Training Courses and Qualifications Catalogue

2015

Data Protection
Training Staff in Data Protection
Handling Access Requests
Data Security
International Data Transfers
Records Management

Professional Compliance Training
About PDP’s training courses

PDP is Ireland’s leading provider of professional and practical training courses in the compliance field, including data protection, data security, risk management, bribery and records management.

PDP’s training courses enable delegates to understand the legal requirements that apply to key areas of their organisation.

Organisations that send their staff on PDP’s professional training courses benefit from the peace of mind in knowing that their staff will be fully up-to-date with the latest knowledge and developments.

- **Expert trainers**
  all of PDP’s trainers meet excellence criteria

- **Quality venues**
  all public courses take place in 4 or 5 star hotel venues in central Dublin, with a sit-down lunch included

- **Comprehensive course materials**
  all delegates receive a binder of materials

- **Interaction**
  delegates are encouraged to ask questions in the training sessions

- **Discounts**
  organisations sending multiple delegates receive discounts for the second and subsequent delegates

- **Fully up-to-date**
  the content of each course is reviewed several times per year to ensure that PDP courses are the most up-to-date available

- **In-house training**
  all courses can be provided to you at your own premises - see page 16

- **Certificate of attendance**
  delegates are issued with a certificate of attendance on request

Five easy ways to book PDP Training courses:

- **Telephone:**
  +353 (0)1 657 1479

- **Fax:**
  +353 (0)1 633 5853

- **Email:**
  bookings@pdp.ie

- **Post:**
  PDP
  6-9 Trinity Street
  Dublin 2
  Ireland

- **Web:**
  www.pdp.ie

All bookings are subject to the terms which can be accessed at www.pdp.ie/training/terms
Contents

Data Protection
Data Protection Essential Knowledge - Level 1 .............................................................. 4
Data Protection Essential Knowledge - Level 2 .............................................................. 5
Handling Access Requests ............................................................................................. 6
International Data Transfers - Overcoming the Limitations .............................................. 7
Data Protection in the Workplace .................................................................................... 8
Training Staff in Data Protection .................................................................................... 9
How to Conduct a Data Protection Audit ....................................................................... 10
Conducting Privacy Impact Assessments ...................................................................... 11

Data Security
Data Security .................................................................................................................. 12

Records Management
Records Management 1 ............................................................................................... 13
Records Management 2 ............................................................................................... 14

Human Resources
Data Protection in the Workplace .................................................................................. 8
Training Staff in Data Protection ................................................................................... 9

Practitioner Certificate in Data Protection ...................................................................... 15
In-House Training Solutions ........................................................................................ 16
Trainers’ Biographies .................................................................................................. 17
Qualification Booking Form ......................................................................................... 18
Training Courses Booking Form ................................................................................... 19
Data protection compliance is an essential legal requirement for all organisations. Investigations by the Data Protection Commissioner continue to gather pace for all sectors. It is best to put data protection procedures in place before problems occur to avoid legal liability, negative publicity and cost of regulatory enforcement.

This course is an introductory level session for all those that are new to data protection, or those that require a refresher on the fundamental concepts. It is designed for people who work with, or will work with, data protection issues on a regular basis.

This session provides a thorough grounding in the fundamental requirements of data protection, which derive from the Data Protection Acts 1988 and 2003, including:

- how data protection law applies to your organisation
- what can and cannot be done with staff information and customer information
- the requirements on organisations to keep data secure, and how to meet those requirements
- the rights of individuals, such as customers and staff, in respect of data held by your organisation
- the legal requirements for gathering information for marketing, including the use of opt-out and opt-in clauses
- the requirements for using CCTV cameras
- an introduction to handling requests for information by individuals
- the special rules that apply to using ‘sensitive personal data’ (e.g. medical information, criminal convictions, ethnicity data)
- the restrictions on sending personal data abroad
- the legal requirements for outsourcing personal data processing operations, e.g. payroll, call-centres, private investigators and confidential waste management companies
- identifying which areas of your organisation need attention and remedial action
- the role of the Data Protection Commissioner

**The Trainer:**

**Peter Carey, Charles Russell**

See the Trainer’s biography on page 17

**€545***

10% discount for second delegate
15% discount for third and subsequent delegates
Above discounts apply to individual courses only

**Who should attend:**

Compliance Officers, Human Resources Managers, Office Managers, Company Secretaries, IT Managers, Business Analysts, Records Managers, Archivists, Information Managers, Legal Advisors, Trainee Data Protection Officers, Database Managers, and others.

