MONTHLY DPO SUPPORT PACK · C2

Shared action tracker

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	C2 · Shared action tracker
Version	1.0
Date	5 February 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

1. How the tracker works

This is the single shared list of actions arising from the data protection programme and monthly DPO check-ins. It brings together the actions, their owners, original and revised dates, status, evidence and any decisions needed. It should be read alongside the monthly check-in reports in C1 and the quarterly management report in C8.

The Head of Operations, as Quillmarrow's appointed DPO, owns the tracker and reviews it at each monthly check-in. Each action owner updates the status and progress for their own action, including any delay, decision needed or evidence available. The reviewer supports the DPO by reviewing records and recording advice; the reviewer does not approve or close actions for Quillmarrow.

The original due date remains visible throughout an action's life. A revised date requires COO agreement and is shown next to the original date so that a change does not obscure lateness against the original target. The tracker identifies who agreed the revised date. Where that information is missing, it should be confirmed rather than assumed.

An action is **Closed** only when the evidence of completion has been filed. A reported completion, a draft document or an intention to complete the work is not enough on its own. Actions that depend on management decisions remain visible until the relevant decision and required follow-up are recorded.

2. Status at 31 January 2027

Status	Actions
Closed	8

Status	Actions
In progress	1
Open	4
Overdue	2
Total	**15**

The two overdue actions are **DA-08**, concerning retention decisions for RS-02, RS-12 and RS-13, and **DA-10**, concerning the unsigned DV-01 data protection addendum. The three decisions needed are the treatment of the older showroom sign-ups (**DA-03**), the outstanding retention positions (**DA-08**) and the next step for DV-01 (**DA-10**). These matters go to the management meeting on 12 February 2027, as set out in C8. Until then, the older sign-ups remain suppressed from marketing and the DV-01 interim data-minimisation measure remains in place.

3. Rules for closing an action

- The owner confirms that the action described in the tracker has been completed, including any conditions attached to it.
- The owner files the supporting evidence and records enough detail in the tracker for the DPO to locate it.
- The DPO reviews the completion and evidence before the status is changed to **Closed**.
- The closure date and any lateness against the original or revised date remain visible.
- Where a decision has been made but implementation is still required, record the decision and keep the implementation work visible.

The full tracker follows.

Tracker, part 1: actions, owners and dates

ID	Source	Action	Owner role	Raised	Due	Revised due	Status	Closed on
DA-01	G-01	Publish the DPO business contact and complaints route.	DPO	2 Nov 2026	30 Nov 2026	None	Closed	27 Nov 2026
DA-02	G-02	Put in place a consent-record method for new showroom sign-ups.	Head of Marketing	2 Nov 2026	13 Nov 2026	4 Dec 2026 (COO)	Closed	2 Dec 2026
DA-03	G-02	Decide how to dispose of about 600 older showroom sign-up cards that have no consent record.	MD with DPO	16 Dec 2026	26 Feb 2027	None	Open	
DA-04	G-04	Publish the job-application and showroom sign-up notices and install CCTV signage.	DPO	2 Nov 2026	13 Nov 2026	11 Dec 2026 (COO)	Closed	9 Dec 2026
DA-05	G-05 / AR-06	Close AR-06 and agree that DV-01 forwards requests within one working day.	DPO	2 Nov 2026	30 Nov 2026	None	Closed	25 Nov 2026
DA-06	G-07 / DV-02	Enable MFA for Fictional ShopCloud administrator accounts.	IT Manager	2 Nov 2026	13 Nov 2026	None	Closed	19 Nov 2026
DA-07	G-07 / DV-03	Complete a review of Fictional Harbour IT administrator access.	IT Manager	2 Nov 2026	13 Nov 2026	31 Jan 2027 (COO)	Closed	22 Jan 2027
DA-08	G-08 / RS-02 / RS-12 / RS-13	Confirm the retention decisions for RS-02, RS-12 and RS-13 after accountant and lawyer advice.	MD with DPO and Finance Director	2 Nov 2026	31 Jan 2027	None	Overdue	
DA-09	G-08 / RS-04 / RS-10	Dispose of declined credit applications and complete the visitor-log clean-up.	Finance Director and Warehouse Manager	18 Dec 2026	28 Feb 2027	None	In progress	
DA-10	G-09 / DV-01	Obtain DV-01's signed data protection addendum.	COO	2 Nov 2026	15 Dec 2026	31 Jan 2027 (COO)	Overdue	
DA-11	G-09 / DV-02	Obtain and record evidence of Fictional ShopCloud's hosting and backup regions.	IT Manager	2 Nov 2026	15 Dec 2026	None	Closed	14 Dec 2026
DA-12	INC-2026-11	Turn on an external-recipient warning and a short delayed send for the Finance team's mail.	IT Manager	10 Dec 2026	15 Jan 2027	None	Closed	13 Jan 2027
DA-13	C4 / DV-04	Complete the conditions required before the DV-04 pilot starts.	Head of Customer Service	18 Jan 2027	28 Feb 2027	None	Open	
DA-14	C7 drill	Update B11 to add the ShopCloud incident contact, COO as deputy decision-maker and a calendar-day reminder.	DPO	21 Jan 2027	15 Feb 2027	None	Open	
DA-15	C6 refresher	Complete the refresher catch-up for staff who missed the 26 Jan session.	HR Manager	26 Jan 2027	26 Feb 2027	None	Open	

