

# Training Course Catalogue 2014

Professional Compliance  
Training



- Data Protection
- Training Staff in Data Protection
- Handling Access Requests
- Data Security / PCI
- International Data Transfers
- Records Management
- Anti-Bribery
- Risk Management

## 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 or Cork, 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 21
- **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](mailto:bookings@pdp.ie)

**Post:**

PDP  
Ground Floor  
14 Herbert Street  
Dublin 2

**Web:**

[www.pdp.ie](http://www.pdp.ie)

All bookings are subject to the terms which can be accessed at [www.pdp.ie/training/terms](http://www.pdp.ie/training/terms)

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# Data Protection Essential Knowledge Level 1

Dublin and Cork



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

*“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

<p>The Trainer: <b>Peter Carey, Charles Russell</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>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.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <p>Dublin: Monday, 24 February 2014 Dublin: Wednesday, 30 April 2014 Dublin: Monday, 22 September 2014 Cork: Thursday, 16 October 2014 Dublin: Monday, 10 November 2014</p>
<p>*The fee for both Data Protection Essential Knowledge - Level 1 and Data Protection Essential Knowledge - Level 2 booked together is €995 *Discounts apply to delegates booked at the same time, on the same course, and from the same organisation</p>	

# Data Protection Essential Knowledge Level 2

Dublin and Cork



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)

<p>The Trainer: <b>Stephanie Pritchett</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>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.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <p>Dublin: Tuesday, 25 February 2014 Dublin: Thursday, 01 May 2014 Dublin: Tuesday, 23 September 2014 Cork: Friday, 17 October 2014 Dublin: Tuesday, 11 November 2014</p>

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

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# Handling Access Requests

## Dublin and Cork



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.

*"Excellent course."*

Andy Conlon  
Executive Officer  
Garda Ombudsman Commission

*"Very informative and relevant."*

Frank Kelly  
Solicitor  
Bank of Ireland

*"A very good course."*

Colm O'Leary  
Registration Officer  
The Teaching Council

<p>The Trainer: <b>Paul Lavery, McCann FitzGerald</b> See the Trainer's biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>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.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <p>Dublin: Wednesday, 26 February 2014 Cork: Tuesday, 25 March 2014 Dublin: Wednesday, 14 May 2014 Dublin: Wednesday, 24 September 2014 Dublin: Monday, 24 November 2014</p>

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# International Data Transfers - Overcoming the Limitations

## Dublin

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. This restriction is entirely at odds with the way in which organisations operate in today's world, and presents a difficult legal challenge to global data processing and international outsourcing.

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

**“Excellent”**

Catherine Morrongiello  
Corporate Counsel,  
Level 3 Communications

**“Very informative course. Interesting and helpful.”**

Emma Drew  
Data Protection Analyst,  
Canada Life

**“Very useful and enlightening”**

David Parker  
Privacy Manager,  
Crawford & Company



<p>The Trainer: <b>Sian Rudgard</b> See the Trainer's biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>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.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <p>Dublin: Friday, 28 February 2014 Dublin: Friday, 16 May 2014 Dublin: Friday, 26 September 2014</p>

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# Data Protection in the Workplace

## Dublin and Cork

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.

*“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

*“The course was very well presented and very informative.”*

Paul Dawson  
Data Protection Officer,  
Dublin City Council

*“The case studies and examples were particularly useful.”*

Triona Delicato  
HR Specialist,  
Commission for Communications  
Regulation



<p>The Trainer: <b>Colin Rooney, Partner, Arthur Cox</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>Who should attend: Human Resources Officers and Administrators, Personnel Officers, Data Protection Officers, Compliance Officers, Employers’ Representatives, and Employment Law Advisers.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <p>Dublin: Friday, 28 February 2014 Cork: Monday, 07 April 2014 Dublin: Tuesday, 13 May 2014 Dublin: Friday, 26 September 2014 Dublin: Thursday, 27 November 2014</p>