**Short Day – 10.00am to 4.00pm (lunch included)**

Dublin: Monday, 23 February 2015
Dublin: Monday, 27 April 2015
Dublin: Monday, 07 September 2015

*The fee for both Data Protection Essential Knowledge - Level 1 and Data Protection Essential Knowledge - Level 2 booked together is €995

---

“Very good explanation. Very good notes.”
Joanne Connolly
Information Security Manager,
Bord Gáis Eireann

“Excellent tutor. Very informative course.”
Neil Deacon
Compliance Officer,
Raymond James Investment Services

“The course was well pitched at the level of the participants. Excellent session leader. Very worthwhile.”
Valerie Ryder
Administrative Assistant,
University of Limerick

“The tutor’s examples on each element of the course were very good.”
Brid Hand
Competition & Benefits Manager,
Wyeth Biotech
Data Protection Essential Knowledge
Level 2
Dublin

This practical training session is designed for those that work in the field of data protection. The Level 1 and Level 2 courses taken together constitute a complete training package on the fundamentals of data protection.

This session provides a thorough grounding in the following important aspects of data protection practice:

- data retention - the restrictions on keeping data, and how to establish a retention schedule
- transferring data to third parties - the legal requirements for transferring data between organisations
- the main exemptions
- criminal offences - an introduction to the main offences, including potential penalties
- the powers of the Data Protection Commissioner
- the E-Privacy Regulations - an introduction to the restrictions on calling, emailing and faxing people for marketing purposes, and the use of cookies on websites
- risk assessments - the basics of when and how to carry out a risk assessment
- data destruction - methods to ensure lawful and secure destruction

There will be plenty of opportunity for questions, and delegates are encouraged to bring their queries to the session.

This Level 2 training course is designed as a natural progression from the Level 1 session, although attending Level 1 is not a pre-requisite to attending Level 2 unless you are a beginner to data protection.

“Very good, in fact excellent.”
Jean McManus
Training Unit,
Department of Foreign Affairs

“A lot of interesting facts given. Tutor had good knowledge and could give good examples in answers to questions.”
Sandra Forbes
Project & HR Manager,
Ballymun Job Centre

“Very relevant, well pitched. Excellent course – very worthwhile.”
Rebecca McGee
HR & Administration Supervisor, LIA

“Would recommend to a friend.”
Colm O’Leary
Registration Officer,
The Teaching Council

“Highly recommended”
Katerzyna Pilch
Compliance Coordinator,
Citco Fund Services (Ireland)

The Trainer:
Stephanie Pritchett
See the Trainer’s biography on page 17

€545*
10% discount for second delegate
15% discount for third and subsequent delegates
Above discounts apply to individual courses only

Who should attend:
Compliance Officers, Human Resources Managers, Office Managers, Company Secretaries, IT Managers, Business Analysts, Records Managers, Archivists, Information Managers, Legal Advisors, Trainee Data Protection Officers, Database Managers, and others.

Short Day – 10.00am to 4.00pm (lunch included)

Dublin: Tuesday, 24 February 2015
Dublin: Tuesday, 28 April 2015
Dublin: Tuesday, 08 September 2015

*The fee for both Data Protection Essential Knowledge - Level 1 and Data Protection Essential Knowledge - Level 2 booked together is €995
Dealing effectively with requests for access to personal data under the Data Protection Acts remains a significant management challenge for many organisations. Requests can come from customers, employees, complainants and others. In Ireland, individuals’ awareness of their information rights, as well as their expectations of access, has reached an unprecedented level. Responding to Access Requests is a drain on staff time and budgets.

Additionally, there has been an increase in the number of complaints to the Data Protection Commissioner about the failure of organisations to deal with Access Requests appropriately.

This practical training course looks at the process of handling and responding to Access Requests, including:

- understanding the rights of individuals to gain access to information held by organisations
- the formalities for making a request, including determining whether a valid request has been made
- how to liaise with the requester to clarify the request if necessary
- the fees and time limits
- analysing whether paper records fall within the law
- tips for the conduct of searches for personal data - setting parameters and collating the results
- establishing whether the retrieved information is ‘personal data’ within the meaning of the Data Protection Acts
- dealing with third party data
- applying exemptions which may allow the organisation to withhold certain information
- handling requests from other persons - e.g. solicitors, financial advisors, public representatives or parents
- presenting the response to the applicant, including how to redact documents
- managing dissatisfied requesters
- guidance from the Data Protection Commissioner and the Article 29 Working Party
- how to deal with complaints from requesters and investigations by the Commissioner’s Office

Participants in this training course will acquire the knowledge necessary to effectively manage Access Requests in their organisation and to instigate a process for dealing with such requests.

“The handbook enclosed within the course notes is very clear and informative.”
Aisling Wright
Food Safety Authority of Ireland

“Excellent course.”
Andy Conlon
Executive Officer
Garda Ombudsman Commission

“Very informative and relevant.”
Frank Kelly
Solicitor
Bank of Ireland

“Very informative and practical.”
Aine Cadogan
Google

“The trainer: Paul Lavery, McCann FitzGerald
See the Trainer’s biography on page 17

€545
10% discount for second delegate
15% discount for third and subsequent delegates

Who should attend:
Data Protection Officers, Information Officers, Privacy Officers, Compliance Officers, Information and Commercial lawyers (in-house and private practice), Office Managers, Human Resources Officers, Records Managers, and others.

