MONTHLY DPO SUPPORT PACK · C0

Monthly DPO support pack: cover, contents and how to read it

Fictional organisation, illustrative only, not a client case study. Quillmarrow Supplies Pte. Ltd. (fictional) is invented. All people are shown by role only.

Organisation	Quillmarrow Supplies Pte. Ltd. (fictional)
Document	C0 · Monthly DPO support pack: cover, contents and how to read it
Version	1.0
Date	12 February 2027 (illustrative)
Prepared by	Alex Lew, reviewer and sign-off
Client approver (role)	Managing Director (approves the final pack)
Label	Fictional organisation, illustrative only, not a client case study

What this pack shows

Quillmarrow Supplies Pte. Ltd. (fictional) is an office-supplies distributor with about 80 staff, a Singapore showroom and warehouse, a web shop and trade accounts. In October 2026 it completed a PDPA programme (the B1 to B16 pack). Its Head of Operations, the appointed Data Protection Officer (DPO), accepted the handover on 2 November 2026 and the Managing Director (MD) acknowledged it the same day.

This pack shows the three months that followed: November 2026, December 2026 and January 2027. The DPO ran the programme. Management made the decisions. The reviewer supported the DPO with a monthly check-in, reviews of drafts and records, and a quarterly report to management. All dates are illustrative.

You appoint your own DPO. I support them. In this pack, every decision and approval is recorded against a Quillmarrow role. The reviewer is never the DPO, is never named as the DPO and does not submit notifications.

Decisions this supports

The pack helps the DPO and management answer five recurring questions. The table shows where each one is answered and which Quillmarrow role decides.

Where each decision is answered

Decision	Answered in	Decided by (role)
Requests, complaints and process changes	C3 request and complaint log; C5 change log	DPO; document approvers as listed in C5
Adding a vendor, system or data use	C4 vendor review record (DV-04)	DPO decides; COO approves
Open actions needing management attention	C2 shared action tracker; C8 quarterly report	MD and COO
What to escalate, and to whom	C1 monthly report; C8 quarterly report	DPO escalates to the COO or MD
Suspected breaches	C7 breach drill record; INC-2026-11 in the December monthly report (C1)	MD and DPO (notification decision)

The quarter at a glance

Measure	What the pack records
Review areas (from B2)	At handover: 3 Red, 6 Amber, 1 Green/Amber, 1 Green. At 31 January 2027: 8 Green, 3 Amber (G-02, G-08, G-09), none Red
Shared actions	15 (DA-01 to DA-15): 8 closed, 1 in progress, 4 open, 2 overdue
Requests and complaints	8 (AR-07 to AR-14): 7 closed within Quillmarrow's own response target in B7, 1 open within that target, 1 acknowledgement late
Incidents	1 (INC-2026-11, 10 December 2026: a statement of account emailed to the wrong B2B customer; deleted by the recipient the same day). The DPO completed the assessment on 11 December 2026; the MD and DPO then recorded a separate decision that it was not notifiable, so no PDPC notification was made
Vendor changes	1 new vendor reviewed (DV-04, evening and weekend customer support). The DPO decided on 18 January 2027 to allow a pilot only if the DA-13 conditions are met; the COO approved on 20 January 2027
Policy and procedure changes	10 (PC-01 to PC-10), each with an approver and a staff communication
Staff	Briefing in December (74 of 80); refresher on 26 January 2027 (71 of 79)
Breach drill	Tabletop on 21 January 2027 against B11; four lessons, one action (DA-14)

These are counts of what the sample documents contain. They are not results or outcomes.

How to read the RAG ratings. The ratings show progress against the B2 action plan. Green means the planned actions for that area are done and evidenced; it is not a statement that Quillmarrow is compliant.

What is in this pack

ID	Document	Client approver (role)
C0	Pack cover, contents and how to read it (this document)	Managing Director (final pack)
C1	Monthly DPO check-in report: December 2026	Head of Operations (DPO)
C2	Shared action tracker (with workbook)	Head of Operations (DPO)
C3	Request and complaint log (with workbook)	Head of Operations (DPO)
C4	Vendor review record: DV-04	Head of Operations (DPO) decides; COO approves
C5	Policy and procedure change log (with workbook)	Head of Operations (DPO)
C6	Staff refresher: session outline and attendance (with workbook)	Head of Operations (DPO) with the HR Manager
C7	Breach drill record	Head of Operations (DPO)
C8	Quarterly data protection report to management	Managing Director

Files and formats

Format	Documents	Use
PDF	C0 to C8	Read-only copies for management and the record
Word (DOCX)	C0 to C8	Editable copies for the DPO to update next month
Excel (XLSX)	C2 action tracker, C3 request log, C5 change log, C6 attendance	The same registers as working spreadsheets

The Excel registers hold the same rows as the PDF and Word versions, at the 31 January 2027 snapshot.

