

# DATA PROTECTION OFFICER (DPO) SUPPORT SERVICES

Skrine provides comprehensive support for Data Protection Officers (DPOs) to help organizations navigate the complexities of Malaysia's Personal Data Protection Act 2010 (PDPA).

## 1) DPO Intensive Training

- » Full-Day (6-Hour) Intensive Training – Conducted twice a year (Preliminary Course & Refresher).
- » Small group workshops – Limited to 10 participants per training session, for personalised learning.

### Requirements of a DPO under law

Under Section 5.6 of the DPO Guidelines, appointed DPOs must demonstrate a strong understanding of:

- The PDPA and its legal requirements
- Best practices in data protection, including relevant international laws
- The ability to promote a data protection culture within their organization

Section 5.7 further requires organizations to “ensure their DPOs receive sufficient training to effectively carry out their responsibilities”.

### What the Training Covers:

#### ✔ Seven Data Protection Principles (Consent, Notice & Choice, Disclosure, Security, Retention, Data Integrity, Access)

1. General Principle – Core principles of consent, legitimacy, and proportionality in data processing.
2. Notice & Choice Principle – Guidance on effectively structuring data protection notices and privacy policies to ensure alignment with your organisation's data protection practices.
3. Disclosure Principle – Understanding the requirements for third-party data disclosures, including exemptions and compliance obligations.
4. Security Principle – In-depth analysis of Security Standard requirements, assessing how they align with your organization's internal security measures. Includes best practice type clauses for agreements.
5. Retention Principle – Comprehensive review of Retention Standards, ensuring consistency with your internal data retention policies.

6. Data Integrity Principle – Detailed assessment of Retention Standards in relation to maintaining data accuracy and integrity in your organization.
7. Access Principle – Understanding timelines and procedures for responding to data access and correction requests, including how to determine when exemptions apply.

### ✔ Data Subject Rights (Access, Correction, Withdrawal of Consent, Prevention of Harm, Direct Marketing)

1. Right to Access – Understanding response timelines for access and correction requests, and determining when exceptions apply.
2. Right to Correction – Timelines for processing correction requests, including what falls within scope and what is excluded.
3. Right to Withdraw Consent – Managing data subjects' withdrawal of consent, ensuring compliance while balancing operational needs.
4. Right to prevent processing likely to cause damage/distress – Types of data processing to avoid
5. Right to prevent processing for direct marketing purposes – How to harmonise marketing activities with legal requirements.

### ✔ Cross-Border Data Transfers – Managing restrictions & compliance

### ✔ Exemptions under the PDPA – When consent is required & when exemptions apply

### ✔ Data Breach Notification Guidelines – Preparing & responding to a data breach

### 📌 Training Takeaways

### ✔ Practical Checklists

### ✔ Template Clauses for agreements & contracts

### ✔ Peer Networking – Open discussions with other DPOs

*\*Customised DPO/DPO team trainings are also available upon request.*

## 2) DPO Support Services (Monthly Retainer Package)

We understand that DPOs may face complex, real-world data protection challenges. Our legal support services provide on-demand assistance tailored to your organisation's needs.

### Retainer Packages:

- Up to 2 hours/month
- Up to 4 hours/month
- Up to 5 hours/month

### The Package covers:

- ✓ Covers ad hoc legal advice on PDPA compliance (via email/phone)
- ✓ Standard amendments/updates to policies & agreements
- ✓ Flexible arrangements – Minimum 6-month retainer; ability to scale up/down as needed

### Exclusions:

- ✗ Advising on data breach incidents
- ✗ Handling major complaints/disputes from data subjects
- ✗ Drafting complex data-sharing agreements or large-scale data protection projects

*Out-of-scope work will be quoted upfront.*

## 3) Data Breach Incident Assistance (Fees quoted upfront on a case-by-case basis)

If your organisation experiences a data breach, we can assist with:

- ✓ Regulatory Reporting – Preparing reports for the Personal Data Protection Department (JPDP), police, or other relevant authorities
- ✓ Stakeholder Notifications – Vetting public announcements & notices to minimize legal risk
- ✓ Legal Strategy & Remedial Action – Advising on legal protections & next steps

For more information, please do not hesitate to contact:



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