MONTHLY DPO SUPPORT PACK · C1

Monthly DPO check-in report: December 2026

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	C1 · Monthly DPO check-in report: December 2026
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Date	11 January 2027 (illustrative)
Prepared by	Alex Lew, reviewer and sign-off
Client approver (role)	Head of Operations (DPO)
Label	Fictional organisation, illustrative only, not a client case study

Prepared for the check-in on 8 January 2027 by the Head of Operations, Quillmarrow's appointed Data Protection Officer (DPO), with the reviewer's support.

1. Summary

- The showroom consent-record method went live on 2 December. DA-02 closed before its revised date of 4 December, but after its original target of 13 November.
- The last of the new notices was completed when CCTV signage was installed on 9 December (the job-application notice had been in use since 20 November and the showroom notice since 2 December). DA-04 closed on 9 December, before the revised date of 11 December agreed by the COO.
- The MD approved B8 on 18 December, except for RS-02, RS-12 and RS-13. Advice from Quillmarrow's accountant and lawyer is awaited before those decisions can be completed.
- The DV-01 data protection addendum remained unsigned at the check-in. Its original target of 15 December was missed; interim data minimisation has applied since 7 December.
- INC-2026-11 was assessed on 11 December. The MD and DPO separately recorded a decision that it was not notifiable; the corrective action is DA-12.
- The COO is asked to confirm revised dates for DA-07 and DA-10. The DPO is asked to approve the C4 review approach; the MD is to be informed of the recorded incident decision and the planned drill.

2. Work done in December

The table records work completed or events occurring during December. Open follow-up is carried in C2 and, where relevant, C3 and C4.

Item	Ref	Owner	Done on	Evidence
Showroom consent-record method went live.	DA-02; G-02	Head of Marketing	2 December 2026	Method in use. DA-02 closed after the original target of 13 November, before the revised date of 4 December.
Staff briefing held in two sessions.	B15	DPO	3 and 10 December 2026	Attendance record: 74 of 80 staff attended.
CCTV overwrite cycle checked.	G-08; RS-09	Showroom Supervisor	3 December 2026	Supervisor verified the reported overwrite cycle of about 30 days.
Telemarketing complaint received and number added to the internal do-not-call list.	AR-10; G-11	DPO with Head of Marketing	4 December 2026	DNC check record and internal suppression; reply issued on 9 December.

Item	Ref	Owner	Done on	Evidence
Data sent to the Malaysia fulfilment partner reduced.	DA-10; DV-01	COO	7 December 2026	Customer email addresses no longer sent; name, delivery address, phone and order lines remain in the delivery data.
Job-application and showroom notices completed, and CCTV signage installed.	DA-04; PC-06; G-04	DPO	9 December 2026	Notice and signage completion. DA-04 closed before the COO's revised date of 11 December.
CCTV purpose and access statement approved.	PC-07; G-03	MD	10 December 2026	B5 annex B, v1.2. Staff-related use requires prior DPO and HR Manager review.
Misaddressed statement incident assessed and decision recorded.	INC-2026-11; DA-12	DPO and MD	10–11 December 2026	Recipient's deletion confirmation, assessment and separate decision record.
ShopCloud hosting and backup regions confirmed.	DA-11; DV-02	IT Manager	14 December 2026	ShopCloud's written confirmation; B10 transfer note updated.
NightDesk proposed for out-of-hours customer support.	DV-04; C4	Head of Customer Service	14 December 2026	Proposal to review Helpdesk access, order lookup and the overseas element.
Older showroom sign-ups suppressed from marketing.	DA-03; G-02	MD with DPO	16 December 2026	MD decision covering about 600 sign-up cards without consent records.
Vendor questionnaire sent to NightDesk.	DV-04; C4	Head of Customer Service	17 December 2026	B9 questionnaire sent.
Retention schedule approved, with three decisions outstanding.	PC-08; G-08; DA-08	MD	18 December 2026	B8 v1.1 approval, excluding RS-02, RS-12 and RS-13 pending advice.
Briefing catch-up completed by five absentees.	B15	DPO	By 22 December 2026	Recording completion record. One member of staff remained on long-term leave.

3. Requests and complaints

C3 contains the continuing request and complaint log. The table below covers the three matters received in December; status is shown for the 8 January check-in.

Ref	Received	Type	Status at check-in	On target
AR-10	4 December 2026	Complaint: telemarketing call to an SME owner's mobile	Closed. The number was added to the internal do-not-call list on receipt; reply sent on 9 December.	Yes. The check record showed that the number was not registered at the check date.
AR-11	7 December 2026	Access: showroom CCTV footage	Closed. The customer was told in writing on 14 December that no footage was held; it had been overwritten before the request arrived.	Yes
AR-12	15 December 2026 by DV-01; 16 December by Quillmarrow	Access: Malaysia delivery records	Closed. DV-01 forwarded the request within one working day; Quillmarrow acknowledged it on 17 December and responded on 6 January 2027.	Yes: response took 21 calendar days from Quillmarrow's receipt.

The AR-12 forwarding time follows the arrangement agreed with DV-01 after AR-06. The earlier delay and agreement are tracked under DA-05.

4. Incidents

Facts: INC-2026-11

On 10 December 2026 at 15:05, a Finance officer emailed a B2B customer's statement of account to a different B2B customer with a similar name. The statement named one sole-proprietor contact, including their name and business mobile number, and listed invoice amounts for that business.

