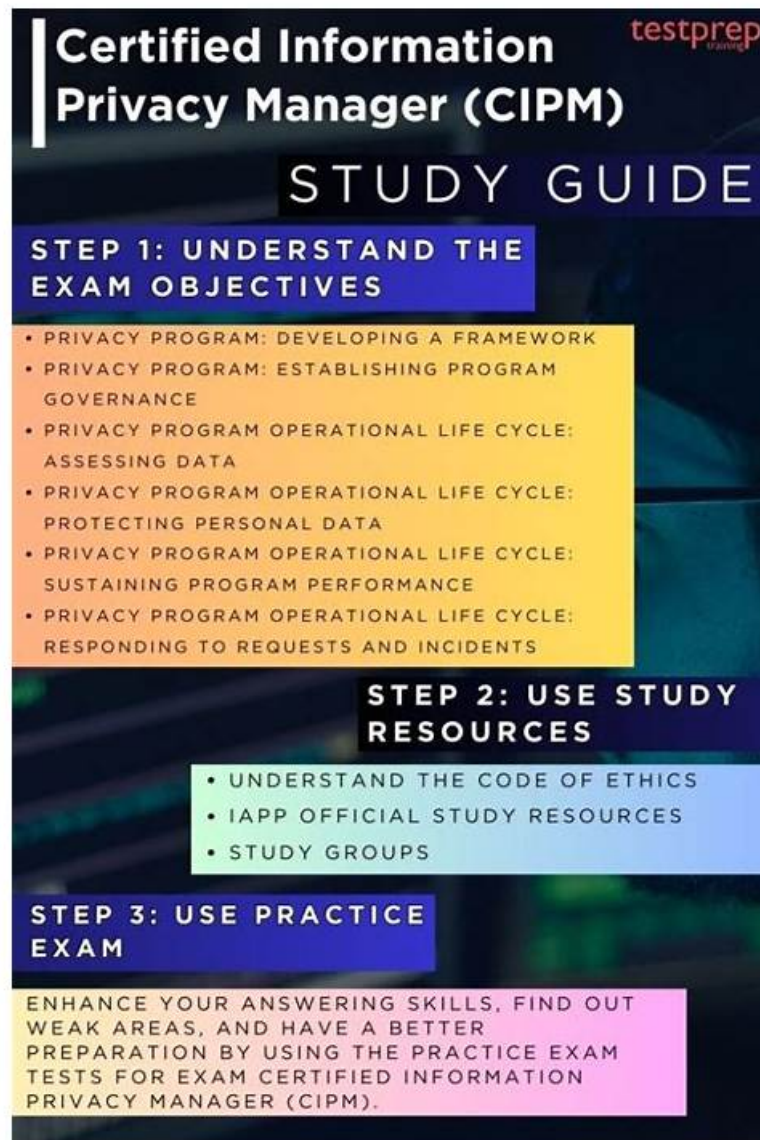


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The CIPM Certification is recognized globally as a benchmark for privacy management professionals. Certified Information Privacy Manager (CIPM) certification demonstrates that an individual has the knowledge and skills necessary to manage an organization's privacy program effectively. It is an essential credential for professionals who work in industries that handle personal information, such as healthcare, finance, and technology. Certified Information Privacy Manager (CIPM) certification not only enhances an individual's career opportunities but also demonstrates their commitment to privacy management best practices.

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IAPP Certified Information Privacy Manager (CIPM) Sample Questions (Q192-Q197):

NEW QUESTION # 192

For an organization that has just experienced a data breach, what might be the least relevant metric for a company's privacy and governance team?

- A. The number of employees who have completed data awareness training.
- B. The number of Privacy Impact Assessments that have been completed.
- **C. The number of security patches applied to company devices.**
- D. The number of privacy rights requests that have been exercised.

