



# DATA PRIVACY & PROTECTION

ENSURE YOUR COMPANY IS PROTECTED AND DOING THE RIGHT THING WITH PERSONAL INFORMATION

No one would deny that companies face a constant threat of attack to their systems and data.

At Concord, we understand the flow of data and can pinpoint the areas of greatest vulnerability. Our dedicated information privacy and protection specialists have the experience and know-how to assess, design and implement security and privacy controls, processes and frameworks for entire organizations.



## Who Is Concord?

Concord is a consulting firm driving business value through the use of technology.

Our expertise is centered on data. Our execution is backed by our proven process of ALIGN, DEFINE, DELIVER.

We focus on the following capabilities: **Data Experience, Data in Motion, Data at Rest, Data Analytics and Data Privacy & Protection.**

### Our Data Privacy & Protection services include:

- > Assessment & Gap Analysis
- > Data Classification & Mapping
- > Threat & Vulnerability Management
- > Incident Response
- > Governance, Risk & Compliance
- > Security & Privacy Program Development
- > Cyber Security Operations
- > Privacy/Security-by-Design
- > Identity & Access Management

Companies are consistently being challenged by more sophisticated and targeted threats, new or enhanced regulations, requests for new data uses and lack of experienced security/privacy professionals.

If your organization is experiencing issues with any of the following, it's time to call in Concord's Data Privacy & Protection experts.

- > **Rapidly Growing Data Sources:** Are you experiencing new data types and more customer interaction points?
- > **Exploding Data Volumes:** Are you experiencing significant data growth? Do you see movement of data to the cloud or data lakes, or are you required to move data to these models?
- > **Lack of Maturity:** Is your security and privacy program well-defined? Is it built into your day-to-day processes and procedures? Are roles and responsibilities clear? Do you know the primary threats facing your organization?
- > **Turnover:** Is there significant turnover within your organization (CIO, CISO, CPO, staff, etc.)?
- > **Mergers & Acquisitions:** Is your organization taking on new entities that will lead to more systems, data and additional processes?
- > **Incidents & Events:** Have you experienced negative incidents or events (i.e. breaches or exploits)? Is your sensitive information at risk (cardholder data, health information, proprietary information)?
- > **Satisfaction:** Are you dissatisfied or unhappy with your current vendors, processes, programs and/or staff?

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## Ways Concord Can Help

### > Enablement

- We can increase your overall security posture and help you operate in a more secure environment.
- We can help your organization achieve its goal of leveraging personal information (i.e. collection, analytics, mobile, web) while maintaining privacy compliance.

### > Confidentiality, Integrity & Availability (CIA)

- Confidentiality - We ensure your data is accessible to authorized parties only.
- Integrity - We keep your data trusted and valid.
- Availability - While keeping security top of mind, we make data accessible when and where needed.

### > Governance, Risk & Compliance (GRC)

- Governance - We help set up security/privacy rules, policies, process and programs.
- Risk - We manage both internal and external threats, and utilize techniques and processes to rank and prioritize risks within companies.
- Compliance - We ensure compliance with legal, regulatory, industry-based and self-imposed requirements (i.e. policies, contracts, etc.).



## If You Want Something Done Right, You Have to Partner With the Right People.

If we couple our top notch services with best-in-class-tools from key players in the industry, it will be a win-win for YOU.



## Implementation Success...It's Our Thing

Here is a case study that highlights some of our expertise.

### PCI Compliance Achieved

#### > Industry: Retail

> **Project Overview:** In the world of retail, the risk of payment card fraud and identity theft seems to increase by the minute. As a national retailer, achieving and maintaining cyber security for Payment Card Industry (PCI) compliance is essential to keeping valuable customer information secure.

After continuously struggling to achieve PCI compliance, and a return on their security investments, Concord's subject matter experts were engaged by a national retail client to turn things around through the implementation of a standard and repeatable security and compliance program. More importantly, the client needed a solution that allowed them to spend less time focusing on compliance issues and more time focusing on the core of their business...stores and customers.

> **Results:** By building a balanced team to address governance, compliance, technology, and business challenges, a multi-year road map and implementation plan was born. As a result, security architectures were re-built to mitigate risk and effective security event monitoring and response services were put in place. Additionally, external PCI compliance relationships were developed to manage expectations (card brands, banks, and insurance companies), coordinate work (external auditors, QSA), and ensure third party security vendors were operating effectively and providing value.

Ultimately, exposure to cyber threats was significantly reduced and PCI compliance was achieved for the first time. This achievement reduced high risk issues by 87%, reduced the overall PCI compliance footprint by 70%, and produced an annual savings of more than \$600,000.

Retailers often say 'there is no greater loss than the loss of consumer data.' Thanks to Concord, this retailer's risk has been greatly reduced!