The unintended recipient confirmed deletion in writing on 10 December at 16:30. The Sales Manager told the customer about the incident as a courtesy.

Assessment

The DPO completed the assessment on 11 December 2026 at 11:00. The record identified one individual, no data in the prescribed classes and no significant scale. The assessment is kept separately from the notification decision.

Decision and follow-up

The MD and DPO recorded their separate decision on 11 December 2026 at 14:00: the incident was **not notifiable**. No notification was made to the PDPC or the individual. The recorded assessment and decision should be retained with the incident evidence; legal questions should be confirmed with a Singapore-qualified lawyer.

DA-12 assigns the IT Manager to implement an external-recipient warning and delayed send for the Finance team's mail. It is due on 15 January 2027. The MD is to be shown the existing decision record at this check-in; the notification decision has already been made.

5. Vendor and system changes

ShopCloud, DV-02. On 14 December 2026, ShopCloud confirmed in writing that primary hosting is in Singapore and encrypted backups are in Japan, covered by its data processing terms. The B10 transfer note was updated and DA-11 closed. The Japan backup remains an overseas element to document in the transfer review; any legal questions should go to Quillmarrow's Singapore-qualified lawyer.

Tanjung Contoh Logistics, DV-01. The data protection addendum was not signed by the original target of 15 December. It was sent to DV-01 on 6 January 2027. From 7 December, customer email addresses have not been sent to the partner; the delivery data remains limited to name, delivery address, phone and order lines. This is an interim measure, not a substitute for resolving the addendum. DA-10 is with the COO for a revised date.

NightDesk, DV-04. The Head of Customer Service proposed NightDesk on 14 December for evening and weekend web-shop support. The proposed access covers Helpdesk tickets and chat, and read-only ShopCloud order lookup. Agents would work from Singapore and Manila, so the review needs to address the overseas transfer as well as access and contractual safeguards.

The B9 questionnaire was sent on 17 December and answers were received on 8 January 2027. Their review and the supporting evidence should be recorded in C4 before any pilot proceeds. The proposed AI reply-suggestion feature also needs review; it is not to be assumed approved.

6. Open risks

Ratings below are the check-in view, not a conclusion about legal compliance. C2 carries the action owners and dates.

Risk	Ref	Owner	Rating Red/ Amber/ Green	What is being done
DV-01 continues to receive delivery data while its data protection addendum is unsigned. The original 15 December target was missed.	G-09; DA-10	COO	Amber	Interim minimisation has applied since 7 December. The addendum was sent on 6 January; the COO is asked to agree a revised target of 31 January 2027.
Retention decisions for RS-02, RS-12 and RS-13 remain outstanding.	G-08; DA-08	MD with DPO and Finance Director	Amber	Accountant and lawyer advice is awaited. The MD will decide after advice; accounting and tax retention questions go to Quillmarrow's advisers.
About 600 older showroom sign-ups lack consent records.	G-02; DA-03	MD with DPO	Amber	The MD directed suppression from all marketing on 16 December. Deletion or a single re-permission message remains for decision after lawyer advice.
Harbour IT's administrator access review remains outstanding after the original 13 November target.	G-07; DA-07	IT Manager	Amber	Review the access and retain evidence. The COO is asked to agree a revised target of 31 January 2027.

Risk	Ref	Owner	Rating Red/ Amber/ Green	What is being done
NightDesk's proposed access and Manila operations have not yet been reviewed to completion.	DV-04; C4	Head of Customer Service	Amber	Review the questionnaire answers and supporting evidence against B9, including transfer, breach notification, deletion, access and AI feature points. Do not treat a proposed pilot as unconditional approval.

7. Decisions needed at this check-in

1. **COO:** Confirm 31 January 2027 as the revised target for the Harbour IT access review, DA-07, and the DV-01 addendum, DA-10. Both original targets have passed.
2. **DPO:** Approve the approach for the C4 review of DV-04, using B9 and identifying evidence and contract points for Quillmarrow's lawyer before a pilot proceeds.
3. **MD:** Receive the already-made INC-2026-11 assessment and separate notification decision record. Note that the tabletop drill is planned for 21 January 2027; the check-in is not being asked to remake the incident decision.

8. Decisions and approvals recorded

Recorded at the check-in on 8 January 2027 (DPO and reviewer; COO joined for decisions):

Item	Recorded	Where tracked
DA-07 and DA-10 target dates revised to 31 January 2027	Revised dates recorded in C2	C2
DV-04 review to continue under B9; the questionnaire answers arrived on 8 January 2027	Contract points go to Quillmarrow's lawyer; the decision stays with the DPO	C4
Breach tabletop drill to run on 21 January 2027 against B11 v1.0	DPO leads	C7

Report approved by: Head of Operations (DPO), 11 January 2027
Prepared with support from: the reviewer (not the DPO)

9. Next month's focus

- Complete the Harbour IT administrator access review under DA-07 by the revised date of 31 January 2027.
- Follow up the DV-01 addendum under DA-10, maintaining the interim reduction in data sent while it remains unsigned.
- Obtain accountant and lawyer advice for RS-02, RS-12 and RS-13 and prepare DA-08 for the MD's decision.
- Review the DV-04 questionnaire and evidence in C4, including the Manila transfer and proposed AI feature; record outstanding conditions.
- Complete DA-12 for Finance mail and run the B11 tabletop drill on 21 January, keeping assessment and decision records separate.
- Maintain suppression of the older showroom sign-ups pending the MD's decision after lawyer advice, and continue request tracking in C3.

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).