

# **101** DATA PROTECTION **ESSENTIALS**

## **DATA PROTECTION ESSENTIALS PROGRAMME**

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### INFORMATION KIT

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## 1. INTRODUCTION

- 1.1 Rapid digitalisation<sup>1</sup> means more companies are accumulating and using customer data in their businesses. Increased collection and use of personal data will amplify risk and scale of data breaches when organisations are not protected against cyber-attacks. Such breaches are no longer an “if”, but “when”. There has been a 54% increase in ransomware attacks in Singapore between 2020 to 2021<sup>2</sup>; and the trend is expected to continue.
- 1.2 The Data Protection Essentials (DPE) programme is designed to enable Small and Medium Enterprises (SMEs<sup>3</sup>) to acquire a basic level of data protection and security practices to protect their customers’ data and recover quickly in the event of a data breach.
- 1.3 DPE will help SMEs in the following ways:
- **SMEs that are newly incorporated or collect and use personal data:** put in place basic data protection and security practices as part of their digitalisation journey. This includes encryption and backup solutions to protect their customers’ data and recover quickly from data breaches.
  - **SMEs that collect and use personal data more intensively:** approach curated panel of service providers to put in place basic data protection and security practices.

## 2. DPE PROGRAMME COMPONENTS

- 2.1 The DPE is designed to be **easy-to-implement, holistic and cost-effective**. It consists of:

<i>Newly incorporated SMEs</i>	<i>SMEs that collect and use personal data more intensively</i>
<b>FOUNDATIONAL SECURITY SOLUTIONS</b>	<b>HOLISTIC ONE–STOP PROFESSIONAL SERVICE</b>
<ul style="list-style-type: none"> <li>• Encryption and backup solutions offered through <a href="#">IMDA Start Digital Programme</a></li> <li>• Refer to the quickstart <a href="#">secure configuration guide (2.23MB)</a> for Google Workspace and Microsoft 365 Office to minimise common data breach issues</li> </ul>	<ul style="list-style-type: none"> <li>• One-time setup service on:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Accountability practices</li> <li><input type="checkbox"/> Basic data security practices</li> <li><input type="checkbox"/> Incident management</li> <li><input type="checkbox"/> Communications &amp; training</li> <li><input type="checkbox"/> 6-month review (includes desktop and phishing exercise)</li> </ul> </li> <li>• 1-year retainer service (commences after completion of one-time setup)</li> </ul>

<sup>1</sup>2020 Microsoft Survey reported in the Straits Times (<https://www.straitstimes.com/singapore/nearly-75-per-cent-of-singapore-firms-are-accelerating-digitalisation-due-to-covid-19>)

<sup>2</sup> CSA Singapore Cyber Landscape 2021 (<https://www.csa.gov.sg/Tips-Resource/publications/2022/singapore-cyber-landscape-2021>)

<sup>3</sup> SMEs are defined as (i) companies with at least 30% local shareholding; AND (ii) have group annual sales turnover of not more than \$100 million or group employment size of not more than 200 employees. (Source: Enterprise Singapore)

## DPE One-Stop Professional Service Scope

2.2 The scope of the holistic one-stop professional service, comprising of one-time setup (inclusive of a 6-month review) and 1-year retainer service, is as outlined below:

