute resolution provider on your Privacy Shield application.

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## EPRIVACY COMPLIANCE SERVICES

VeraSafe will consider your risk tolerance and create a customized ePrivacy compliance plan. Activities could include:

- Reviewing existing sales and marketing procedures and flagging lists
- Creating a direct marketing checklist
- Implementing a cookie consent management solution
- Conducting a Data Protection Impact Assessment (DPIA)
- Training your sales and marketing teams on their data privacy and protection responsibilities

## DATA PROTECTION OFFICER NOTIFICATION SERVICE

If you choose to appoint your own in-house Data Protection Officer, you still need to notify data protection authorities (DPAs) of the appointment. This can be a complex task, since language and submission requirements vary by DPA. VeraSafe maintains a complete DPA database and can meet all the different notification requirements by DPAs.

## HIPAA COMPLIANCE PROGRAM

In this robust HIPAA compliance program, VeraSafe will review your organization's adherence to HIPAA privacy, security, enforcement, and breach notification rules and conduct a full risk assessment. With consideration to your tolerance for risk, we will then provide you with a full report identifying gaps and vulnerabilities, along with detailed recommendations on how to remediate them.

VeraSafe will guide you as needed in all remediation activities, which may include revising SOPs, establishing safeguards and controls, training staff, and drafting Business Associate Agreements (BAAs) to ensure compliance.

**HIPAA**



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## DATA BREACH PLANNING AND RESPONSE

VeraSafe's team of US and European attorneys and IT security experts will help you determine if your security incident qualifies as a personal data breach under applicable laws, such as the GDPR. If so, we'll guide you through legal analysis, response strategy, regulatory notifications, remediation, insurance claims, and other required activities.

Our data breach response program includes:

- A team of experts assigned to your matter, available immediately
- Analysis of your security incident to determine if it's a personal data breach
- Technical remediation assistance and confirmation from VeraSafe penetration testers
- Assistance with regulatory / law enforcement notifications (if required)
- Assistance with notifications to affected data subjects (if required)
- Forward-looking recommendations to improve your organization's overall security posture

## PENETRATION TESTING - HOSTED AND MOBILE APPLICATIONS

VeraSafe uses an in-house ethical hacker to conduct automated and manual tests to identify weaknesses within your hosted software applications, your mobile applications, and your network infrastructure.

Some of the activities VeraSafe may undertake include:

- Developing customized penetration tools as needed to simulate an advanced adversary
- Examining IP packets and applying appropriate attack techniques
- Testing against potential logic errors or insecure direct object reference vulnerabilities
- Automated source code reviews for Android-based mobile applications

Following the penetration testing, VeraSafe provides a detailed report of vulnerabilities discovered and recommended steps to mitigate risk. We can also host a debriefing meeting with your IT team and administer a follow-up test after recommended mitigations are implemented.

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## REGULATION NOT LISTED?

VeraSafe compares privacy regulations from around the world to understand similarities, differences, and how to best achieve compliance while considering business needs.

We also offer information security program consulting and implementation services to prepare your organization for certification to a variety of popular IT security frameworks, including ISO 27001, SOC II, NIST CSF, and more.



**We have significant knowledge and expertise in regards to all U.S. federal privacy laws, other U.S. state requirements, PIPEDA, the Brazilian General Data Protection Law (LGPD), APEC processing, South African POPI Act, and more.**

If you have a privacy or data protection concern that you don't think is covered by one of these listed services or programs, please contact us.

If it's privacy-related, VeraSafe probably does it.

We can provide general counsel on responses to data subject rights requests and queries from data protection authorities, and any other ongoing support and expert privacy compliance guidance that you may require.

**Put your privacy program in expert hands.  
Contact us for a free consultation.**