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation



# Training Staff in Data Protection

## Dublin

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 key 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 slides, exercises, 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

**“Excellent”**

Orla Carty  
Information Security,  
Beaumont Hospital

**“The practical exercises and the course notes were very valuable.”**

Mary O’Reilly  
HR Development Manager,  
Central Fisheries Board

**“Good structure for planning a training course - good examples of tools to use.”**

Meadhbh McCann  
Practice Development Co-ordinator,  
Dublin Simon Community



**“The training was very good. I recommend.”**

Patricia Quinn  
Information Officer,  
NI Court Service

**“Very useful course”**

Michael Reid  
FOI Officer,  
DARD

<p>The Trainer: <b>Stephanie Pritchett</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>Who should attend: Compliance Officers, Human Resource Managers, Office Managers, Finance Managers, Customer Services Managers, Marketing Managers, IT Managers, Information Managers, In-house lawyers and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)  Dublin: Monday, 21 July 2014</p>

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# 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.

*“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



<p>The Trainer: <b>Olivia Whitcroft</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>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)</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)  Dublin: Friday, 28 March 2014 Dublin: Friday, 24 October 2014</p>

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# Conducting Privacy Impact Assessments

NEW COURSE

## 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



<p>The Trainer: <b>Olivia Whitcroft</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>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)</p>	<p>Short Day – 10.00am to 4.00pm (lunch included) Dublin: Thursday, 27 March 2014 Dublin: Tuesday, 25 November 2014</p>

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# Data Security

## Dublin and Cork



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 3rd 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

**“Very informative and useful”**

Amanda Davys  
Regional Head of Information Security,  
DHL

**“Good course at a good pace”**

Harry Neilson  
Information Security Manager,  
ICM Computer Group

**“Case studies and group exercise really useful”**

Sue Bullock  
Information and Security Analyst, TCBC

**“The materials are very useful”**

Lana Roy  
Customer Service Manager,  
BTCV

**“Very complete coverage and comprehensive information”**

Tony Scott  
IT Auditor, Grafton Group Plc

<p>The Trainer: <b>David Fagan</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>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.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)</p> <p>Dublin: Thursday, 27 February 2014 Cork: Wednesday, 09 April 2014 Dublin: Friday, 02 May 2014 Dublin: Thursday, 25 September 2014 Dublin: Wednesday, 26 November 2014</p>

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# Advanced Data Security – Practical Implementation

Dublin

NEW COURSE



You understand the basic data security concepts. The next step is to design and implement the specific controls necessary for preventing the data your business processes from being compromised. But what specific controls?

The challenge is to design and implement data security controls suitable to the sensitivity of the data you hold and the harm that may result from a breach. You must then put in place the policies, procedures and personnel to ensure these controls are effectively implemented and can produce evidence for compliance purposes. To do so you must create a customised information security management system (ISMS) for your business.

This course presents a practical, step-by-step guide for designing and implementing a cost-effective ISMS to meet your organisation’s data security requirements and / or to comply with legislative (Data Protection Act), regulatory (Payment Card Industry), or industry recognised best practices (ISO-27001).

Key aspects of this practical training session include:

- defining information security goals & objectives
- creating an information classification management policy
- information asset & risk register formats
- reviewing ISMS format options and overview of automated tools available
- identifying, locating and marking sensitive data
- designing physical, technical and procedural security control
- defining control definitions, objectives and evidencing production requirements
- control testing requirements
- 3rd party liability and service level agreement statements
- documentation required for demonstrating compliance
- proving due diligence in the event of an incident or compromise

Delegates attending this session should have already attended the Data Security session, or have a solid knowledge of the legal requirements in this area.

<p>The Trainer: <b>Richard Hollis</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>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.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)  Dublin: Tuesday, 14 October 2014</p>

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# PCI: Reducing the Scope, Impact and Costs of Compliance

## Dublin

Every business that processes, stores or transmits credit or debit card holder data must meet the requirements established in the Payment Card Industry (PCI) Data Security Standard (DSS). Companies can struggle to find cost-effective ways to implement the required risk management framework.

