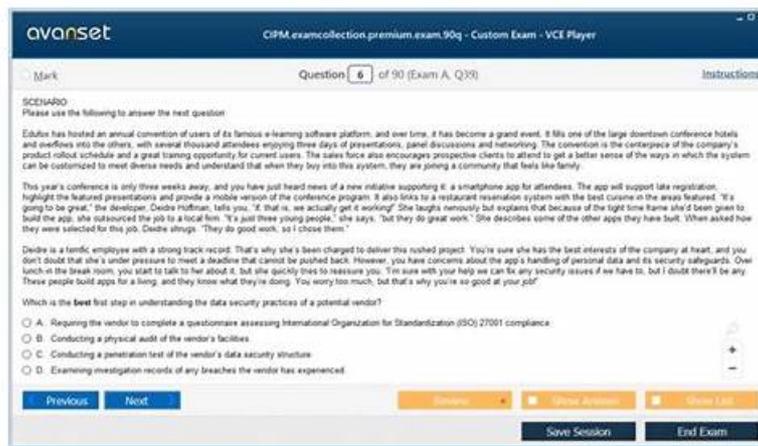


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IAPP Certified Information Privacy Manager (CIPM) Sample Questions (Q144-Q149):

NEW QUESTION # 144

SCENARIO

Please use the following to answer the next question:

John is the new privacy officer at the prestigious international law firm - A&M LLP. A&M LLP is very proud of its reputation in the practice areas of Trusts & Estates and Merger & Acquisition in both U.S. and Europe. During lunch with a colleague from the Information Technology department, John heard that the Head of IT, Derrick, is about to outsource the firm's email continuity service to their existing email security vendor - MessageSafe.

Being successful as an email hygiene vendor, MessageSafe is expanding its business by leasing cloud infrastructure from Cloud Inc. to host email continuity service for A&M LLP.

John is very concerned about this initiative. He recalled that MessageSafe was in the news six months ago due to a security breach. Immediately, John did a quick research of MessageSafe's previous breach and learned that the breach was caused by an unintentional mistake by an IT administrator. He scheduled a meeting with Derrick to address his concerns.

At the meeting, Derrick emphasized that email is the primary method for the firm's lawyers to communicate with clients, thus it is critical to have the email continuity service to avoid any possible email downtime. Derrick has been using the anti-spam service provided by MessageSafe for five years and is very happy with the quality of service provided by MessageSafe. In addition to the significant discount offered by MessageSafe, Derrick emphasized that he can also speed up the onboarding process since the firm already has a service contract in place with MessageSafe. The existing on-premises email continuity solution is about to reach its end of life very soon and he doesn't have the time or resource to look for another solution. Furthermore, the off-premises email continuity service will only be turned on when the email service at A&M LLP's primary and secondary data centers are both down, and the email messages stored at MessageSafe site for continuity service will be automatically deleted after 30 days. Which of the following is NOT an obligation of MessageSafe as the email continuity service provider for A&M LLP?

- A. Security commitment.
- B. Data breach notification to A&M LLP.
- C. Privacy compliance.
- D. Certifications to relevant frameworks.

Answer: D

NEW QUESTION # 145

SCENARIO

Please use the following to answer the next QUESTION:

Ben works in the IT department of IgNight, Inc., a company that designs lighting solutions for its clients.

Although IgNight's customer base consists primarily of offices in the US, some individuals have been so impressed by the unique aesthetic and energy-saving design of the light fixtures that they have requested IgNight's installations in their homes across the globe. One Sunday morning, while using his work laptop to purchase tickets for an upcoming music festival, Ben happens to notice some unusual user activity on company files. From a cursory review, all the data still appears to be where it is meant to be but he can't shake off the feeling that something is not right. He knows that it is a possibility that this could be a colleague performing unscheduled maintenance, but he recalls an email from his company's security team reminding employees to be on alert for attacks from a known group of malicious actors specifically targeting the industry.

Ben is a diligent employee and wants to make sure that he protects the company but he does not want to bother his hard-working colleagues on the weekend. He is going to discuss the matter with this manager first thing in the morning but wants to be prepared so he can demonstrate his knowledge in this area and plead his case for a promotion.

To determine the steps to follow, what would be the most appropriate internal guide for Ben to review?

- A. Code of Business Conduct.
- B. IT Systems and Operations Handbook.
- C. Business Continuity and Disaster Recovery Plan.
- D. Incident Response Plan.

Answer: D

Explanation:

The most appropriate internal guide for Ben to review is the Incident Response Plan. An Incident Response Plan is a document that outlines how an organization will respond to a security incident, such as a data breach, a cyberattack, or a malware infection. An Incident Response Plan typically includes:

- * The roles and responsibilities of the incident response team and other stakeholders
 - * The procedures and protocols for detecting, containing, analyzing, and resolving incidents
 - * The communication and escalation channels for reporting and notifying incidents
 - * The tools and resources for conducting incident response activities
 - * The criteria and methods for evaluating and improving the incident response process
- An Incident Response Plan helps an organization prepare for and deal with security incidents in an effective and efficient manner. It also helps an organization minimize the impact and damage of security incidents, comply with legal and regulatory obligations, and restore normal operations as soon as possible.

