



Global Leader in Hearing Care Hearing Instruments & Cochlear Implants



Situation

- **Growing challenges in processing and protecting the following types of information:**
 - Personal Identifiable Data (PID) of Customers, Partners and Employees
 - Specific requirements regarding Health Data and Medical Devices / IoMT
 - Intellectual Property (IP)
 - Financial Data
- **Wanted to get support in further set-up and implementation of processes and data governance**
- **Available internal and external resources lacking the capacity and specific experience required to resolve these complex demands.**

Solution

Our Data Privacy specialist has been engaged for several months, as owner or supporter of the delivery of the following project-milestones:

- **Data Protection**
 - Evaluate existing policies and guidelines according to GDPR/DSGVO standards
 - Review and revise processes related to such policies and guidelines, implement standard operating procedures
 - Assess GDPR/DSGVO exposure of affiliated companies outside of Europe
 - Draft and implement standard documentation and templates, e.g. Data Processing Agreements, Data Privacy Impact Assessments, Records of Processing
- **Legal & Compliance**
 - Review of existing Terms & Conditions, Data Protection clauses and Statements etc. in documents and on websites, which resulted in revised versions to achieve adherence to applicable laws and regulations across CH and EU
 - Evaluate 3rd Party Contracts related to IT and/or Data Processing - resulted in several recommendations for change and/or updates
 - Draft Vendor Management Process to monitor compliance and cost efficiency

- **Legal & Compliance (Cntd.)**
 - Review existing risk management controls in case of Data Breaches
 - Streamline collaboration with IT Security Team to achieve alignment of Data Protection and Security topics and processes
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Results

- **Implementation of a GDPR program to set European Data Protection standards throughout the global Group had been started, but was still in an initial phase.** Processes and compliance measures needed a push with specialist expertise in order to enable and sustain further compliance and growth of this successful technology business in a highly innovative and competitive, but also regulated market.
 - **Found the LEANmade skills to be an excellent fit** – With up-to-date knowhow about the Swiss and international Data Privacy laws and Regulations and how to implement requirements effectively in practice.
 - As a result, **significant improvements in the Data Privacy, Protection and Compliance standards were achieved.**
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