Answer: C

Explanation:

Explanation

The number of security patches applied to company devices might be the least relevant metric for a company's privacy and governance team after a data breach. While security patches are important for preventing future breaches, they do not directly measure the impact or response of the current breach. The other metrics are more relevant for assessing how the company handled the breach, such as how it complied with the privacy rights of affected individuals, how it evaluated the privacy risks of its systems, and how it trained its employees on data awareness. References: CIPM Study Guide, page 28.

NEW QUESTION # 193

SCENARIO

Please use the following to answer the next question:

Natalia, CFO of the Nationwide Grill restaurant chain, had never seen her fellow executives so anxious. Last week, a data processing firm used by the company reported that its system may have been hacked, and customer data such as names, addresses, and birthdays may have been compromised. Although the attempt was proven unsuccessful, the scare has prompted several Nationwide Grill executives to question the company's privacy program at today's meeting.

Alice, a vice president, said that the incident could have opened the door to lawsuits, potentially damaging Nationwide Grill's market position. The Chief Information Officer (CIO), Brendan, tried to assure her that even if there had been an actual breach, the chances of a successful suit against the company were slim. But Alice remained unconvinced.

Spencer - a former CEO and currently a senior advisor - said that he had always warned against the use of contractors for data processing. At the very least, he argued, they should be held contractually liable for telling customers about any security incidents. In his view, Nationwide Grill should not be forced to soil the company name for a problem it did not cause.

One of the business development (BD) executives, Haley, then spoke, imploring everyone to see reason.

"Breaches can happen, despite organizations' best efforts," she remarked. "Reasonable preparedness is key." She reminded everyone of the incident seven years ago when the large grocery chain Tinkerton's had its financial information compromised after a large order of Nationwide Grill frozen dinners. As a long-time BD executive with a solid understanding of Tinkerton's corporate culture, built up through many years of cultivating relationships, Haley was able to successfully manage the company's incident response.

Spencer replied that acting with reason means allowing security to be handled by the security functions within the company - not BD staff. In a similar way, he said, Human Resources (HR) needs to do a better job training employees to prevent incidents. He pointed out that Nationwide Grill employees are overwhelmed with posters, emails, and memos from both HR and the ethics department related to the company's privacy program. Both the volume and the duplication of information means that it is often ignored altogether.

Spencer said, "The company needs to dedicate itself to its privacy program and set regular in-person trainings for all staff once a

month." Alice responded that the suggestion, while well-meaning, is not practical. With many locations, local HR departments need to have flexibility with their training schedules. Silently, Natalia agreed.

Based on the scenario, Nationwide Grill needs to create better employee awareness of the company's privacy program by doing what?

- A. Varying the modes of communication.
- B. Communicating to the staff more often.
- **C. Requiring acknowledgment of company memos.**
- D. Improving inter-departmental cooperation.

Answer: C

Explanation:

Explanation/Reference:

NEW QUESTION # 194

SCENARIO

Please use the following to answer the next QUESTION:

You lead the privacy office for a company that handles information from individuals living in several countries throughout Europe and the Americas. You begin that morning's privacy review when a contracts officer sends you a message asking for a phone call. The message lacks clarity and detail, but you presume that data was lost.

When you contact the contracts officer, he tells you that he received a letter in the mail from a vendor stating that the vendor improperly shared information about your customers. He called the vendor and confirmed that your company recently surveyed exactly 2000 individuals about their most recent healthcare experience and sent those surveys to the vendor to transcribe it into a database, but the vendor forgot to encrypt the database as promised in the contract. As a result, the vendor has lost control of the data.

The vendor is extremely apologetic and offers to take responsibility for sending out the notifications. They tell you they set aside 2000 stamped postcards because that should reduce the time it takes to get the notice in the mail. One side is limited to their logo, but the other side is blank and they will accept whatever you want to write. You put their offer on hold and begin to develop the text around the space constraints. You are content to let the vendor's logo be associated with the notification.