Short Day – 10.00am to 4.00pm (lunch included)
Dublin: Thursday, 26 February 2015
Dublin: Thursday, 07 May 2015
Dublin: Thursday, 10 September 2015
Dublin: Thursday, 26 November 2015
International Data Transfers - Overcoming the Limitations

Dublin

Organisations send, or make available, data outside of Europe for a variety of reasons. For example they may have offices abroad, use overseas service providers (such as call centres or software maintenance companies), use cloud services or simply have customers outside of Europe. Since EU data protection law restricts the transfer of personal information to countries outside the EEA that do not have an adequate level of data protection, it is important to set up these relationships in a way that meets the legal requirements.

This session provides a practical hands-on approach to the different mechanisms available to overcome the legal limitations affecting international data transfers.

Attend this session to identify the most appropriate solution to the challenges faced by your organisation and learn about the most cost-effective way to comply with the law.

This session addresses all of the practical questions affecting international transfers of personal data such as:

- can I rely on consent to transfer employee data?
- how do I justify the use of model contracts to my service providers?
- what level of security is an offshore call centre required to adopt?
- which EU jurisdictions require regulators’ approval prior to the transfer?
- can I use an intra-group agreement to enable global processing within my organisation?
- what materials do I need to submit when applying for Binding Corporate Rules approval?
- what is the right approach to adopt in my particular case?
- What is Safe Harbor and how can I rely on it?

Delegates will acquire the knowledge necessary to determine the most effective method for ensuring the legality of international transfers in any given circumstance.

“Excellent”
Michaela Simmonds
Data Protection Manager,
AmicusHorizon

“Excellent”
Ajit Basi
IT Director,
Interdean Limited

“I found the course very useful and informative”
Chris Meehan
Health Service Executive

“Very informative course. Interesting and helpful”
Emma Drew
Data Protection Analyst,
Canada Life

“Very useful and enlightening”
David Parker
Privacy Manager,
Crawford & Company

“Excellent”
Catherine Morrongiello
Corporate Counsel,
Level 3 Communications

The Trainer:
Sian Rudgard
See the Trainer’s biography on page 17

€545
10% discount for second delegate
15% discount for third and subsequent delegates

Who should attend:
In-house lawyers, Data Protection Officers, Compliance Officers, International Development Directors and Managers, IT Directors and Managers, HR Directors and Managers, Outsourcing Service Providers, and others.

Short Day – 10.00am to 4.00pm (lunch included)
Dublin: Friday, 27 February 2015
Dublin: Friday, 15 May 2015
Dublin: Friday, 11 September 2015
Data Protection in the Workplace
Dublin

For Human Resources departments, meeting the requirements of data protection law can be particularly challenging. Holding and handling staff information carries significant legal responsibilities and risks.

This invaluable one-day training course is designed to meet the needs of Human Resources Managers and Officers. It will also be useful to companies providing outsourced HR functions to other organisations.

The session lets delegates know the key areas of risk and includes practical advice on:

- obtaining, using and managing staff information
- ensuring that the recruitment and selection process meets the legal requirements, including the content of application forms, pre-employment vetting, criminal records, medical checks and the interview process
- retaining staff records, including setting appropriate periods of time for keeping information
- dealing with information requests from staff - what must be disclosed and what you can withhold
- disclosing staff information to outside third parties - the legal requirements that must be met before staff information can be sent outside the organisation
- references and the rights of ex-members of staff
- monitoring staff activities and communications, including using line managers, private detectives, CCTV cameras and website monitoring technologies
- handling sensitive information such as health and sickness records and medical data
- how to handle mergers, acquisitions and restructuring
- outsourcing functions to third party providers
- how to handle staff complaints
- the role of the Data Protection Commissioner and what to do if he instigates an investigation

There will be plenty of opportunity for questions at the training course.

“The case studies and examples were particularly useful.”
Triona Delicato
HR Specialist,
Commission for Communications Regulation

“The course was very well presented and very informative.”
Paul Dawson
Data Protection Officer,
Dublin City Council

“Excellent all round.”
Ann Hassett
Laois VEC

“The tutor is very good at putting the law into practical context.”
Nicola Armstrong,
NILGOSC

“Some interesting issues in relation to dealing with access requests which I wouldn’t have been conscious of previously.”
Margaret Mulhair
Assistant Principal,
The Property Registration Authority

“Very good course.”
Ann Delaney
Department of Defence

The Trainer:
Colin Rooney, Partner, Arthur Cox
See the Trainer’s biography on page 17

€545
10% discount for second delegate
15% discount for third and subsequent delegates

Who should attend:
Human Resources Officers and Administrators, Personnel Officers, Data Protection Officers, Compliance Officers, Employers’ Representatives, and Employment Law Advisers.

