

Quality Control & Compliance Initiative

PRIVACY OFFICER ROLE

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To:	All Phonovation Staff

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<File:\\srvadmdc00\dev & it\Quality Control\QC - Phonovation Privacy Officer Role.docx>

Establishing a Privacy Officer

Pursuant to Phonovation Privacy Rules, the Quality Control Group creates the position of Privacy Officer under the Quality Control & Compliance Initiative. The position's reporting obligations, essential functions, and qualifications are as set forth in the following job description.

The designation of Privacy Officer shall be documented (Form A attached). Phonovation shall retain documentation for six years from the date on which each person last served in the capacity of Privacy Officer.

Privacy Officer Job Description

Position Summary: The position of Privacy Officer is contemplated by the final privacy regulations ("the Privacy Policy"). Under the direction of the Director, the Phonovation Privacy Officer will be responsible for the implementation and day-to-day administration and oversight of Phonovation privacy compliance program. The Privacy Officer is also responsible for coordinating Phonovation compliance activities of Phonovation with other Partner compliance activities under the supervision and direction of the Director.

Reports to: The Privacy Officer reports to the Director.

Essential Functions: Within Phonovation, the Privacy Officer is responsible for implementing the Phonovation Privacy Rules as applicable, developing employee training programs, publishing and distributing the privacy notice, and serving as the designated decision maker for issues and questions involving interpretation of the Privacy Rules, under the supervision of the Director, and in coordination, as appropriate, with legal counsel. As directed by the Director, and in accordance with applicable privacy policies and procedures, as they exist from time to time, the Privacy Officer is responsible for the following tasks:

- inventorying the uses and disclosures of all data protection information;
- ensuring that legal issues in drafting compliance documents are addressed and developing authorizations;
- establishing structures to ensure individual rights guaranteed by Phonovation;
- setting up a complaint process and sanctions;
- developing overall privacy policies and procedures for Phonovation as well as a notice of information practices;

- developing a training program;
- establishing procedures to initiate business associate agreements and to monitor internal privacy compliance;
- keeping up to date on the latest privacy and security developments and federal and state laws and regulations;
- coordinating with the Security Officer in evaluating and monitoring operations and systems development for security and privacy requirements;
- serving as resource to Phonovation's designated liaisons to regulatory and accrediting bodies for matters relating to privacy and security;
- coordinating any audits concerning Phonovation's compliance with state or federal privacy laws or regulations;
- notifying individuals when confidential information has been used or disclosed in violation of Phonovation's privacy practices;
- accepting and forwarding any legal complaints served upon the Privacy Officer to the Director;
- performing any other functions assigned to the Privacy Officer by Phonovation's policies and procedures regarding privacy or by the Director; and
- documenting, in writing, the actions taken in compliance with the Privacy Rules.

Qualifications: Requires the following minimum qualifications:

- second-level education with leaving certificate (or above);
- minimum two years' experience in information systems and data processing;
- familiarity with all federal and state laws and regulations concerning information security and privacy;
- familiarity with federal and state laws governing Phonovation's operations and other relevant statutes;
- familiarity with Phonovation's business functions and operational structure;
- knowledge of and ability to work with complex information systems and technologies;

- ability to manage large projects;
- ability to make presentations to decision makers and large groups and to organize and conduct employee training;
- ability to communicate both orally and in writing;
- strong interpersonal skills;
- ability to effectively communicate technical and legal information to nontechnical and non-legal staff in employee training and advisory context;
- strong organizational and problem-solving skills;
- ability to work in a team-oriented environment; and
- ability to effectively report on the status and implementation of projects to senior management.

DESIGNATION OF PRIVACY OFFICER

DESIGNATION:

The following individual shall be designated as the Phonovation Privacy Officer:

Covered Component Phonovation IVR and SMS services
Name/Title: Ann Vines, Quality Control & Compliance
Address: 8 Clarinda Park North
Dun Laoghaire
Co. Dublin
Phone: +353 (0) 1 2843011
Fax: +353 (0) 1 2843223

DUTIES:

As directed by the Director, and in accordance with applicable Phonovation privacy policies and procedures, as they exist from time to time, the Privacy Officer is responsible for the following tasks within and/or for Quality Control & Compliance:

- inventorying the uses and disclosures of all data protection information;
- ensuring that legal issues in drafting compliance documents are addressed and developing authorizations;
- establishing structures to ensure individual rights guaranteed by Phonovation;
- setting up a complaint process and sanctions;
- developing overall privacy policies and procedures for Phonovation as well as a notice of information practices;
- developing a training program;
- establishing procedures to initiate business associate agreements and to monitor internal privacy compliance;
- keeping up to date on the latest privacy and security developments and federal and state laws and regulations;
- coordinating with the Security Officer in evaluating and monitoring operations and systems development for security and privacy requirements;

- serving as resource to the Phonovation’s designated liaisons to regulatory and accrediting bodies for matters relating to privacy and security;
- coordinating any audits concerning Phonovation’s compliance with state or federal privacy laws or regulations;
- notifying individuals when confidential information has been used or disclosed in violation of Phonovation's privacy practices;
- accepting and forwarding any legal complaints served upon the Privacy Officer to the Director;
- performing any other functions assigned to the Privacy Officer by Phonovation's policies and procedures regarding privacy or by the Director; and
- documenting, in writing, the actions taken in compliance with the Privacy Rules.

TERM:

The Privacy Officer shall serve until removed by the Director or until he or she resigns the position.

Effective as of: November 16, 2013

Signature of Director