The other options are not as relevant or useful as the Incident Response Plan for Ben's situation. The Code of Business Conduct is a document that defines the ethical standards and expectations for the organization's employees and stakeholders. It may include some general principles or policies related to security, but it does not provide specific guidance on how to handle security incidents. The IT Systems and Operations Handbook is a document that describes the technical aspects and functions of the organization's IT systems and infrastructure. It may include some information on security controls and configurations, but it does not provide detailed instructions on how to perform incident response tasks. The Business Continuity and Disaster Recovery Plan is a document that outlines how an organization will continue its critical functions and operations in the event of a disruption or disaster, such as a natural disaster, a power outage, or a fire. It may include some measures to protect or recover data and systems, but it does not focus on

security incidents or threats. References: What Is an Incident Response Plan for IT?; Incident Response Plan (IRP) Basics

NEW QUESTION # 146

SCENARIO

Please use the following to answer the next QUESTION:

As the Director of data protection for Consolidated Records Corporation, you are justifiably pleased with your accomplishments so far. Your hiring was precipitated by warnings from regulatory agencies following a series of relatively minor data breaches that could easily have been worse. However, you have not had a reportable incident for the three years that you have been with the company. In fact, you consider your program a model that others in the data storage industry may note in their own program development. You started the program at Consolidated from a jumbled mix of policies and procedures and worked toward coherence across departments and throughout operations. You were aided along the way by the program's sponsor, the vice president of operations, as well as by a Privacy Team that started from a clear understanding of the need for change.

Initially, your work was greeted with little confidence or enthusiasm by the company's "old guard" among both the executive team and frontline personnel working with data and interfacing with clients. Through the use of metrics that showed the costs not only of the breaches that had occurred, but also projections of the costs that easily could occur given the current state of operations, you soon had the leaders and key decision-makers largely on your side. Many of the other employees were more resistant, but face-to-face meetings with each department and the development of a baseline privacy training program achieved sufficient "buy-in" to begin putting the proper procedures into place.

Now, privacy protection is an accepted component of all current operations involving personal or protected data and must be part of the end product of any process of technological development. While your approach is not systematic, it is fairly effective.

You are left contemplating:

What must be done to maintain the program and develop it beyond just a data breach prevention program? How can you build on your success?

What are the next action steps?

What analytic can be used to track the financial viability of the program as it develops?

- A. Breach impact modeling.
- **B. Return to investment.**
- C. Cost basis.
- D. Gap analysis.

Answer: B

Explanation:

This analytic can be used to track the financial viability of the program as it develops, as it measures the net benefit of the program compared to its cost. It can show how much value the program adds to the organization by preventing or reducing data breaches, fines, lawsuits, reputational damage and other potential costs.

NEW QUESTION # 147

Under the General Data Protection Regulation (GDPR), what must be included in a written agreement between the controller and processor in relation to processing conducted on the controller's behalf?

- A. An obligation on the processor to report any personal data breach to the controller within 72 hours,
- **B. An obligation on the processor to assist the controller in complying with the controller's obligations to notify the supervisory authority about personal data breaches.**
- C. An obligation on both parties to report any serious personal data breach to the supervisory authority
- D. An obligation on both parties to agree to a termination of the agreement if the other party is responsible for a personal data breach.

Answer: B

Explanation:

Explanation

Under the GDPR, a written agreement between the controller and processor in relation to processing conducted on the controller's behalf must include an obligation on the processor to assist the controller in complying with the controller's obligations to notify the supervisory authority about personal data breaches.

This is one of the requirements under Article 28(3)(f) of the GDPR, which specifies the minimum content of such an agreement. The other options are not required by the GDPR, although they may be agreed upon by the parties as additional terms. References: GDPR, Article 28(3)(f).

NEW QUESTION # 148

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. Regarding the credit monitoring, which of the following would be the greatest concern?

- A. The vendor's representative does not have enough experience
- **B. The company did not collect enough identifiers to monitor one's credit**
- C. You are going to notify affected individuals via a letter followed by an email
- D. Signing a contract with CRUDLOK which lasts longer than one year

Answer: B

Explanation:

This answer is the greatest concern regarding the credit monitoring, as it may compromise the accuracy and effectiveness of the service, as well as expose the affected individuals to further privacy and security risks.

The company did not collect enough identifiers to monitor one's credit means that the company only asked for the first name and the last-4 of their national identifier from the enrollees, which may not be sufficient or unique to identify and verify their identity and credit history. This may lead to errors, disputes or inaccuracies in the credit monitoring service, as well as potential identity theft, fraud or misuse of the data by unauthorized or malicious parties.

NEW QUESTION # 149

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