Decisions recorded on 12 February 2027

The MD took all five decisions put to the quarterly meeting. C8 section 6 records each decision, who made it and the follow-up it set.

How to read this pack

1. Start with the **quarterly report (C8)**. It is what the MD sees: the RAG view, open risks, the five decisions needed and the decisions made on 12 February 2027.
2. Read one **monthly report (C1)** to see the rhythm of the service: what was done, what is late, and what was decided at the check-in.
3. Use the **action tracker (C2)** and the **request log (C3)** as the working records behind both reports.
4. Read the **vendor review (C4)** and the **breach drill (C7)** to see how a new vendor and a suspected breach are handled, with decisions kept with Quillmarrow.
5. The **change log (C5)** and the **refresher (C6)** show how changes reach staff.

How the monthly rhythm works

When	What happens	Who
During the month	Owners update the tracker (C2) and the request log (C3); the DPO keeps the incident record and the change log (C5)	DPO and owners
Monthly check-in	60-minute video call: 4 December 2026, 8 January 2027 and 5 February 2027. The monthly report (C1) records what was done, what is late and what was decided	DPO with the reviewer; COO joins for decisions
Quarterly	Report (C8) prepared on 9 February 2027 and presented on 12 February 2027; the MD records the decisions	DPO prepares with the reviewer; MD decides
Breach drill	Tabletop on 21 January 2027 (C7); next drill planned for July 2027	DPO leads; MD joins for the decision step

What ran late

Item	Original date	What happened	Where
Showroom consent record method (DA-02)	13 Nov 2026	Revised to 4 Dec 2026; closed 2 Dec 2026	C2
Notices for job applications, showroom and CCTV (DA-04)	13 Nov 2026	Revised to 11 Dec 2026; closed 9 Dec 2026	C2, C5
ShopCloud admin MFA (DA-06)	13 Nov 2026	Closed 19 Nov 2026, late	C2
Harbour IT admin access review (DA-07)	13 Nov 2026	Revised to 31 Jan 2027; closed 22 Jan 2027	C2
B8 retention decisions	15 Dec 2026	Approved 18 Dec 2026, 3 days late, except RS-02, RS-12 and RS-13	C5, C8
AR-13 acknowledgement	3 working days	Acknowledged in 5 working days; the response itself was on target	C3
Retention decisions for RS-02, RS-12, RS-13 (DA-08)	31 Jan 2027	Overdue at the snapshot; decided by the MD on 12 Feb 2027	C2, C8
DV-01 addendum (DA-10)	15 Dec 2026	Revised to 31 Jan 2027; overdue at the snapshot	C2, C8

Open risks and what happens next

Three areas stayed Amber at 31 January 2027. Each has an owner and a dated next step.

Open risk	Ref	Owner	Next step
About 600 older showroom sign-ups without consent records	G-02; DA-03	MD with the DPO; Head of Marketing keeps them suppressed	Delete by 31 March 2027, as the MD decided

Open risk	Ref	Owner	Next step
Retention positions for RS-02, RS-12 and RS-13 not approved at the snapshot	G-08; DA-08	DPO with the Finance Director	B8 v1.2 by 28 February 2027
DV-01 data protection addendum unsigned	G-09; DA-10	COO	Signed by 31 March 2027, or the COO brings alternatives

Other next-quarter work: DV-04 conditions confirmed before 1 March 2027 (DA-13), refresher catch-ups by 26 February 2027 (DA-15), the RS-10 visitor-log clean-up by 28 February 2027 (DA-09), planning the annual policy review, and the next breach drill in July 2027. Check-ins are planned for 5 March and 2 April 2027.

Reference IDs used in this pack

Prefix	Meaning	Where it is kept
B1 to B16	Documents from the October 2026 PDPA programme (for example B7 access and correction procedure, B8 retention schedule, B11 breach response plan)	Quillmarrow's policy folder
G-01 to G-11	Review areas from the B2 gap assessment, rated Red, Amber or Green	C1 and C8
DA-	Shared actions	C2
AR-	Access, correction and complaint requests	C3
DV-	Vendors that handle personal data	C4 and the vendor register
RS-	Record types in the retention schedule	B8
PC-	Policy and procedure changes	C5
INC-	Incidents and suspected breaches	Incident log; C1 and C7