Short Day – 10.00am to 4.00pm (lunch included)
Dublin: Wednesday, 04 March 2015
Dublin: Friday, 15 May 2015
Dublin: Friday, 11 September 2015
Dublin: Wednesday, 02 December 2015
According to the Data Protection Commissioner, all staff who handle personal information in the workplace (which will usually include all staff who use computers) must receive basic data protection training. Having responsibility for training staff on data protection issues can be a daunting prospect. Yet it is essential that all relevant staff understand the fundamental principles and the practical requirements for complying with data protection rules. It is also important that staff are able to identify breaches or potential breaches of data protection law, and to react appropriately.

Practical and non-technical, this training session provides the key resources needed to set up an internal training programme. It also considers the main issues in planning for and preparing a staff training session, including:

- who should be trained, and what they need to know
- appropriate training tools for different groups of staff
- putting together exercises and case studies, and taking examples from “real life”
- session length and timings
- getting the audience on-side and keeping them engaged
- assessment and follow-up

There will be plenty of opportunity for questions, and delegates are encouraged to bring their queries to the session.

“Very good.”
Paul Dawson
Data Protection Officer,
Dublin City Council

“The practical exercises and the course notes were very valuable.”
Mary O’Reilly
HR Development Manager,
Central Fisheries Board

“Excellent”
Orla Carty
Information Security,
Beaumont Hospital

“The training was very good. I recommend.”
Patricia Quinn
Information Officer,
NI Court Service

“Very useful course with lots of tips on training staff, structure and planning.”
Sally Ann Hammond
AXA insurance

“Good structure for planning a training course - good examples of tools to use.”
Meadhbh McCann
Practice Development Co-ordinator,
Dublin Simon Community

“Very useful course”
Michael Reid
FOI Officer,
DARD

The Trainer:
Stephanie Pritchett
See the Trainer’s biography on page 17

€545
10% discount for second delegate
15% discount for third and subsequent delegates

Who should attend:

Short Day – 10.00am to 4.00pm (lunch included)
Dublin: Thursday, 02 July 2015
How to Conduct a Data Protection Audit
Dublin

Data protection compliance audits, or reviews, are invaluable for organisations in assessing their current state of data protection compliance. They can identify where the organisation is getting things right, as well as reveal where there are weaknesses which require action or changes to internal procedures.

The Data Protection Commissioner’s Office has recommended that regular compliance reviews are undertaken as part of ongoing internal management of data protection.

Compliance reviews can be conducted either internally or by external consultants. Either way, the person conducting the review should go about the task in the most efficient and effective way.

This course offers practical guidance on conducting data protection audits/reviews, and covers:

- the purpose of data protection audits/reviews
- deciding what to review: how to identify the areas that are relevant
- undertaking the audit: guidance on the practical methodology as well as how, what and who to ask in relevant staff interviews
- determining whether audited processes meet both data protection requirements and internal policies/procedures
- what to look for when auditing arrangements with third party suppliers
- how to report the results of an audit and how to recommend any remedial action that is needed
- the Commissioner’s recommendations for conducting audits

Sample checklists and audit templates will be provided to delegates.

It is recommended that delegates attending this course have some existing knowledge of data protection. Those with no existing knowledge should attend Data Protection Essential Knowledge - Level 1 before attending this course.

“The case study very useful. Well run course, tutor explains concepts clearly.”
Sandra Himmans
HSBC

“All aspects of the course were excellent. Thank you very much!”
Rick Chatfield
Civil Aviation Authority

“Very good.”
Sean Topping
PSNI

The Trainer:
Olivia Whitcroft
See the Trainer’s biography on page 17

€545
10% discount for second delegate
15% discount for third and subsequent delegates

Who should attend:
Data Protection Officers, Information Officers, Compliance Officers, In-house Lawyers, Company Secretaries, Risk Management Officers, Internal Audit staff, Information Security Officers and others (private or public sector)

Short Day – 10.00am to 4.00pm (lunch included)
Dublin: Thursday, 07 May 2015
Conducting Privacy Impact Assessments
Dublin

Privacy Impact Assessments (PIAs) enable organisations to assess potential data protection and other privacy implications at the design stage of a new system or process. Such risks can be assessed and addressed within the development of the system or process, rather than being a “bolt-on” after implementation (when it may be too late to address all the concerns, at least without significant cost implications).

PIAs are recommended by data protection regulators, and they are a requirement in some sectors. PIAs are an important part of the “privacy by design” culture, which forms part of the proposed new EU Data Protection Regulation.