	ACCOUNTABILITY	BASIC DATA SECURITY PRACTICES	INCIDENT MGMT	TRAINING
<b>One-time setup</b>	<p><i>Implementation based on templates &amp; service providers' advice</i></p> <p><u>Governance</u></p> <ol style="list-style-type: none"> <li>1. Data Protection Officer appointment</li> </ol> <p><u>Policy &amp; Procedures</u></p> <ol style="list-style-type: none"> <li>2. Data Protection &amp; Security Policy</li> <li>3. Data, Hardware, Software Asset Inventory Map</li> </ol>	<p><i>Adoption of service providers' technical solutions</i></p> <ol style="list-style-type: none"> <li>4. Anti-virus &amp; Anti-malware</li> <li>5. System Security (incl. patching, secure config, access control)</li> <li>6. Data Security (configure/enable encryption for storage &amp; transmission)</li> <li>7. Backup of essential business data</li> </ol>	<p><i>Implementation based on templates &amp; service providers' advice</i></p> <ol style="list-style-type: none"> <li>8. Data Breach &amp; incident response plan</li> </ol>	<p><i>Staff training by service providers</i></p> <ol style="list-style-type: none"> <li>9. Data Protection &amp; Cyber Awareness training</li> </ol>
<b>6-month review / 1-year retainer service</b>	<ol style="list-style-type: none"> <li>1. <b>Software updates</b> (update software on devices &amp; systems)</li> <li>2. <b>Review &amp; update:</b> <ul style="list-style-type: none"> <li>• Data Protection and security policies, standards &amp; procedures</li> <li>• Configuration settings for hardware &amp; software</li> <li>• ICT system logs for security violations &amp; possible breaches</li> <li>• Audit (e.g. ensure all user accounts are active &amp; the rights assigned are necessary)</li> <li>• Incident response plan</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>3. ICT security <b>awareness training</b> for employees</li> <li>4. Conduct <b>phishing simulation exercise</b> to train your employees to be alert</li> <li>5. Conduct a <b>desktop exercise</b> to test the Data Breach/Cyber Incident response plan</li> <li>6. Regular backups according to the backup policy. <b>Backup media should be regularly tested</b> to ensure that the backup data can be recovered &amp; restored</li> </ol>		

### **Note: Data Protection Essentials (DPE) Recognition**

SMEs that have successfully implemented **DPE one-stop professional service\*** will be listed on the IMDA website. PDPC may consider an SME's implementation of the DPE favourably in deciding an enforcement outcome in the event of a data breach. SMEs will also be given a DPE logo as a recognition of their efforts in putting basic data protection and security practices in place.

*\*Includes one-time setup inclusive of a 6-month review + 1-year retainer*

### 3. WHO IS ELIGIBLE FOR THE DPE

#### 3.1 A SME that:

- a. is registered and operating in Singapore; and
- b. has group annual sales turnover of not more than S\$100 million per annum, or group employment size of not more than 200 employees.

### 4. HOW TO SIGN UP

#### 4.1 Security Solutions

SMEs can sign up for the encryption and backup solutions (under Cybersecurity category) through the following Start Digital partner:

Partners	Solutions
Singtel	<a href="#">Business Protect Basic + Acronis Cloud Back Up</a>

#### 4.2 One-stop Professional Service

SMEs can sign up with the following service providers.

*Non-profit organisation (e.g. social service agency, charity, association) registered and operating in Singapore are welcomed to adopt.*

