

# € TRAINING

Certified Business Professional in Customer  
Service CBP



14 - 18 July 2024  
Istanbul (Turkey)  
Sheraton Istanbul Levent



# Certified Business Professional in Customer Service CBP

REF: V2370 DATE: 14 - 18 July 2024 Venue: Istanbul (Turkey) - Sheraton Istanbul Levent Fee: 5300 Euro

## Introduction:

Certified Information Privacy Professional CIPP training is a comprehensive program designed to equip professionals with the knowledge and skills necessary to navigate the complex and evolving field of data privacy. In today's digital age, protecting personal and sensitive information is of paramount importance, and organizations around the world are seeking qualified experts who can help them comply with privacy regulations, mitigate risks, and build trust with their customers.

## Program Objectives:

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

- Comprehensive Understanding.
- Regulatory Compliance.
- Risk Mitigation.
- Privacy by Design.
- Ethical Considerations.
- Global Perspective.

## 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 e.g., 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 e.g., AI, IoT.
- Ethical considerations in data handling.
- Exam preparation and review.