Different approaches and levels of assessment can be undertaken depending on the nature of the system/process and the size of the organisation. This course gives practical guidance on conducting PIAs, and includes:

- what is a PIA, and when should one be carried out
- different types of privacy impact assessment, and which will be appropriate in different circumstances
- the relationship of conducting PIAs with other risk management activities (e.g. information security matters, other data protection reviews)
- legal and compliance issues to consider
- national regulators’ recommendations and guidance
- stages of a PIA and what to do in practice: preparation, consultation with stakeholders, documentation, review and audit

“Very professional and knowledgeable tutor.”
Ian Boyd
DARD

“Learnt a lot – a worthwhile course.”
Carmel Keane
Allergen Pharmaceutical Ireland

“Overall a very useful course, thank you.”
Maeveanne McHugh
GSK

“A very good course – great to get structure for audits and templates docs.”
Tricia Higgins
Contract Centre

“Very good.”
Fabrice Provenaz
Sony Europe

“Excellent trainer. Good pace and delivery. Very approachable and friendly environment.”
Claire Harrison
BOC Ltd

The Trainer:
Olivia Whitcroft
See the Trainer’s biography on page 17

€545
10% discount for second delegate
15% discount for third and subsequent delegates

Who should attend:
Data Protection Officers, Information Officers, Compliance Officers, In-house Lawyers, Company Secretaries, Risk Management Officers, Internal Audit staff, Information Security Officers and others (private or public sector)

Short Day – 10.00am to 4.00pm (lunch included)
Dublin: Friday, 27 February 2015
Dublin: Friday, 08 May 2015
Dublin: Friday, 11 September 2015
Dublin: Friday, 27 November 2015
Data protection law requires that personal information must be held and used securely. Recent headlines have shown that organisations are not doing enough to ensure the security of people’s personal data. It is not always obvious what measures should be taken by organisations to comply with the legal obligations.

This session examines the law as it relates to data security, and the practical steps that organisations need to take to ensure compliance with their obligations. It concentrates on how to avoid data security breaches, and also looks at what can be done to mitigate the effects of any breach that does occur. The session considers the practical implications of the recommendations of various government and other reports on the security of data.

Key aspects of this session include:

- analysis of the legal requirements for keeping personal information secure
- the Data Protection Commissioner’s recommendations and latest guidance
- the data security implications of using third parties to process personal information, such as external contractors and outsourced service providers
- examination of the powers of the Data Protection Commissioner and other legal and commercial consequences of data security breaches
- managing a data security breach - law and best practice
- laptop and portable media encryption - when it is required
- informing individuals and notifying the Commissioner about data security breaches - what is required and how to go about it
- confinement strategies to prevent further dissemination of lost or stolen data

Delegates will learn about the practical steps that can be taken in their organisation to avoid the adverse consequences that can arise from data security incidents.

“Excellent”
Corinne Clark
Client Services Director,
Real Fundraising

“Case studies and group exercise really useful”
Sue Bullock
Information and Security Analyst, TCBC

“Very informative and useful”
Amanda Davys
Regional Head of Information Security,
DHL

“The materials are very useful”
Lana Roy
Customer Service Manager,
BTOV

“Good course at a good pace”
Harry Neilson
Information Security Manager,
ICM Computer Group

“Very complete coverage and comprehensive information”
Tony Scott
IT Auditor, Grafton Group Plc

Who should attend:
Data Protection Officers, Heads of IT, Risk Managers, Information Officers, Privacy Officers, Compliance Officers, Information and Commercial lawyers (in-house and private practice), Office Managers, Human Resources Officers, Records Managers, and others.

Short Day – 10.00am to 4.00pm (lunch included)
Dublin: Wednesday, 25 February 2015
Dublin: Wednesday, 06 May 2015
Dublin: Wednesday, 09 September 2015
Dublin: Wednesday, 25 November 2015

The Trainer:
David Fagan
See the Trainer’s biography on page 17

€545
10% discount for second delegate
15% discount for third and subsequent delegates
Records Management 1
Dublin

Organisations face increasing pressure to manage their records according to statutory and business requirements. As the use of electronic records and the deployment of electronic document and records management systems continue to increase, the core skills of the person responsible for records management become ever more important to the organisation.

This introductory level session provides a thorough grounding in the fundamentals of records management, including:

- introduction - basic concepts
- records management tools
- records lifecycle approach
- designing a file plan
- records destruction
- legal framework/compliance
- management of electronic records and email

Delegates are encouraged to share their own experiences at the training course.

The day will be a mixture of presentation and practical exercises. There will be plenty of opportunity for questions.

“Gives a good introduction to the approach and structured way of starting.”
Laura Keane
Assistant Director,
RehabCare

“Excellent.”
Dualta Ó Broin
Corporate Governance,
Department of Community,
Rural & Gaeltacht Affairs

“The course was very helpful in understanding how records management works within an organisation.”
Anne Bennett
Executive Secretary,
European Space Agency

“I found the training course very useful and practical.”
Fred Hegarty
Health & Safety Executive (Ireland)

“The classification types were particularly useful.”
Richard Neale
Environmental Health & Safety Manager,
Edenderry Power Ltd

“Very useful, and I liked the practical aspect.”
Caroline Lee
Deloitte

The Trainer:
John Wilson
See the Trainer’s biography on page 17

€545*
10% discount for second delegate
15% discount for third and subsequent delegates
Above discounts apply to individual courses only

Who should attend:

Short Day – 10.00am to 4.00pm (lunch included)
Dublin: Wednesday, 03 June 2015
Dublin: Wednesday, 04 November 2015

*If this Training course is booked with Records Management 2, the fee for both Training courses is €995
Records Management 2
Dublin

Organisations face increasing pressure to manage their records according to statutory and business requirements. As the use of electronic records and the deployment of electronic document and records management systems continue to increase, the core skills of the person responsible for records management become ever more important to the organisation.

