

Operation Smile

Operation Smile is an international medical charity founded in 1982, working with medical professionals, governments, hospitals and other NGO's to deliver the safest care to every patient.



Business Requirement

GDPR compliance is imperative for Operation Smile. With over 240,000 free surgeries for children having been provided so far, it is vital that all data is stored accurately and fairly for each patient. The manner in which the data is stored is of equal importance and Operation Smile wants to remain as transparent as possible, as well as giving high levels of assurance to the organisation, the ICO and their customers of their compliance position.

When going out to market to find the right partner to work with for this project, Operation Smile also had other criteria that needed addressing. They needed to work with a company who would not only ensure complete GDPR compliance in a timely and efficient fashion, but would also confidently educate them with regards to overall compliance, proactively address internal data protection anxieties and create a clear roadmap template and direction to ensure the organisation could follow a path to stay compliant. After initial discussions with Data Protection People, they felt confident that this was the right partnership to move forward with **“Working with Data Protection People was a great experience for our organisation as we received the expertise and professionalism required to carry out our data protection audit. With the charity sector under such scrutiny it was reassuring to work with an organisation who work with you and provide excellent post audit assistance too. We feel we are in a great position to meet GDPR in 2018 due to the clarity and conciseness of the audit report provided especially the evaluation of the report to help us better understand their audit findings”.**

The Plan

DPP started with an Initial Assessment GDPR Gap Analysis, we wanted to solve their initial worries and compliance issues concerning not having clear direction or a roadmap to work from.

The 2 tier report provided a comprehensive framework for current DPA compliance as well as future GDPR compliance. A 40 page report was supplied giving sufficient detail in terms of next steps to be implemented and guided Operation Smile in how to adhere to the new guidelines under the GDPR. GDPR is a huge topic and can be quite involved, for smaller businesses this does become a worry as to who will wear the “GDPR hat” in-house. DPP being aware of this created a bespoke training programme for staff to be annually implemented to key individuals within the organisation. This process should really cement the progress applied from the GDPR action plan.

Business Match

DPP's understanding of not only Operation Smile's business GDPR requirements, but also taking the time to get to know the company and its staff properly, meant that the work completed tailored itself to the company set up. The road map led to substantial improvement in awareness and understanding within the charity, as to the importance of GDPR and the steps required to stay compliant. This means that all new processes, policies and procedures applied are approached correctly with compliance always in mind. DPP was also able to highlight reinforced good working practice to the staff and work closely with the Information Governance team, internally providing them with professional guidance and support for all elements of compliance, data protection and GDPR. The training also increased awareness amongst the staff and this has helped them become more comfortable when handling DP enquiries and requests. Operation Smile can now regularly support its staff with refresher data protection training courses to guide and raise general awareness of GDPR and consistently maintain high levels of compliance. One of the biggest visible improvements of this is the confidence that Operation Smile now has when addressing the GDPR and an added assurance internally that they now have a robust and compliant framework.