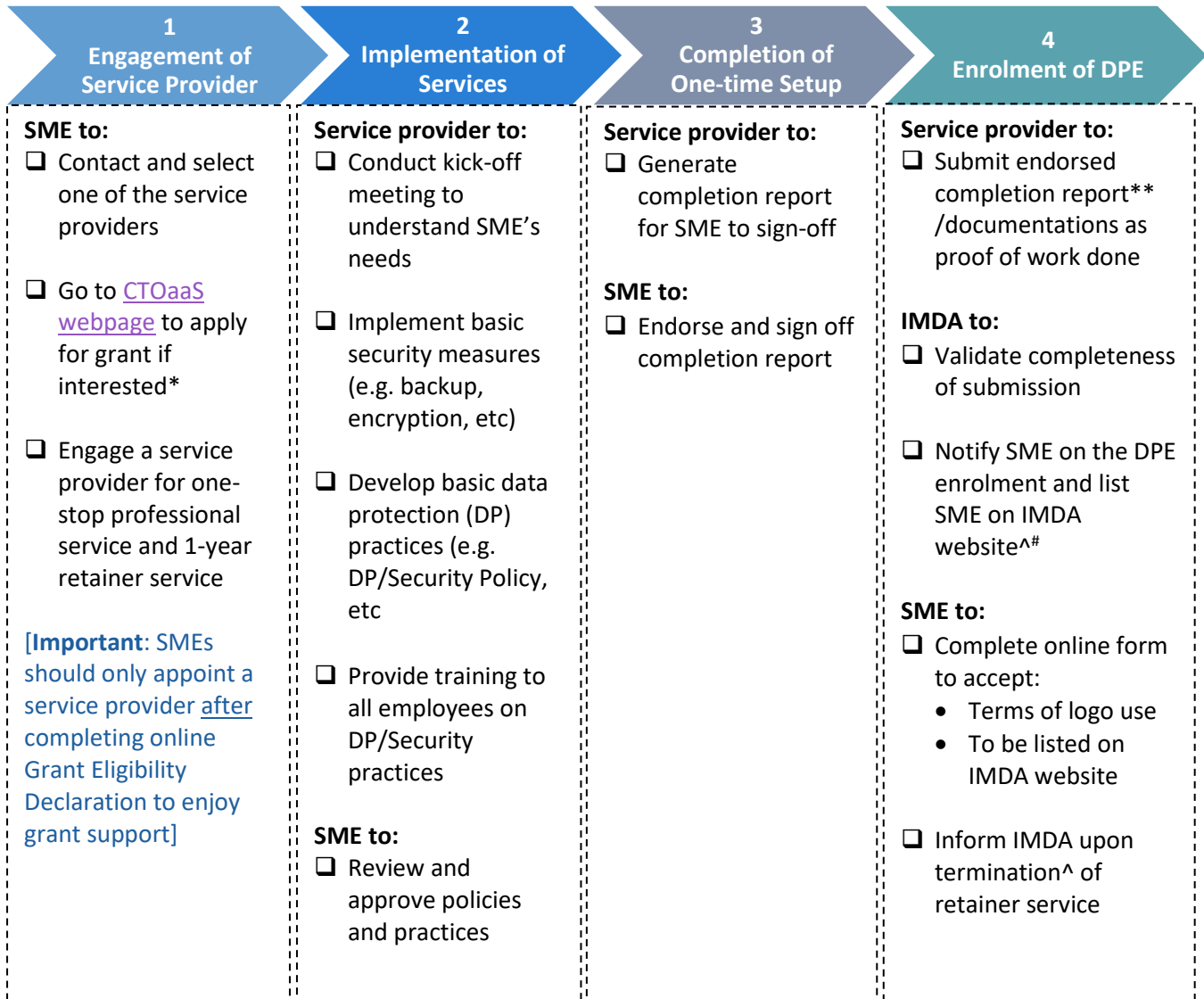
DPE Service Provider	Contact Person	Contact No	Email
<a href="#">CyberSafe Pte Ltd</a>	Dave Gurbani	8725 9789	<a href="mailto:info@cybersafe.sg">info@cybersafe.sg</a>
<a href="#">Greenwich Management Consultancy Pte Ltd</a>	Michelle Chew	9876 6828	<a href="mailto:michelle@greenwich.com.sg">michelle@greenwich.com.sg</a> <a href="mailto:admin@greenwich.com.sg">admin@greenwich.com.sg</a>
<a href="#">Momentum Z Pte Ltd</a>	Shane Chiang	9681 2888	<a href="mailto:shane@mzt.one">shane@mzt.one</a>
<a href="#">PDataCare Consultancy Pte Ltd</a>	Gn Chiang Soon	9616 8660	<a href="mailto:chiangsoon@pdatacare.com">chiangsoon@pdatacare.com</a>
<a href="#">RSM Singapore</a>	Hoi Wai Khin	9450 2678	<a href="mailto:hoiwaikhin@rmsingapore.sg">hoiwaikhin@rmsingapore.sg</a>
<a href="#">TRS Forensics Pte Ltd</a>	Tan Swee Wan	9755 7010	<a href="mailto:reneetan@trsforensics.com">reneetan@trsforensics.com</a>

**Please note:**

- SME should exercise its own due care and judgement in its selection of any provider.
- IMDA is not a party to the contract between your organisation and the provider.
- The provider is not an employee, worker, agent or partner of IMDA.
- IMDA does not provide any guarantee in respect of and is not responsible for any service provided by the provider or any contract entered into with the provider.
- Signing up for one-stop professional service does not signify that the SME will be fully compliant with the PDPA.