This training course presents a comprehensive review of the Standard along with its goals and objectives, and features real life examples of implementing controls.

You will learn what policies and controls need to be implemented to be compliant and how to design compensating controls when you need to. The course details the compliance process and provides proven steps to achieve and maintain compliance. The course presenter is a Qualified Security Assessor certified by the PCI Standards Council with hands-on skills and experience in getting companies compliant quickly and cost-effectively.

Key aspects of this course include:

- a complete review of the PCI DSS - 6 goals - 12 requirements
- explanation of the prioritised “Milestone” implementation approach
- overview of the Card Brand, Acquirer, Service Provider, Merchant, QSA and ASV roles
- what evidence you need to produce
- how to effectively use Compensating Controls
- the polices that must be in place for compliance
- ASV scanning and security penetration testing requirements
- wireless, cloud and virtualisation controls
- the supporting PA-DSS and PTS standards
- practical exercises
- ROI and key messages for the business

*“Good overview of the PCI world”*

Gary Atwal  
 Technical Project Manager,  
 Amnesty International

*“Very good for giving an understanding of the whole framework”*

Laura Hytti  
 Registration and Operations Manager,  
 General Optical Council



<p>The Trainer:  <b>Richard Hollis</b>                  See the Trainer’s biography on page 22</p>	<p>€545*                  10% discount for second delegate                  15% discount for third and subsequent delegates</p>
<p>Who should attend:                  Chief Finance Officers, Chief Information Officers,                  IT Managers, Compliance Officers, Risk Manager,                  PCI Stakeholders, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)                  Dublin: Wednesday, 15 October 2014</p>

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# Risk Management - The Essentials

Dublin

NEW COURSE



Risk has never had a higher profile, or been of greater concern to companies and organisations, irrespective of sector. As a consequence, risk management has become a key business activity and is, clearly, a crucial element of effective corporate governance. However, as a number of recent headline events have shown, many companies and organisations still do not appear to have the necessary processes in place to manage risk effectively, or do not have the appropriate skills and expertise.

This session considers both the theory and practice of effective risk management. It concentrates on ensuring a good understanding of the key concepts and terminology, and develops these into risk management best practice. It uses extensive examples drawn from a range of sectors, and includes a Case Study to enable delegates to put their learning into operation. It also considers the challenges of embedding effective risk management into a company or organisation, and how cultural issues can be addressed.

The session considers examples of risk management failures, and their root causes. Key aspects of the session include:

- relevant risk management standards, including ISO31000
- effective and ineffective risk management - high profile examples
- negative and positive risks, including 'Black Swans'
- risk management strategies, and attitudes
- risk analysis and evaluation
- risk management tools and techniques
- risk processes, and best practice
- embedding risk management, including culture
- risk management as part of the business planning cycle
- risk action and mitigation planning
- practical risk management implementation

<p>The Trainer: <b>Keith Read</b> See the Trainer's biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>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.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)  Dublin: Friday, 11 July 2014</p>

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# Bribery Level 1: Essential Knowledge

## Dublin

Bribery and corruption regularly make the headlines and are significant compliance issues for all organisations. Reputational damage, public procurement debarment, substantial fines and share price losses can, and often do, directly follow any issue related to bribery or corruption.

In Ireland the Prevention of Corruption (Amendment) Act 2010 has been in force since December 2010. Further, many Irish businesses have UK businesses, directors or listings that would bring them within the remit of the UK Bribery Act, which brings with it the prospect of ten-year prison sentences and unlimited fines.

