

# € TRAINING

Certified Business Professional in Customer  
Service CBP

A group of four smiling business professionals (three men and one woman) in a meeting. The woman in the foreground is wearing a black top and a multi-strand necklace. The others are wearing white shirts. They are sitting around a table with a laptop and papers.

28 October -  
1 November 2024  
Madrid (Spain)



# Certified Business Professional in Customer Service CBP

REF: V2370 DATE: 28 October - 1 November 2024 Venue: Madrid (Spain) - Fee: 5300 Euro

## Introduction:

This program is designed to prepare participants for the certification exam only.

This comprehensive training program delves into the intricate realm of data privacy, equipping participants with essential knowledge and skills to navigate the complex landscape of regulatory requirements and best practices. It empowers professionals to confidently manage data privacy within their organizations, ensuring adherence to global standards and fostering trust among stakeholders.

## Program Objectives:

At the end of this program, the participants will be able to:

- Gain a comprehensive understanding of data privacy principles and practices.
- Ensure regulatory compliance with global data protection laws.
- Implement effective risk mitigation strategies in data handling.
- Integrate privacy by design principles into organizational processes.
- Navigate ethical considerations related to data privacy.
- Develop a global perspective on data privacy issues and solutions.
- Prepare for the Certified Information Privacy Professional CIPP exam.

## Targeted Audience:

- Privacy Officers.
- Legal Professionals.
- IT and Security Specialists.
- Compliance Officers.
- Data Protection Officers.
- Business Executives.

## Program Outlines:

## Unit 1:

### Introduction to Data Privacy:

- Overview of data privacy concepts.
- Historical context and evolution of privacy laws.
- Key privacy principles.
- Introduction to relevant privacy regulations

## Unit 2:

### Legal Framework and Compliance:

- In-depth exploration of major privacy laws GDPR, CCPA.
- Legal requirements for data processing.
- Data subject rights and obligations.
- Privacy impact assessments and compliance frameworks.

## Unit 3:

### Data Protection Practices:

- Data classification and mapping.
- Data retention and disposal strategies.
- Data breach response and notification.
- Consent and legitimate interests in data processing.

## Unit 4:

### Privacy Governance and Management:

- Role of Data Protection Officers DPOs.
- Developing and implementing privacy policies.
- Privacy by design and default.
- Vendor and third-party risk management.



## Unit 5:

### International Data Transfer and Emerging Trends:

- Mechanisms for international data transfer.
- Emerging trends in data privacy AI, IoT.
- Ethical considerations in data handling.
- Exam preparation and review.

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