## 5. DPE ONE-STOP PROFESSIONAL SERVICE IMPLEMENTATION PROCESS

5.1 To qualify for DPE recognition, SME can engage a service provider to complete implementation of (i) one-stop professional service comprising of one-time setup and a 6-month review; and (ii) 1-year retainer service.



\* Please refer to Section 7 for eligibility criteria and other details on the DPE grant support

\*\* Including the 6-month review report.

<sup>^</sup>SMEs will be considered to have successfully implemented the DPE programme if they take up the one-stop professional service comprising of the one-time setup (inclusive of a 6-month review) and 1-year retainer service. SMEs will be removed from the listing upon termination of the retainer service with the service provider.

<sup>#</sup>SMEs that have successfully implemented the programme but do not wish to be listed in IMDA website can contact IMDA to opt-out.

## 6. COST OF DPE

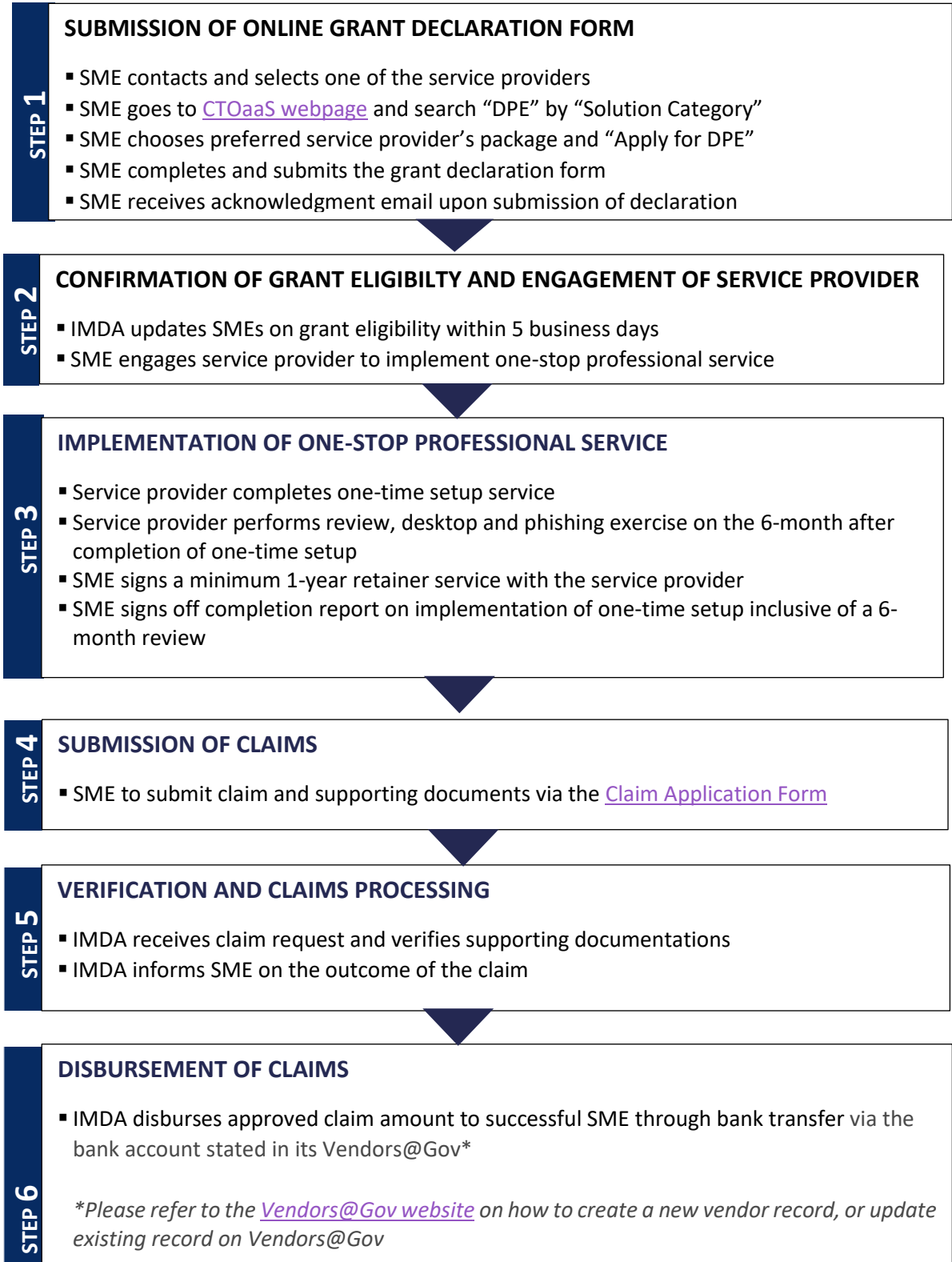
- 6.1 The cost of one-stop professional service starts from **\$2,500** for one-time setup (inclusive of a 6-month review). The retainer service cost will be advised by the service providers. SMEs can approach the service providers listed for a quotation to confirm the actual fee.

