

**Type of Service:** External

### 1. Render advisory opinion

Render advisory opinions to UP Diliman Students

<b>Office or Division:</b>	Data Protection Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	UP Diliman Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written inquiry a. Hard copy/printed format OR b. Email		Requesting Party		
2. Supporting documents (if applicable)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit inquiry, either through email or by sending the written request to the office	1. Acknowledge receipt of the inquiry  1.1. Record the inquiry in the tracking sheet	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office
	2. Senior Office Aide forwards inquiry to Data Protection Officer	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office
	3. Data Protection Officer receives the inquiry	None	30 minutes	<i>Data Protection Officer</i> Data Protection Office

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	4. Data Protection Officer formulates and renders advisory opinion	None	18 days	<i>Data Protection Officer</i> Data Protection Office
	5. Data Protection Officer forwards Advisory Opinion to Senior Office Aide for sending to the requesting party	None	30 minutes	<i>Data Protection Officer</i> Data Protection Office
	6. Senior Office Aide receives Advisory Opinion and records the advisory in the tracking sheet	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office
	7. Senior Office Aide sends out advisory opinion to requesting party	None	1 day	<i>Senior Office Aide</i> Data Protection Office
<b>TOTAL:</b>		None	19 days, 2 hours and 30 minutes	

**Type of Service:** External

**2. Render advisory opinion (In the event of a remote work/WFH set up, during a public health emergency or when determined by the proper authorities)**

Render advisory opinions to UP Diliman Students

<b>Office or Division:</b>	Data Protection Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	UP Diliman Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written inquiry a. Hard copy/printed format OR b. Email	Requesting Party
2. Supporting documents (if applicable)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry, either through email or by sending the written request to the office	1. Acknowledge receipt of the inquiry  1.1. Record the inquiry in the tracking sheet	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office
	2. Senior Office Aide forwards inquiry to Data Protection Officer	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office
	3. Data Protection Officer receives the inquiry	None	30 minutes	<i>Data Protection Officer</i> Data Protection Office

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	4. Data Protection Officer formulates and renders advisory opinion	None	18 days	<i>Data Protection Officer</i> Data Protection Office
	5. Data Protection Officer forwards Advisory Opinion to Senior Office Aide for sending to the requesting party	None	30 minutes	<i>Data Protection Officer</i> Data Protection Office
	6. Senior Office Aide receives Advisory Opinion and records the advisory in the tracking sheet	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office
	7. Senior Office Aide sends out advisory opinion to requesting party	None	1 day	<i>Senior Office Aide</i> Data Protection Office
<b>TOTAL:</b>		None	19 days, 2 hours and 30 minutes	

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### 8. Investigate security incidents and personal data breaches

Investigate security incidents and personal data breaches and if necessary, exercise breach reporting procedures in coordination with Privacy Focal Persons.

<b>Office or Division:</b>	Data Protection Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	UP Diliman Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Requesting party is student of UP Diliman</b>                      Email of the incident with all information on hand both to the Data Protection Officer at securityincident@upd.edu.ph and the Privacy Focal Person having the jurisdiction over the unit involved</p>	<p>Requesting Party</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Email the incident with all information on hand both to Data Protection Officer and the Privacy Focal Person having the jurisdiction over the unit involved within two (2) hours</p>	<p>1. Acknowledge the receipt of the email                      1.1. Endorse the email to the Data Protection Officer</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Senior Office Aide</i>                      Data Protection Office</p>

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	<p>2. Data Protection Officer receives endorsed email from the Senior Office Aide</p> <p>2.1. Data Protection Officer coordinates with Privacy Focal Person Privacy Focal Person of the academic unit or administrative office concerned for categorization, investigation, and identification of incident</p>	<p>None</p>	<p>30 minutes</p> <p>13 days</p>	<p><i>Data Protection Officer</i> Data Protection Office</p> <p><i>Data Protection Officer, Data Privacy Auditor</i> Data Protection Office</p> <p><i>Unit-Level Breach Response Team</i> of academic unit or administrative office concerned</p>
	<p>3.1 Contain and Eradicate the cause of Security Incident or Personal Data Breach</p> <p>3.2 Restore the system or application to its working state</p> <p>3.3 Develop plans and actions for similar incidents in the future</p>	<p>None</p>	<p>(Pause Clock)</p> <p>3 Days</p>	<p><i>Unit-Level Breach Response Team</i> of academic unit or administrative office concerned and/or Computer Center, when applicable</p> <p><i>Unit-Level Breach Response Team</i> of academic unit or administrative office concerned and/or Computer Center, when applicable</p> <p><i>Data Protection Officer, Data Privacy Auditor</i> Data Protection Office</p>
	<p>3. If applicable, report to the National Privacy</p>	<p>None</p>	<p>72 hours</p>	<p><i>Data Protection Officer</i> Data Protection Office</p>

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	Commission and notify the affected Data Subject/s			
	4. Update the status of the Security Incident or Personal Data Breach	None	23 hours	<i>Data Protection Officer</i> Data Protection Office
<b>TOTAL:</b>		None	20 days	

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**5. Conduct and facilitate Privacy and Security Trainings and Seminars**

To educate UP Diliman and its units on data protection

<b>Office or Division:</b>	Data Protection Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	UP Diliman Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request for lecture on data privacy with preferred schedule, venue, participants' background/profile, and contact information			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter requesting for lecture on Data Privacy	1. Acknowledge receipt of the request 1.1 Forward request to Data Privacy Resource	None	1 hour	<i>Senior Office Aide</i> Data Protection Office
	2. Data Privacy Resource receives and evaluates request	None	2 days	<i>Data Privacy Resource</i> Data Protection Office
	3. Requesting party is informed whether request is approved or denied	None	1 Day	<i>Data Privacy Resource</i> Data Protection Office  <i>Senior Office Aide</i> Data Protection Office



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	4. If approved, ensure that logistical and event requirements (e.g., venue reservation, food, technical set up, etc) have been arranged	None	PAUSE Clock (Max 3 Days)	<i>Data Protection Team</i>
	5. Conduct the lecture	Honorarium	1 Day	<i>Data Privacy Resource Data Protection Officer Data Protection Office</i>
2. Provide feedback	1. Conduct post-event evaluation	None	1 day	<i>Data Protection Team</i>
<b>TOTAL:</b>			7 Days	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback?	Send an email or contact the UP Diliman Data Protection Office at <a href="mailto:dpo.updiliman@up.edu.ph">dpo.updiliman@up.edu.ph</a> or (02) 8255 3561.
How feedbacks are processed?	The Data Protection Officer or the assigned will be given five (5) days from the receipt to answer the feedback.
How to file a complaint?	Send an email or contact the UP Diliman Data Protection Office at <a href="mailto:dpo.updiliman@up.edu.ph">dpo.updiliman@up.edu.ph</a> or (02) 8255 3561 with the name of the person being complained, any evidence, and details of the complaint (i.e., date, time, incident).
How complaints are processed?	<p>The Data Protection Officer or the assigned regularly reviews and evaluates each complaint.</p> <p>The investigation shall follow and then submit a report to the Office of the Chancellor for appropriate action.</p> <p>The Data Protection Officer or the assigned shall update the client on the progress of the complaint.</p>
Contact Information of UP Diliman Data Protection Office	Contact Information: <a href="mailto:dpo.updiliman@up.edu.ph">dpo.updiliman@up.edu.ph</a> or (02) 8255 3561.