Roles

Role	Part in the monthly support
Head of Operations	Quillmarrow's appointed DPO; runs the programme, approves C1 to C7 and prepares C8 with the reviewer's support
Managing Director (MD)	Takes the quarterly decisions, approves the final pack and decides on notification with the DPO
Chief Operating Officer (COO)	Programme sponsor; joins check-ins when a decision is needed; approved the DPO's DV-04 pilot decision on 20 January 2027; follows up DA-10
Action owners	Update their actions in C2 and file the evidence
Reviewer	Supports the DPO with the monthly check-in, reviews of drafts and records, and the quarterly management report. Is not the DPO, makes no decisions for Quillmarrow and submits no notifications

The breach rule used throughout

A breach is notifiable if it is likely to cause significant harm to the people affected, or affects 500 or more people. Quillmarrow assesses a suspected breach quickly and records when the assessment was completed. If a breach is notifiable, Quillmarrow tells the PDPC as soon as practicable and no later than 3 calendar days after assessing that it is notifiable. Where significant harm is likely, it tells the affected people as soon as practicable, on or after notifying the PDPC. A data intermediary tells Quillmarrow without undue delay. The assessment and the decision to notify are recorded separately. The public explanation is at alexlew.live/faq.html#faq-breach-deadlines.

Approvals and status

Item	Client approver (role)	Status in this sample
C1 monthly report (December)	DPO	Approved after the 8 January 2027 check-in
C2 action tracker; C3 request log; C5 change log	DPO	Status at 31 January 2027
C4 vendor review (DV-04)	DPO decides; COO approves	DPO decision 18 January 2027; COO approval 20 January 2027
C6 staff refresher	DPO with the HR Manager	Held 26 January 2027; catch-ups due 26 February 2027 (DA-15)
C7 breach drill record	DPO	Drill held 21 January 2027; lesson tracked as DA-14
C8 quarterly report and this pack	MD	Decisions recorded 12 February 2027

The reviewer reviews and signs off each deliverable before issue as a quality check. Quillmarrow's DPO and management make every decision and approval.

Limits of this pack

- The pack includes one monthly report (December 2026, C1) as the worked example. The November and January reports used the same format and are summarised in C8 rather than reproduced. The January figures are the 31 January 2027 snapshot in C2, C3 and C8.
- Facts are client-reported unless a document records the evidence seen.
- Questions that need a legal view, such as contract wording, transfer safeguards or periods set by law, went to Quillmarrow's own lawyer or accountant and are not answered here.
- The support did not include an emergency hotline, forensic work, penetration testing or changes to live systems.
- Missing evidence is listed, owned and dated in C2 rather than assumed.

References

These are the guidance documents the pack works from. No section, regulation or paragraph numbers are quoted.

- Personal Data Protection Act 2012 (PDPA).
- Personal Data Protection (Notification of Data Breaches) Regulations 2021.
- PDPC Advisory Guidelines on Key Concepts in the PDPA.
- PDPC Guide on Managing and Notifying Data Breaches under the PDPA (C.A.R.E.: Contain, Assess, Report, Evaluate).
- PDPC Advisory Guidelines on the Do Not Call Provisions.
- ASEAN Model Contractual Clauses, mentioned as one option for transfer safeguards.

Version and sign-off

Item	Detail
Version	1.0, issued 12 February 2027 after the quarterly meeting
Pack prepared by	Head of Operations (DPO), with the reviewer, 9 February 2027
Final pack approved by	Managing Director, 12 February 2027
Prepared with support from	The reviewer, who is not Quillmarrow's DPO
Distribution	MD, COO and DPO. Action owners receive the parts they own
Classification	Internal and confidential to Quillmarrow (in this sample, fictional)
Evidence	Kept by Quillmarrow in its records: the approved B documents, the incident record and decision log, the request files and the vendor file. The pack points to the evidence; it does not replace it

Item	Detail
Next pack	The February to April 2027 quarter, after the next quarterly meeting

About this sample

Fictional organisation, illustrative only, not a client case study. Quillmarrow Supplies Pte. Ltd., its people, vendors, findings and dates are invented. Nothing in this document reports a client result.

I personally review and sign off every deliverable. You appoint your own DPO. I support them.

This is practical compliance support, not legal advice. For legal advice, use a Singapore-qualified lawyer.

What's not included

- Acting as, being named as or replacing your DPO.
- Legal advice, legal representation or submitting regulatory notifications on your behalf.
- Certification or a guarantee of compliance.
- An emergency hotline or a substitute for your own incident-response arrangements.
- Forensic investigation, penetration testing, security engineering or administering your systems.
- Holding your customer database or making changes to live systems.
- Rebuilding the whole PDPA programme, a new AI governance review or a major new project (these need a separate scope and quote).
- Healthcare-sector work or on-site delivery.

Questions about this sample: DM @alewyl1 on X, or ask for a free intro call (coffee chat).