## 7. GRANT SUPPORT FOR ELIGIBLE SMES

- 7.1 A fixed grant amount of \$1,600 is available for eligible SMEs that
- Successfully completed the implementation of DPE one-stop professional service (one-time setup inclusive of a 6-month review); and
  - Signed a minimum 1-year retainer service with the service provider.
- 7.2 A SME must meet the following criteria to be eligible for the grant:
- Is registered and operating in Singapore;
  - Has minimum of 30% local shareholding; and
  - Has group annual sales turnover of not more than S\$100 million per annum, or group employment size of not more than 200 employees.
- 7.3 The grant is only applicable for first time users of the DPE programme and must be applied prior to the commencement of the one-stop professional service. A service is considered to have commenced if any of the following took place before the submission of the online Grant Eligibility Declaration Form:
- SME had started work with the service provider
  - SME had made payment to service provider
  - SME had signed contractual agreement with the service provider
- 7.4 The following entities do not qualify for IMDA's grant support:
- Non-profit organisations (NPOs) including social service agencies (SSAs), charities and associations
    - Eligible SSAs and charities can consider applying to the National Council of Social Service's (NCSS) [Tech-And-GO!](#) Initiative for funding support
  - SMEs that had applied for funding support under CSA's CISOaaS (Cyber Essentials) service
- 7.5 Interested SMEs are required to submit an online Grant Declaration Form via the [CTOaaS webpage](#) and accept the [conditions of the grant](#). **Applications are open till 31 March 2024.** Any declarations found to be false, irrespective of whether they were made intentionally or unintentionally, would result in no grant support upon claiming.

7.6 All claims must be submitted via the [Claim Application Form](#), together with the supporting documents including the [Claim Submission Checklist](#). Deadline for claims is on 30 November 2024. Any claims submitted after the stipulated date will not be processed.

7.7 Grant and claim submission process:





## **8. DPE LOGO AND AGREEMENT TO TERMS IN RELATION TO THE USE OF THE LOGO FOR THE DPE PROGRAMME**

- 8.1 The SME will receive a digital copy of the DPE logo and the logo guidelines upon completion of DPE one-stop professional service and is bound by the terms of Agreement in relation to the use of the logo.
- 8.2 The SME will be able to display the DPE logo on its website and marketing materials in accordance with the logo guidelines. The DPE logo is a badge to demonstrate that the SME adopts basic data protection practices and security practices. SME must not use the DPE logo in a manner that contravenes with the logo guidelines.
- 8.3 Upon termination of DPE one stop professional service retainer service, the SME must no longer use the DPE logo, and all materials used in any manner whatsoever by the SME should be promptly destroyed.

## **9. CONTACT**

- 9.1 If you need more information about DPE Programme, please visit [www.imda.gov.sg/dpe](http://www.imda.gov.sg/dpe) or email to [info@imda.gov.sg](mailto:info@imda.gov.sg).