This one-day training course is comprehensive and wide-ranging, and provides an excellent foundation in bribery and corruption, covering all critical areas including:

- what are bribery and corruption?
- how are bribery and corruption perpetrated?
- what bribery legislation, including the UK Bribery Act, means for me and for my organisation
- training, education and communication
- how international bribery laws compare, including the UK Bribery Act
- domestic and international risks of bribery
- what are the UK Bribery Act's 'Six Principles' - and why are they important in Ireland
- what are adequate anti-bribery procedures?
- how to implement - and maintain - adequate procedures
- proving that procedures are adequate
- the Corporate Shield
- what happens when adequate procedures fail?
- what needs to be included in a Code of Conduct?
- how to manage third-parties
- getting top-level support, including the cost of compliance



Delegates will have the opportunity to work through a number of case studies drawn from the Ministry of Justice guidance, industry-specific scenarios and practical cases, supported by internationally-published short bribery and compliance Whitepapers produced by the Course Trainer. The course is highly interactive, with plenty of opportunity for questions.

The Level 1 and Level 2 courses taken together constitute a complete training package on the fundamentals of bribery law and compliance.

A discount is available for delegates booking both Bribery Level 1 and Bribery Level 2 - see below.

<p>The Trainer: <b>Keith Read</b> See the Trainer's biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>Who should attend: Compliance Officers, Compliance Managers, Lawyers, Risk Managers, Corporate Security Officers, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)  Dublin: Wednesday, 9th July 2014</p>
<p>*If this course is booked with Bribery Level 2, the fee for both sessions is: €995 *Discounts apply to delegates booked at the same time, on the same course, and from the same organisation</p>	



# Bribery Level 2: Implementing the Culture Change

## Dublin

“It couldn’t happen in my organisation” is a popular refrain; but what anti-bribery controls do you and your organisation have in place - and how effective will they be now that bribery legislation is gaining significant worldwide traction? Central to an effective anti-bribery programme is a strong anti-bribery culture. However, delivering that culture is often one of the most challenging areas, and the most difficult to measure.

This one-day training course enables practitioners from a wide range of backgrounds and disciplines to consider the cultural requirements of an effective anti-bribery and corruption programme - and how that culture change can be successfully implemented, managed and measured. Areas covered include:

- how does bribery occur?
- who perpetrates bribery, and why?
- bribery risks, and risk mitigation
- anti-bribery strategy - taking the high ground
- what is an anti-bribery culture?
- cultural aspects of bribery laws, and related legislation
- rules and principles
- tools and techniques - the Compliance Covenant and Compliance Passport
- incentives and disincentives, including the ‘level playing field’
- anti-bribery - monitoring and measuring, including Benford’s Law
- managing third-party culture
- culture and processes, including certifications
- culture and the Code of Conduct
- managing, implementing and assessing culture change
- culture and corporate reputation in practice

*“Very useful day that will now be put into practice. Thanks.”*

Dawn Kneafsey  
HR Director, Schueco

*“Very appropriate for my needs”*

David Beattie  
Compliance Manager,  
The Chartered Institute for IT

*“The experience of the presenter helps to identify options which can be used”*

Catherine Harris  
Corporate Risk Officer, M&W

Delegates will have the opportunity to work through an anti-bribery culture change case study, which will enable them to consider how those tools, techniques and approaches could be used in their own company or organisation; this will be supported by internationally-published short bribery and compliance Whitepapers produced by the Course Trainer. The course will be highly interactive, with plenty of opportunity for questions.

The Level 1 and Level 2 courses taken together constitute a complete training package on the fundamentals of bribery law and compliance. A discount is available for delegates booking both Bribery Level 1 and Bribery Level 2 - see below.