This course examines how to implement good records management practice. Led by John Wilson, Records Management 2 is an intermediate level session that provides a grounding in the fundamentals of records management, including:

- introduction – initiating a records management project
- records Audit
- process mapping
- building a business classification scheme
- measuring Performance
- EDRMS
- sustaining a records management programme

Delegates are encouraged to share their own experiences at the Training course. The day will be a mixture of presentation and practical exercises. There will be plenty of opportunity for questions.

Delegates electing to attend only the Records Management 2 course should have a knowledge of basic records management principles including classification, metadata and retention, which are covered in the Records Management 1 course.

“I found the two-day course very helpful. I have greatly benefitted from what I have learned from Philip.”
Natasha Smith
Medical Records Officer,
National Rehabilitation Hospital

“The classification methods and EDRMS were particularly useful.”
Maciej Szylkowski
Executive Project Officer,
National Social Work Qualifications Board

“Excellent.”
Cara Leigh Hamill
Records Management Officer,
Southern Education & Library Board

“Very analytical presentation explaining not only Records Management but other requirements that lead to an effective RM programme. Thank you again.”
Soumela Segouli
Administrative Assistant,
Black Sea Trade & Development Bank

The Trainer:
John Wilson
See the Trainer’s biography on page 17

€545*
10% discount for second delegate
15% discount for third and subsequent delegates
Above discounts apply to individual courses only

Who should attend:

Short Day – 10.00am to 4.00pm (lunch included)
Dublin: Thursday, 04 June 2015
Dublin: Thursday, 05 November 2015

*If this Training course is booked with Records Management 1, the fee for both Training courses is €995
Practitioner Certificate in Data Protection

The Practitioner Certificate in Data Protection is the practical qualification for those who work in the fields of data protection and privacy.

Successful completion of the Practitioner Certificate in Data Protection Programme demonstrates to employers and others that the candidate possesses a solid knowledge of data protection law, as well as an understanding of the practical implications for organisations of the legal requirements.

The Programme

Individuals wishing to gain the qualification must complete the three elements of the Programme:

- 5 days face-to-face teaching
- study of course materials
- the Examination - held each June and December in Dublin

The tuition section of the Programme requires candidates to attend four one-day Compulsory Courses and a one-day Elective Course.

<table>
<thead>
<tr>
<th>Compulsory Courses</th>
<th>Elective Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>candidates must attend all 4 courses</td>
<td>candidates must choose 1 course</td>
</tr>
<tr>
<td>Data Protection Essential Knowledge - Level 1</td>
<td>Data Protection in the Workplace</td>
</tr>
<tr>
<td>Data Protection Essential Knowledge - Level 2</td>
<td>International Data Transfers - Overcoming the</td>
</tr>
<tr>
<td>Handling Access Requests</td>
<td>Limitations</td>
</tr>
<tr>
<td>Data Security</td>
<td>Conducting Privacy Impact Assessments</td>
</tr>
</tbody>
</table>

An exemption from the requirement to attend Data Protection Essential Knowledge - Level 1 is available to candidates who already possess a sufficient level of knowledge of the basics of data protection. Candidates wishing to apply for the exemption must submit a letter signed by their current or previous employer stating that they have worked in the field of data protection for at least two years.

Exam dates

The Examination is held in Dublin, Ireland. The next dates for the Examination are as follows:

- Monday, 15th June 2015
- Friday, 11th December 2015
- Monday, 20th June 2016
- Monday, 12th December 2016

Candidates who have already attended any of the Compulsory or Elective courses are not required to attend them again - a discount of €300 per course already attended will be applied to the Programme fee.

How to Apply

To book your place on the Programme fax the completed booking form to +353 (0)1 633 5853, call +353 (0)1 657 1479 or book online at: www.dataprotectionqualification.ie

The Practitioner Certificate in Data Protection was designed in consultation with The Office of the Data Protection Commissioner and is accredited by the Institute of Banking, the LIA and the Insurance Institute of Ireland

For more information please visit www.dataprotectionqualification.ie

www.pdp.ie
+353 (0)1 657 1479
In-House Training Solutions

Effective training will improve the productivity of your employees, making your business compliant and competitive

PDP In-House Training provides tailored training solutions delivered at a location of your choice. Whether you need data protection training, risk management training, bribery training or records management skills training, we can develop a course to fit your needs.

All PDP's training courses listed in this catalogue can be provided for your staff at your own premises or at a location of your choice. Additionally, we can tailor or create a course to suit the exact needs of your organisation.

The advantages of in-house training

Choosing an in-house version of one of our training courses will be more economical where several members of your staff will be attending the session.