Tracker, part 2: evidence, decisions and latest update

ID	Status	Evidence (filed or needed)	Decision needed	Update at 31 Jan 2027
DA-01	Closed	Filed: website contact published 12 Nov 2026; B5 policy approved by the MD 20 Nov 2026; complaints process documented 27 Nov 2026.	None	Closed on target on 27 Nov 2026. The DPO contact was published on 12 Nov and the complaints process documented on 27 Nov.
DA-02	Closed	Filed: showroom sign-up form with a consent record field, in use from 2 Dec 2026; DPO check of the first entries.	None (the follow-on decision on older sign-ups is DA-03)	The consent-record method went live on 2 Dec 2026: late against the original 13 Nov target, within the 4 Dec date. Older sign-ups without a consent record are a separate decision, tracked in DA-03.
DA-03	Open	Needed: MD decision after lawyer advice and a dated deletion record if deletion is selected.	MD, with DPO, to decide whether to delete the cards or send a single re-permission message after lawyer advice.	The MD directed on 16 Dec 2026 that the cards be suppressed from all marketing. The delete-or-re-permission decision remains open pending lawyer advice.
DA-04	Closed	Filed: job-application notice dated 20 Nov 2026, showroom sign-up notice dated 2 Dec 2026 and CCTV signage installed 9 Dec 2026.	None	All listed notices and signage were in place by 9 Dec 2026, before the revised target of 11 Dec.
DA-05	Closed	Filed: DV-01 written agreement dated 25 Nov 2026 to forward requests within one working day; AR-06 recorded as closed 18 Nov 2026.	None	AR-06 was closed on 18 Nov 2026, late, mainly because DV-01 took 9 days to forward it. DV-01 agreed in writing on 25 Nov to forward requests within one working day.
DA-06	Closed	Filed: ShopCloud admin settings record dated 19 Nov 2026 showing MFA required for administrator accounts.	None	MFA was enabled on 19 Nov 2026, six days after the original target.
DA-07	Closed	Filed: administrator access review completed 22 Jan 2027; two dormant administrator accounts removed.	None	The revised target was 31 Jan 2027. The review was completed on 22 Jan and two dormant administrator accounts were removed.
DA-08	Overdue	Needed: MD decision recorded for RS-02, RS-12 and RS-13 and B8 v1.2 issued.	MD to confirm the retention positions for RS-02, RS-12 and RS-13; decision is on the 12 Feb 2027 agenda.	Accountant and lawyer advice was received on 20 Jan 2027. The MD decision was not made by the 31 Jan due date and is on the 12 Feb agenda.
DA-09	In progress	Filed so far: RS-04 disposal record dated 25 Jan 2027. Needed: disposal record for the RS-10 visitor-log clean-up.	None	RS-04 declined credit applications were disposed of on 25 Jan 2027 with a disposal record. The RS-10 visitor-log clean-up remains due by 28 Feb 2027.
DA-10	Overdue	Needed: signed DV-01 data protection addendum and updated B10 transfer record.	If the addendum is still unsigned on 28 Feb 2027: continue under interim minimisation with a further deadline, or cut the Malaysia fulfilment data to a minimum and look at alternatives. For the MD on 12 Feb 2027.	The addendum was sent to DV-01 on 6 Jan 2027 and remained unsigned on 31 Jan, missing the revised date. Interim minimisation has applied since 7 Dec 2026: customer email addresses are no longer sent to DV-01.
DA-11	Closed	Filed: Fictional ShopCloud written confirmation dated 14 Dec 2026 that primary hosting is in Singapore and encrypted backups are in Japan; B10 transfer note updated.	None	Written hosting and backup-region evidence was received on 14 Dec 2026 and the B10 transfer note was updated.
DA-12	Closed	Filed: IT Manager's change record dated 13 Jan 2027 and a test email showing the warning.	None	Closed on 13 Jan 2027, ahead of the 15 Jan due date. The action arose from INC-2026-11, a statement of account emailed to the wrong B2B customer on 10 Dec 2026.

ID	Status	Evidence (filed or needed)	Decision needed	Update at 31 Jan 2027
DA-13	Open	Needed: missing vendor evidence received; lawyer's contract points agreed; AI reply suggestions off; access limited to ticket and order-lookup roles; B9 and B3 updated.	DPO to confirm all conditions are met before the pilot; COO approval dated 20 Jan 2027 is subject to DA-13.	The DPO's decision on 18 Jan was to proceed to a three-month pilot from 1 Mar 2027 only if the conditions are met. The COO approved subject to those conditions on 20 Jan; DA-13 remains open and on track.
DA-14	Open	Needed: B11 v1.1 approved by the MD, with the ShopCloud incident contact, the COO as deputy decision-maker and a calendar-day reminder on the form.	MD to approve B11 v1.1 (on the 12 Feb 2027 agenda)	The 21 Jan 2027 tabletop drill found that participants first counted working days, nobody had ShopCloud's incident contact and B11 named no deputy decision-maker. The DPO has drafted B11 v1.1 for MD approval on 12 Feb 2027.
DA-15	Open	Needed: attendance or completion record for the recorded session and completed five-question check for the eight staff who missed the 26 Jan session.	None	Eight staff were absent from the 26 Jan 2027 refresher, mostly warehouse night shift and leave. They are to complete the recorded session and five-question check by 26 Feb 2027.

Review and sign-off

Step	Who	Date
Owners updated their actions for the 31 January snapshot	Action owners	By 31 January 2027
Tracker reviewed and statuses confirmed against filed evidence	Head of Operations (DPO)	3 February 2027
Tracker reviewed at the January check-in	DPO and COO, with the reviewer	5 February 2027
Overdue items and decisions needed to go to management	DPO, in C8	Quarterly meeting, 12 February 2027

Version history: v1.0, status at 31 January 2027, issued 5 February 2027. The tracker is updated before every monthly check-in; earlier snapshots are kept under B8.

Next update: before the March check-in on 5 March 2027, adding the decisions taken at the 12 February 2027 quarterly meeting and the follow-up they need.

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).