

Job Title:	Data Protection Officer	Reports to:	Chief Risk Officer
Unit:	Risk	Department:	Risk
Grade:		Date:	
Job Holder:		Supervisor:	
Signature		Signature:	

Job Purpose Statement

The Data Protection Officer (DPO) is responsible for ensuring the Bank's adherence to the Data Protection Act, 2019, and respective regulations. The DPO oversees the implementation and maintenance of data protection policies, conducts compliance assessments, manages data protection documentation, and acts as the primary contact for all data protection matters within the Bank.

Key Responsibilities

Financial

- Implementing data protection measures to avoid financial penalties and fines associated with non-compliance with data protection laws.
- Ensure that data breaches are prevented, saving the Bank from potential financial losses related to data breach notifications, legal fees, and compensation claims.
- Overseeing contracts with third-party service providers to ensure they comply with data protection regulations, thereby avoiding financial risks related to third-party breaches or non-compliance.
- Conducting data protection impact assessments (DPIAs) to identify and mitigate potential financial risks associated with data processing activities.
- Managing insurance policies related to data protection and cyber liability to ensure the Bank is financially protected against potential data breaches or cyber incidents.

Customer

- Act as the key contact person to data subjects by informing them about how their personal data is being used and what measures the Bank has put in place to protect their data.
- Offer consultation on how to deal with privacy breaches.

Internal Business Process

- Align the Bank's processes, policies, and contracts with the Data Protection Act, 2019, and respective regulations.
- Conduct a Bank-wide gap analysis on compliance with the Data Protection Act, 2019, and respective regulations.
- Oversee the development and review of policies, procedures, and guidelines to facilitate compliance with data protection laws and regulations.
- Act as the custodian of data protection documentation and reporting requirements, including records of processing activities, data protection impact assessments, data incident records, and data breach reporting.
- Evaluate the existing data protection framework, identify areas of non-compliance, and rectify any issues.
- Conduct regular assessments to ensure the Bank's compliance with the Data Protection Act, 2019, and respective regulations.

- Identify and evaluate the Bank's data processing activities, maintaining an updated data processing inventory.

Functional Responsibilities

- Serve as the primary point of contact within the Bank for staff, regulators, and relevant data protection authorities.
- Act as the expert in data protection, providing information and creating awareness across the Bank on data protection matters.
- Advise staff on data protection compliance issues and data subject access requests.
- Work collaboratively and proactively with the legal and compliance team on data protection issues.
- Inform and advise the Data Controller or Data Processor on all matters related to data protection.

Our Values

Customers First

- We listen proactively to our customers to understand their needs and expectations.
- We integrate the voice of the customers in new product and service developments.
- We go the extra mile when serving our customers.
- We optimize our processes to deliver the highest value and a seamless experience to our customers.
- We measure and benchmark customer engagement KPIs and integrate them into our leadership evaluation.

Lead The Market

- We strive to offer the best products and the highest quality service.
- We aim to invest further to strengthen and enhance our market position.
- We provide an environment to our employees where everyone can give their absolute best.
- We train and equip our employees to be best prepared for a constantly evolving financial service market.
- We are a role model in implementing national initiatives and regulatory guidelines.

Agility

- We embrace a changing market environment and respond decisively and swiftly.
- We release new products and pilots quickly to test and optimize them in a real environment.
- We are open to trying new things, but rigorous in evaluating our success and happy to accept mistakes.
- We collaborate proactively within cross-functional teams and limit vertical hierarchies to a minimum.
- We leverage technology to support, facilitate, and automate our processes and time to market.

Integrity

- We hold ourselves accountable to a higher standard of responsibility.
- We are doing the right things, even if it is commercially less attractive.
- We communicate clearly what we can deliver and keep our word.
- We do things right and create solutions that work.
- We fully comply with all regulatory and compliance standards and apply zero tolerance to misconduct.

Job Specification	
Academic Bachelor's degree in Law, Information Technology, or a related field.	
Professional Qualifications & Experience - Proficiency in Microsoft Office Suite - Certification in Data Protection or Privacy Law (e.g., CIPP/E, CIPM) is preferred.	
Desired Work Experience - Minimum of 5 years of experience in data protection, compliance, or a related field. - Proven experience in a regulatory environment, preferably within the banking or financial sector.	
Reporting Relationships: jobs that report to this position directly and indirectly	
Functional Reports	None
Administrative Reports	Nil
Stakeholders: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal	All Banks Units
External	Government & Regulatory Bodies
Decision-Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic)	
Managerial	
Ideal Job Competencies: Technical Competence	
Knowledge of Data Protection Laws	In-depth understanding of the Data Protection Act, 2019, and respective regulations.
Data Protection Frameworks	Expertise in implementing and maintaining data protection policies and procedures.
Compliance Assessments	Ability to conduct gap analyses and regular compliance assessments.
Documentation Management	Proficiency in managing data protection documentation and reporting.
Advisory Skills	Capability to advise on data protection impact assessments and data breach responses.
Data Processing Oversight	Understanding and maintaining data processing activities and inventory.
Ideal Job Competencies: Behavioral Competence	
Communication Skills	Ability to effectively inform and advise staff and data subjects on data protection matters.
Attention to Detail	Ensures accurate records and thorough compliance assessments.

Proactivity	Identifies and addresses data protection issues promptly.
Collaboration	Works effectively with various teams within the Bank.
Ethical Standards	Demonstrates a strong ethical attitude towards data protection and privacy.