

How a Middle east oil and gas company implemented privacy regulation enabling customer service?

Challenge

- ◆ The firm was required to comply with Qatar's newly created data privacy rules. However, there was no data privacy structure in place, and employees were unaware of privacy rules.



Solution

- ◆ A privacy framework was created, which gave a consolidated view of personal data.
- ◆ Role play and mentoring were used to increase employee awareness.



Impact

- ◆ A Data Privacy Program that is completely compliant with Qatar's Privacy Law was implemented.
- ◆ Automated cookie consent tracking powered by analytics maintained the organizational compliance.
- ◆ The DSR was tracked and transmitted using a single interface.