You also benefit from having a PDP Trainer ‘to yourselves’ for the day, at your own premises – the Trainer can ‘confidentially’ answer questions relating to the specific compliance needs of your organisation.

Choosing an in-house training solution means that you are in control of the schedule – you choose the start time and duration of the session to suit your needs.

A further advantage of choosing an in-house training session is that your staff will not incur the travel costs associated with attending a ‘public’ session.

Quality training

The same Trainers who provide PDP’s public courses also provide the in-house sessions, so you are assured of the same high quality course leaders who are not only experts in their field but also highly accomplished Trainers.

For more information please contact the In-House Team at: inhouse@pdp.ie

“We went away with a much better understanding of all the exemptions and DPA than we thought possible from a one day training course, and for that we thank you again”
Attorney General’s Office

“We all enjoyed the training sessions. We found the trainer to be very professional and motivating. She was very well prepared and we all found her to be such a nice person. She has given us a lot to think about and we can now start to improve our data protection policies. Thank you, this training was very worthwhile”
AICR

“We found the course was run at a pace that suited the audience. The presenter was very knowledgeable on DP matters and seemed happy to deviate from the course content to cover any business specific questions we wanted to raise with him. It was good the timings for the day allowed for this”
Ageas Insurance

“The training session was excellent. I received very good feedback from staff who found the subject more interesting than they had anticipated!”
Chartered Institute of Public Relations

“The trainer made the topic very interesting, encouraged plenty of interaction among the delegates, was very knowledgeable on the topic and had excellent presentation skills. So thank you on the Group’s behalf as all attendees found the workshop interesting and beneficial”
Gowan Group

“PDP was very helpful to us in organising the presentation. Full marks to PDP for the way they organised the course and dealt with any queries that we had.”
Ascertiva
Peter Carey
Charles Russell

Peter Carey is a Solicitor and Consultant with London law firm Charles Russell. He is a Visiting Fellow at the London School of Economics and has written Ireland’s leading data protection book: Data Protection – a practical guide to Irish and EU law (Round Hall).

Peter is the Head of the Examination Board of the Practitioner Certificate in Data Protection and also contributes articles to Data Protection Ireland Journal.

David Fagan
Business Legal

David Fagan, a former partner at Eversheds, is owner of Business Legal, a niche legal services firm. David has particular expertise and interest in data protection matters and has advised a number of clients that have come to the attention of the Data Protection Commissioner’s Office in the last few years. David is described in Chambers Europe as being “particularly strong” on data protection issues.

Paul Lavery
McCann FitzGerald

Paul Lavery is Head of McCann FitzGerald’s Technology & Innovation Group and advises on a wide range of data protection, information technology, confidentiality and freedom of information issues.

Paul is a Member of the Examination Board for the Practitioner Certificate in Data Protection.

Stephanie Pritchett
Pritchett's

Stephanie Pritchett of specialist data protection and privacy law firm ‘Pritchett’s’, is an industry leading lawyer practising in data protection, freedom of information and privacy law as well as information management.

Colin Rooney
Arthur Cox

Colin Rooney is a Partner in Arthur Cox’s Technology and Life Sciences Group. Colin’s practice has a strong emphasis on data protection, freedom of information and information management issues. Colin has particular expertise in advising on data protection matters in the HR sector, including on matters such as the processing of sensitive personal data, the handling of access requests (notably in the context of litigation) and the steps required for compliant data sharing (including as part of international data transfers).

Sian Rudgard
Hogan Lovells

Sian Rudgard is Of Counsel at Hogan Lovells International LLP having previously worked as a Solicitor at the Information Commissioner’s Office. Sian advises clients in both the public and private sector on a wide range of data protection and freedom of information issues with a particular focus on global compliance solutions. Sian is a regular and experienced contributor to conferences and training on data protection and freedom of information, and since leaving the ICO has been responsible for training its staff.

Olivia Whitcroft
OBEP

Olivia Whitcroft led the data protection practice at PricewaterhouseCoopers Legal LLP for several years before setting up her own specialist firm. Olivia specialises in all aspects of data protection compliance, including conducting compliance audits and reviews, drafting data protection policies, contracts and frameworks, and advising on compliance and good practice.

Olivia is a Member of the Examination Board for the Practitioner Certificate in Data Protection.

John Wilson

John Wilson has worked as an information professional for over 35 years, and since 1994 he has worked as an independent trainer and consultant specialising in information management with particular emphasis on knowledge sharing, document and records management, indexing and taxonomy.
Please fill in the form below and fax or post it to book your place/s:

Discount: 10% discount for second and subsequent delegates booking at the same time, where candidates are attending the same course dates.

For additional candidates, please photocopy this form or apply online.

