



PENGURUSAN AIR SELANGOR SDN. BHD.
(201401006213)

SCOPE OF WORK

CONSULTANCY SERVICES - DATA PRIVACY AND SECURITY ASSESSMENT FOR PENGURUSAN AIR SELANGOR SDN. BHD.

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1. INTRODUCTION

Pengurusan Air Selangor Sdn. Bhd. (Air Selangor) would like to invite qualified consultants to participate into providing consultancy services - Data Privacy and Security Assessment for Pengurusan Air Selangor Sdn. Bhd

2. OBJECTIVE

Air Selangor is committed to safeguarding the privacy and security of all personal information. In light of the increasing frequency and sophistication of cyber threats, as well as the stringent requirements of data protection regulations, it is urgent that we conduct Data Privacy and Security Assessments. These assessments are critical for several reasons outlined below:

- a) **Enhanced Compliance:** Ensures adherence to data protection laws and regulations, such as PDPA 2010, reducing the risk of legal penalties.
 - b) **Risk Identification and Mitigation:** Proactively identifies and addresses potential data risks, minimizing the likelihood of data breaches and cyber threats.
 - c) **Improved Data Management:** Enhances data governance and management practices, ensuring data is handled efficiently and securely.
 - d) **Trust Building:** Builds trust with customers, stakeholders, and regulators by demonstrating a commitment to data protection and transparency.
 - e) **Cost Savings:** Reduces the financial impact associated with data breaches, including recovery costs, fines, and potential lawsuits.
 - f) **Increased Awareness:** Promotes a culture of privacy and security awareness within the organization, leading to better overall data handling practices.
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3. SCOPE OF WORKS

The scope for this project described as follows: -

a) Conduct Gap Assessment

- i. Conduct organization wide data privacy gap assessment on Air Selangor to assess the extent of its compliance with the PDPA 2010 (inclusive of the newly amended act – if any).
- ii. Develop a short term and long term (2-5 years) strategy roadmap to bridge the gaps and prioritize data protection/privacy programs and initiatives to enhance and comply with PDPA 2010 includes associated amendment of the act, Code Practice for Personal Data Protection for Utilities Sector(water) & regulations to-date.
- iii. Identify and perform data protection impact assessment (DPIA) for critical processes and systems in Air Selangor.

b) Implement the Short-term Consultancy Service Solutions (4th month till 8 months) which may not be limited to:-

- i. Develop Data Mapping/Inventory Assessment on PII data in Air Selangor to facilitate Data Governance Framework and Compliances to associated Data Privacy Laws/Regulations and proposed ways forward programs short terms (4-6 months) and longer terms.
- ii. Develop Data Privacy & Data Governance Framework and Knowledge Transfer
 - Review existing data privacy manuals/documents and develop/enhance for standardized data security manual

covering Personal Identifiable Information (PII) data and critical/sensitive data.

- Develop Data Privacy inclusive of Data Security and Data Governance Framework covering of end-to-end management the data standards.
- Include strategy for data retention and data disposal aligning to regulatory requirements
- Establish strategy for continuous monitoring and enforcement of data security and data privacy measures.
- Assess current program activities for implementation and compliance monitoring of PDPA, Code of Practice Personal Data Protection for Utilities Sector(water).
- Assess current Personal Data Protection(PDP) Ambassador programs coordinated by Customer Experience Department(CXD) and other associated PDP representative/parties in Air Selangor (if any) and recommend for representation/appointment Data Protection Officer (DPO) and/or Privacy Champions in Air Selangor widely to fully comply PDPA 2010 ((inclusive of the newly amended act – if any) and associated rules and regulations.
- Conduct general awareness to all Air Selangor staff and workshop session for relevant data security and privacy roles for current and proposed representatives, PDP Ambassadors and the proposed Data Protection Officers (DPO representatives within Air Selangor) and Data Privacy Champions etc, to educate on the general and specific roles and responsibilities as well as to obtain buy in on the developed Data Privacy & Data Governance framework, standard policies and manuals and associated documents. This also include few sessions with top executives and BOD

- c) Conduct Data Protection Impact Assessment (DPIA) based on five (5) Use Cases identified in Gap Assessments
 - i. Evaluate the current practices, processes and measures related to privacy and data security capability
 - ii. Map out how personal data is collected, stored, used, and shared within your organization to understand the data lifecycle and identifying potential privacy risks.
 - iii. Evaluate the privacy risk associate with current data processing activities and check for compliance to industry standards and relevant privacy laws including PDPA 2010 and its amendments.
 - iv. Propose measures to mitigate identified risks.
- d) To propose further strategies or solutions beyond those mentioned above scopes which directly and indirectly relevant for improving Data Privacy, Data Security and Data Governance in Air Selangor.

4. DELIVERABLES

- a) Data Privacy Gap Assessment report that identifies the gaps in meeting the legal requirements and industry standards.
 - b) Develop a Data Privacy & Protection Strategy Roadmap Document/Report to bridge the gaps and prioritize data protection/privacy programs and initiatives to enhance and comply with PDPA 2010 includes associated amendment of the act, Code Practice for Personal Data Protection for Utilities Sector (water) & regulations to-date.
 - c) High Level Assessment/Report on Data Protection Impact Assessment (DPIA) needs for critical processes and systems in Air Selangor.
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- d) Develop Data Mapping/Inventory Assessment on PII data in Air Selangor to facilitate Data Governance Framework (inclusive of the outline/diagram of data sources, processes, transfer, store, used etc) and compliance remark/status towards associated Data Privacy Laws/Regulations for short terms (4-6 months) and longer terms implementation programs/activities.
- e) Data Security Governance Framework and Standard
- f) Enhancement to existing Data Security Manual, which include requirement of the new amendments in PDPA 2010.
- g) Data Protection Impact Assessment (DPIA) Report which documents the findings of the assessment, including identified risks and proposed mitigation measures.
- h) Workshops and Trainings:
 - i. General awareness training to 5100 employees of Air Selangor on PDPA 2010 (Hybrid – Online and Physical)
 - ii. Workshop/training to educate privacy champions or relevant stakeholders on their roles and responsibilities and obtain their buy in for newly developed/enhanced framework and manual
 - iii. Up to 2 (or more if necessary) Executive briefings to Management and/or board of directors

5. TIMELINE

- a) Tenderer is expected to deliver the deliverables based on timeline below. The details are subject to further review and changes by Air Selangor.

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 SCOPE OF WORKS
 TITLE: CONSULTANCY SERVICES - DATA PRIVACY AND SECURITY ASSESSMENT FOR
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No	Deliverables	Month of Completion							
		Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8
1	Privacy Gap Assessment Report			X					
2	Data Privacy & Protection Strategy Roadmap			X					
3	High Level Assessment/Report on Data Protection Impact Assessment (DPIA) needs			X					
4	Data Security Governance Framework, Standard and Manual					X			
5	Data Mapping/Inventory Assessment Report on PII data								X
6	Data Protection Impact Assessment (DPIA) Report								X
7	Workshop/Training/Briefing			Executive Briefing			Privacy Champions	General Awareness	Executive Briefing

- b) The inception of the initiative and the delivery of all deliverables stated in Para 4 mark the commencement and completion dates respectively.
- c) This Scope of Works recognizes a period of 8 months in duration.