<p>The Trainer: <b>Keith Read</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>Who should attend: Compliance Officers, Compliance Managers, Lawyers, Risk Managers, Corporate Security Officers, and others.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)  Dublin: Thursday, 10th July 2014</p>
<p>*If this course is booked with Bribery Level 1, the fee for both sessions is: €995 *Discounts apply to delegates booked at the same time, on the same course, and from the same organisation</p>	

# 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

*“The course was very helpful in understanding how records management works within an organisation.”*

Anne Bennett  
Executive Secretary,  
European Space Agency

*“Excellent.”*

Dualta Ó Broin  
Corporate Governance,  
Department of Community,  
Rural & Gaeltacht Affairs

*“The classification types were particularly useful.”*

Richard Neale  
Environmental Health & Safety Manager,  
Edenderry Power Ltd



<p>The Trainer: <b>John Wilson</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>Who should attend: Records Managers, Archivists, Office Managers, Information Managers, Data Protection Officers, Records Management Officers, Compliance Officers, Freedom of Information Officers and anyone involved in the management of records.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)  Dublin: Thursday, 03 July 2014 Dublin: Wednesday, 05 November 2014</p>

\*If this Training course is booked with Records Management 2, the fee for both Training courses is €995  
\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# 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 Szydłowski  
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

<p>The Trainer: <b>John Wilson</b> See the Trainer’s biography on page 22</p>	<p>€545* 10% discount for second delegate 15% discount for third and subsequent delegates</p>
<p>Who should attend: Records Managers, Archivists, Office Managers, Information Managers, Data Protection Officers, Records Management Officers, Compliance Officers, Freedom of Information Officers.</p>	<p>Short Day – 10.00am to 4.00pm (lunch included)  Dublin: Friday, 04 July 2014 Dublin: Thursday, 06 November 2014</p>

\*If this Training course is booked with Records Management 1, the fee for both Training courses is €995

\*Discounts apply to delegates booked at the same time, on the same course, and from the same organisation

# 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.

<b>Compulsory Courses</b> candidates must attend all 4 courses	<b>Elective Courses</b> candidates must choose 1 course
<ul style="list-style-type: none"> <li>■ <b>Data Protection Essential Knowledge - Level 1</b></li> <li>■ <b>Data Protection Essential Knowledge - Level 2</b></li> <li>■ <b>Handling Access Requests</b></li> <li>■ <b>Data Security</b></li> </ul>	<ul style="list-style-type: none"> <li>■ <b>Data Protection in the Workplace</b></li> <li>■ <b>International Data Transfers - Overcoming the Limitations</b></li> <li>■ <b>Conducting Privacy Impact Assessments</b></li> </ul>

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:

- Thursday, 12th June 2014
- Monday, 15th December 2014

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](http://www.dataprotectionqualification.ie)

**The Office of the Data Protection Commissioner was consulted on the design of the Syllabus for the Practitioner Certificate in Data Protection Programme**

For more information please visit  
[www.dataprotectionqualification.ie](http://www.dataprotectionqualification.ie)

## 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](mailto: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



## PDP Trainers



**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 also contributes articles to *Data Protection Ireland Journal*.



**David Fagan**  
Eversheds

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.



**Richard Hollis**  
Risk Factory Ltd

Richard Hollis is the Chief Executive Officer of Risk Factory Ltd, a European information security risk management consulting firm. As a Certified Information Security Manager (CISM), Certified Protection Professional (CPP) and a Payment Card Industry (PCI) Qualified Security Assessor (QSA), Richard possesses extensive hands on skills and experience in designing, implementing, managing and auditing information security programmes.



**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.



**Stephanie Pritchett**  
Pritchetts

Stephanie Pritchett of specialist data protection and privacy law firm 'Pritchetts', 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**  
Field Fisher Waterhouse

Sian Rudgard works in the Privacy and Information Law Group at Field Fisher Waterhouse. She has wide experience of dealing with international data protection issues and has an unrivalled level of knowledge of Binding Corporate Rules (BCR) as a basis for legitimising international data transfers, having led the assessment and authorisation of the first two BCR schemes ever approved by the national regulator.



**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.



**Keith Read**  
Compliance Expert

Keith Read is an award-winning thought leader and expert in compliance, ethics and governance. He was formerly the Group Director of Compliance and Ethics for British Telecom and is a past winner of the Compliance Register's Best Compliance Officer award, when he also won the Best Compliance Company award.