### Delegate’s Details:

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisation:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Position:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Email:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Telephone:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
<th></th>
</tr>
</thead>
</table>

### Invoice details (if different)

<table>
<thead>
<tr>
<th>Purchase order number (if needed)</th>
<th></th>
</tr>
</thead>
</table>

### Five easy ways to book

- **Telephone:** +353 (0)1 657 1479
- **Fax:** +353 (0)1 633 5853
- **Email:** bookings@pdp.ie
- **Post:** PDP
  - 6-9 Trinity Street
  - Dublin 2
  - Ireland
- **Website:** www.pdp.ie

### Compulsory courses — fill in date for each course*

<table>
<thead>
<tr>
<th>Course</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Protection Essential Knowledge - Level 1</td>
<td></td>
</tr>
<tr>
<td>Data Protection Essential Knowledge - Level 2</td>
<td></td>
</tr>
<tr>
<td>Data Security</td>
<td></td>
</tr>
<tr>
<td>Handling Access Requests</td>
<td></td>
</tr>
</tbody>
</table>

### Elective courses — fill in one date only*

<table>
<thead>
<tr>
<th>Course</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Protection in the Workplace</td>
<td></td>
</tr>
<tr>
<td>International Data Transfers - Overcoming the Limitations</td>
<td></td>
</tr>
<tr>
<td>Conducting Privacy Impact Assessments</td>
<td></td>
</tr>
</tbody>
</table>

* if you are exempt from attending Data Protection Essential Knowledge - Level 1 and/or if you have previously attended any of the courses, please tick the relevant boxes below:

#### Exemption (if applicable)

- I am exempt from attending Data Protection Essential Knowledge – Level 1 (please supply us with details)

#### Courses already taken (if applicable)

- Data Protection Essential Knowledge - Level 1
- Data Protection Essential Knowledge - Level 2
- Data Security
- Handling Subject Access Requests
- Data Protection in the Workplace
- International Data Transfers - Overcoming the Limitations
- Conducting Privacy Impact Assessments

### Preferred exam date

- Monday, 15th June 2015
- Friday, 11th December 2015
- Monday, 20th June 2016
- Monday, 12th December 2016

---

Discount: 10% discount for second and subsequent delegates booking at the same time, where candidates are attending the same course dates.

For additional candidates, please photocopy this form or apply online.

### Payment

- I enclose a cheque for €__________ Please make cheque payable to “PDP”
- Please send me an invoice

### News updates

PDP sends compliance news updates to its customers by email newsletter, as well as the occasional hard copy mailing on courses and events.

- Tick this box if you do not wish to receive this information

### Terms

Bookings are made subject to our terms, which can be found at www.pdp.ie/training/terms
Please fill in the form below and fax or post it to book your place/s:

Discount: 10% discount for second delegate, 15% discount for third and subsequent delegates on the same course and date, and booked at the same time

### Delegates’ Details:

<table>
<thead>
<tr>
<th>Title:</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisation:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Email:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Telephone:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name of Course:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date of Course:</th>
</tr>
</thead>
</table>

### Five easy ways to book

<table>
<thead>
<tr>
<th>Telephone:</th>
<th>+353 (0)1 657 1479</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax:</td>
<td>+353 (0)1 633 5853</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:bookings@pdp.ie">bookings@pdp.ie</a></td>
</tr>
<tr>
<td>Post:</td>
<td>PDP</td>
</tr>
<tr>
<td></td>
<td>6-9 Trinity Street</td>
</tr>
<tr>
<td></td>
<td>Dublin 2</td>
</tr>
<tr>
<td></td>
<td>Ireland</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.pdp.ie">www.pdp.ie</a></td>
</tr>
</tbody>
</table>

### Available courses

- Data Protection Essential Knowledge - Level 1
- Data Protection Essential Knowledge - Level 2
- Handling Access Requests
- Data Security
- International Data Transfers
- Data Protection in the Workplace
- Training Staff in Data Protection
- Records Management 1
- Records Management 2
- How to Conduct a Data Protection Audit
- Conducting Privacy Impact Assessments

### Data protection

To see how we use your data, please visit www.pdp.ie/privacy_policy

We never transfer delegates’ data to third parties.

### News updates

PDP sends compliance news updates to its customers by email newsletter, as well as the occasional hard copy mailing on courses and events.

Tick this box if you do not wish to receive this information

### For additional delegates, please copy the form, call or book online

### Invoice details (if different) or purchase order number (if needed)

### Payment

- I enclose a cheque for €__________ Please make cheque payable to “PDP”
- Please send me an invoice

### Terms

Bookings are made subject to our terms, which can be found at www.pdp.ie/training/terms

### Unable to attend?

If you are unable to attend the course(s), but would like to purchase the course materials for €145 per course, please tick below.

- Data Protection Essential Knowledge - Level 1
- Data Protection Essential Knowledge - Level 2
- Handling Access Requests
- Data Security
- International Data Transfers
- Data Protection in the Workplace
- Training Staff in Data Protection
- Records Management 1
- Records Management 2
- How to Conduct a Data Protection Audit
- Conducting Privacy Impact Assessments

www.pdp.ie
+353 (0)1 657 1479