The notification explains that your company recently hired a vendor to store information about their most recent experience at St. Sebastian Hospital's Clinic for Infectious Diseases. The vendor did not encrypt the information and no longer has control of it. All 2000 affected individuals are invited to sign-up for email notifications about their information. They simply need to go to your company's website and watch a quick advertisement, then provide their name, email address, and month and year of birth.

You email the incident-response council for their buy-in before 9 a.m. If anything goes wrong in this situation, you want to diffuse the blame across your colleagues. Over the next eight hours, everyone emails their comments back and forth. The consultant who leads the incident-response team notes that it is his first day with the company, but he has been in other industries for 45 years and will do his best. One of the three lawyers on the council causes the conversation to veer off course, but it eventually gets back on track. At the end of the day, they vote to proceed with the notification you wrote and use the vendor's postcards.

Shortly after the vendor mails the postcards, you learn the data was on a server that was stolen, and make the decision to have your company offer credit monitoring services. A quick internet search finds a credit monitoring company with a convincing name: Credit Under Lock and Key (CRUDLOK). Your sales rep has never handled a contract for 2000 people, but develops a proposal in about a day which says CRUDLOK will:

1. Send an enrollment invitation to everyone the day after the contract is signed.
2. Enroll someone with just their first name and the last-4 of their national identifier.
3. Monitor each enrollee's credit for two years from the date of enrollment.
4. Send a monthly email with their credit rating and offers for credit-related services at market rates.
5. Charge your company 20% of the cost of any credit restoration.

You execute the contract and the enrollment invitations are emailed to the 2000 individuals. Three days later you sit down and document all that went well and all that could have gone better. You put it in a file to reference the next time an incident occurs. Which of the following was done CORRECTLY during the above incident?

- **A. The speed at which you sat down to reflect and document the incident**
- B. Finding a vendor who will offer the affected individuals additional services
- C. The process by which affected individuals sign up for email notifications
- D. Your assessment of which credit monitoring company you should hire

Answer: A

Explanation:

This answer is the only thing that was done correctly during the incident, as it shows a good practice of learning from and improving on the incident response process. The speed at which you sat down to reflect and document the incident means that you did not delay or postpone this important step, which can help you to capture and analyze what went well and what could have gone better during the incident, as well as to identify any lessons learned, best practices or recommendations for future incidents. Documenting and reflecting on the incident can also help you to update and improve your privacy policies, procedures and safeguards, as well as to demonstrate your accountability and compliance with any legal or contractual obligations.

NEW QUESTION # 195

Which of the following best demonstrates the effectiveness of a firm's privacy incident response process?

- A. The decrease of mean time to resolve privacy incidents
- B. The increase of privacy incidents reported by users
- C. The decrease of security breaches
- D. The decrease of notifiable breaches

Answer: A

NEW QUESTION # 196

SCENARIO

Please use the following to answer the next QUESTION:

Natalia, CFO of the Nationwide Grill restaurant chain, had never seen her fellow executives so anxious. Last week, a data processing firm used by the company reported that its system may have been hacked, and customer data such as names, addresses, and birthdays may have been compromised. Although the attempt was proven unsuccessful, the scare has prompted several Nationwide Grill executives to Question the company's privacy program at today's meeting.

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Based on the scenario, Nationwide Grill needs to create better employee awareness of the company's privacy program by doing what?

- A. Communicating to the staff more often.
- B. Requiring acknowledgment of company memos.
- C. Varying the modes of communication.
- D. Improving inter-departmental cooperation.

Answer: C

Explanation:

This answer is the best way to create better employee awareness of the company's privacy program, as it can increase the effectiveness and retention of the information by appealing to different learning styles and preferences. Varying the modes of communication can include using different formats and channels, such as posters, emails, memos, videos, webinars, podcasts, newsletters, quizzes, games or interactive modules.

Varying the modes of communication can also help to avoid information overload or duplication, which may cause employees to ignore or disregard the privacy messages. References: IAPP CIPM Study Guide, page 90; ISO/IEC 27002:2013, section 7.2.2

NEW QUESTION # 197

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