**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:

**Title:** \_\_\_\_\_ **Name:** \_\_\_\_\_

Organisation: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Invoice details (if different)

\_\_\_\_\_

\_\_\_\_\_

### Purchase order number (if needed)

\_\_\_\_\_

### Five easy ways to book

**Telephone:** +353 (0)1 657 1479  
**Fax:** +353 (0)1 633 5853  
**Email:** bookings@pdp.ie  
**Post:** PDP  
 14 Herbert Street  
 Dublin 2  
 Ireland  
**Website:** [www.pdp.ie](http://www.pdp.ie)

### 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](http://www.pdp.ie/training/terms)

### Compulsory courses – fill in date for each course\*

#### Data Protection Essential Knowledge - Level 1

Date: \_\_\_\_\_

#### Data Protection Essential Knowledge - Level 2

Date: \_\_\_\_\_

#### Data Security

Date: \_\_\_\_\_

#### Handling Access Requests

Date: \_\_\_\_\_

### Elective courses – fill in one date only\*

#### Data Protection in the Workplace

Date: \_\_\_\_\_

#### International Data Transfers - Overcoming the Limitations

Date: \_\_\_\_\_

#### Conducting Privacy Impact Assessments

Date: \_\_\_\_\_

\* 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

- Thursday, 12th June 2014
- Monday, 15th December 2014

## 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:

**1**

**Title:** \_\_\_\_\_ **Name:** \_\_\_\_\_

Organisation: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

Name of Course: \_\_\_\_\_

Date of Course: \_\_\_\_\_

**2**

**Title:** \_\_\_\_\_ **Name:** \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Name of Course: \_\_\_\_\_

Date of Course: \_\_\_\_\_

**3**

**Title:** \_\_\_\_\_ **Name:** \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Name of Course: \_\_\_\_\_

Date of Course: \_\_\_\_\_

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](http://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.

- |  |  |
|--|--|
| <input type="checkbox"/> Data Protection Essential Knowledge - Level 1 | <input type="checkbox"/> Data Protection in the Workplace  |
| <input type="checkbox"/> Data Protection Essential Knowledge - Level 2 | <input type="checkbox"/> Training Staff in Data Protection |
| <input type="checkbox"/> Handling Access Requests                      | <input type="checkbox"/> Records Management 1              |
| <input type="checkbox"/> Data Security                                 | <input type="checkbox"/> Records Management 2              |
| <input type="checkbox"/> International Data Transfers                  | <input type="checkbox"/> PCI                               |

### Five easy ways to book

**Telephone:** +353 (0)1 657 1479  
**Fax:** +353 (0)1 633 5853  
**Email:** [bookings@pdp.ie](mailto:bookings@pdp.ie)  
**Post:** PDP  
14 Herbert Street  
Dublin 2  
Ireland  
**Website:** [www.pdp.ie](http://www.pdp.ie)

### Available courses

Data Protection Essential Knowledge - Level 1  
Data Protection Essential Knowledge - Level 2  
Handling Access Requests  
Data Security  
Advanced Data Security  
International Data Transfers  
Data Protection in the Workplace  
Training Staff in Data Protection  
Records Management 1  
Records Management 2  
PCI: Reducing the Scope, Impact and Costs of Compliance  
How to Conduct a Data Protection Audit  
Conducting Privacy Impact Assessments  
Bribery Level 1  
Bribery Level 2  
Risk Management – The Essentials

### Data protection

To see how we use your data, please visit [www.pdp.ie/privacy\\_policy](http://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

- |   |
|---|
| <input type="checkbox"/> How to Conduct a Data Protection Audit |
| <input type="checkbox"/> Bribery Level 1                        |
| <input type="checkbox"/> Bribery Level 2                        |
| <input type="checkbox"/> Advanced Data Security                 |
| <input type="checkbox"/> Conducting Privacy Impact Assessments  |