Data Protection Competency Framework

Competency Card

ICT Providers

Tech & Tools

Business & Law

People & Values
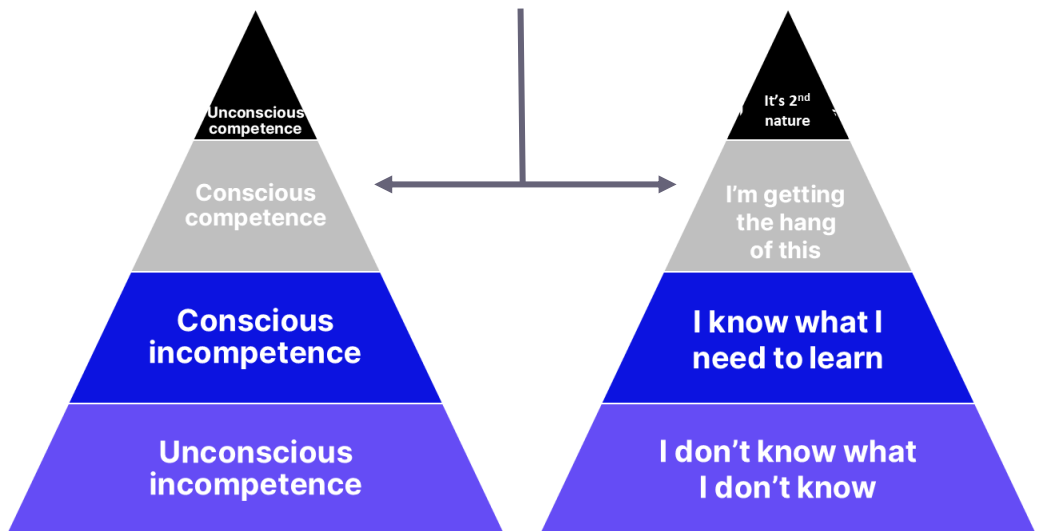
How to use these competency cards

There are 16 behaviours that support compliance and good practice in data protection.

1. Consider each of the 16 "You" statements.

2. Rate how competent you feel about meeting what the statement says, using the scales below.

For example:

To what extent do *"You support and enable improvements in tech literacy among colleagues?"*

Response: *"I work hard on this to make it happen –* I think I'm getting the hang of it."

Unconscious competence

Conscious competence

Conscious incompetence

Unconscious incompetence

It's 2nd nature

I'm getting the hang of this

I know what I need to learn

I don't know what I don't know

Data Protection Law

Language & concepts

Principles & Rights

Strategy

Vision, Mission, Strategy

Human risk

Business risk

Risk Management

Unconscious competence

Conscious competence

Conscious incompetence

Unconscious incompetence

Depends
Data Protection

You take steps to avoid misunderstandings of data protection language that has different meanings than from ICT industry / professional uses

You pay attention to protection of data subject rights and adherence to all data protection principles (not just security) when providing ICT services

You seek to align and balance conflicts of interest between ICT objectives and data protection compliance

You maintain awareness of human risk implications in design, development, procurement operation and support of ICT services.

You recognise and routinely consider ICT risk factors relating to data protection.

Unconscious competence

Conscious competence

Conscious incompetence

Unconscious incompetence

Vision, Mission, Strategy

Management

Depends
Data Protection

Culture

Communication

Values & Ethics

Sharing for good

Policies & Procedures

Transparency

Unconscious competence
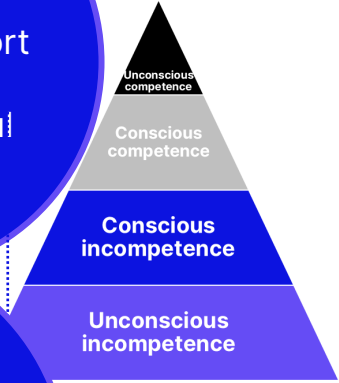
Conscious competence

Conscious incompetence

Unconscious incompetence

Decision making

Reporting

Accountability & Governance

You give strong consideration to accessibility and sustainability (according to organisational values and ethics) when making decisions about ICT supply or provision

You understand, and can explain, technologies that may support or undermine safe and lawful sharing of personal data

You can explain the functions and purposes of ICT used to process personal data, in language that non-ICT specialists can understand

You consider and integrate the requirements of data protection policy and procedures into ICT procurement, configuration and service delivery

You facilitate collection and/or generation of risk and performance reports for security and data protection without compromising the organisation's own compliance position

You consider the 'bigger picture' of the organisation's data protection obligations and goals when making ICT decisions

Unconscious competence

Conscious competence

Conscious incompetence

Unconscious incompetence

Depends
Data Protection

Technology

Literacy & Acceptable Use

Privacy Enhancing IT

Assurance

Quality & Monitoring

Record keeping

Data Protection Records

Data Management
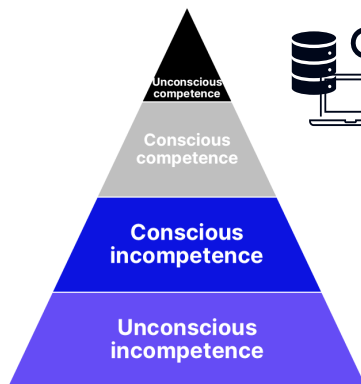
Unconscious competence

Conscious competence

Conscious incompetence

Unconscious incompetence
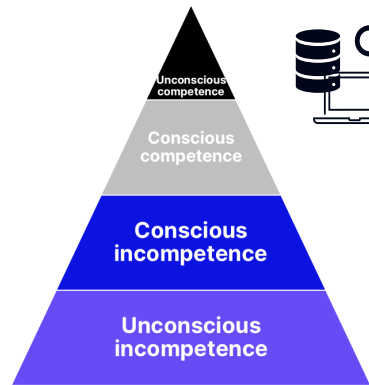
You support and enable improvements in tech literacy among colleagues

You use your knowledge of PETs to support colleagues in making safe, compliant use of ICT resources

Where you provide ICT support and/or services for measurement, tracking and reporting of performance or quality, you do so without excessive surveillance, or unwarranted intrusion on individual privacy

You uphold and enable data protection record-keeping by factoring its requirements into design, procurement and operation of ICT

You support and enable effective data management among colleagues

Unconscious competence

Conscious competence

Conscious incompetence

Unconscious incompetence