

PRIVACY AWARENESS



Training Program for Telecoms & Cloud Communications Providers

The *CommLaw* Group is pleased to offer Privacy Awareness Training Programs to Telecommunications and Cloud Communications service providers operating in the United States and across the globe.

Unlike the high-level, "cookie cutter" approach to employee privacy training available to businesses through online courses, tutorials, and webinars, The *CommLaw* Group delivers in-depth training that is customized and tailored to your Company, taking into consideration unique factors such as:

- **Type of services and solutions offered**
- **Geographic scope of customer base and users**
- **Company size and budgets**
- **"Online" or "In Person/On-Site"**
- **And more!**

The *CommLaw* Group's Privacy Awareness Training programs deliver what your Company needs to ensure its employees, management and business owners understand how to comply with the privacy rules and regulations specifically applicable to your Company. You will learn the "rules of the road" when it comes to the following:

- 1. Background and principles of data protection**
- 2. Employee and Company responsibilities with respect to the protection, storage, transmission, and use of personal customer data and information**
- 3. Consequences of non-compliance.**

Employee Privacy Training is a recommended "Best Practice" for all businesses, particularly those serving in the communications and information technology sectors, where access, storage, transmission, and use of personal customer data and information is a daily occurrence. Incorporating this "Best Practice" into



"The CPNI training from Marshlian & Donahue was extremely informative and beneficial to the VOIP Networks team. Linda McReynolds is an excellent presenter/trainer of CPNI requirements and she was very instrumental in helping VOIP Networks with our CPNI compliance. I highly recommend Marshlian & Donahue for CPNI training and compliance services."



MARK MOWAD
Executive Vice President and COO

VARIETY OF OPTIONS DESIGNED TO SUIT YOUR NEEDS!

- ✓ **One-Time Training**
- ✓ **Multi-Year, Annual Training**
(available at Reduced Cost)
- ✓ **Online Training**
- ✓ **In-person, On Site Training**
- ✓ **Customized Solutions**
(designed to suit Your Needs)

your Company's routine will result in increased awareness and sensitivity to the issues, requirements, and risks associated with operating in the ever-increasingly digital economy, thus reducing the potential for economic exposure and reputational harm to your business. It may even aid in your Company's qualification for and reduction in costs related to Cyber Risk Insurance.

DO NOT HESITATE - CONTACT THE *COMMLAW* GROUP NOW TO SCHEDULE A FREE CONSULTATION & RECEIVE A NO OBLIGATION "SCOPE OF WORK AND FEE" PROPOSAL!

E-MAIL lgm@CommLawGroup.com | **PHONE** (703) 714-1318 | **WEBSITE** www.CommLawGroup.com

For More Information, Visit The *CommLaw* Group's Information Privacy, Data Security & Consumer Protection Practice:
<https://commlawgroup.com/practices/information-privacy-data-security-and-consumer-protection/>

"THE FCC HAS PRIVACY RULES, AND THOSE RULES ARE NO JOKE. Although the FCC often isn't the first agency people associate with privacy (the Federal Trade Commission considers itself 'the chief federal agency on privacy policy and enforcement'), but where telecommunications carriers are concerned, the FCC has extensive expertise and jurisdiction, and its privacy rules are strong and detailed."

The CommLaw Group's comprehensive Privacy Awareness Training covers best practices and fundamentals, adapted to your company.



WHY A COMPANY MUST TRAIN ITS WORKFORCE ABOUT SECURING PERSONAL & SENSITIVE DATA:

- Comply with law: Protecting personal information, including employee training, is required by laws (HIPAA, CPNI rules, GDPR, other), contracts, public expectation
- Reduce the risk human error. Human error is the weakest link in data security
- Avoid reputational harm, in addition to enforcement and litigation risk, are far worse than the effort a company puts in to cultivate awareness in its workforce



WHAT MUST BE INCLUDED:

- Best practices (hygiene) for data protection and data management, including collection, storage, sharing, retention
- Compliance with applicable laws (HIPAA, GDPR, CCPA, CPNI) – help your employees understand key concepts
 - How to identify personal or sensitive data
 - Learn what rights consumers and individuals might have to their personal data
 - Understand the company's responsibilities under applicable law



- The need for software security, periodic reviews of systems, periodic risk assessments
- Cautionary tales and examples to educate employees about social engineering, identity theft, phishing – give examples and help them to pause before engaging and putting the company and data at risk
- Discuss common sense password protection and screen locking
- Encourage incident response and reporting policy – no-blame escalation until resolution



KEY TAKEAWAYS:

- Instill this awareness in employees with tabletop exercises, cautionary tales, quizzes, ongoing training opportunities
- Keep it simple – make policies clear and easy to follow
- Ongoing privacy awareness training will help employees keep privacy up front – a key consideration for new initiatives
- Encourage communication, questions, incident reporting and response – keep the conversation going



All Employee Training Delivered by The CommLaw Group's Experienced Privacy Law Professionals Led by Linda McReynolds



ABOUT LINDA: Linda McReynolds is Of Counsel with the firm practicing primarily in the areas of telecommunications and privacy law. Ms. McReynolds is a Certified Information Privacy Professional (CIPP/US). Ms. McReynolds counsels clients on issues arising under the Telecommunications Act and other federal, state and international laws and regulations addressing privacy and data security. As a practitioner, she recognizes clients' needs to develop good practices and address compliance with applicable laws while achieving business success in the fast-paced technology and telecommunications sectors. As a CIPP/US professional, Ms. McReynolds assists clients in developing and implementing of privacy and data security policies, information management programs, and managing risks associated with handling personal information without sacrificing a client's business goals.

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