

## How GDPR impacts on the NGOs?

### Results from a survey conducted

#### Overview of respondents:

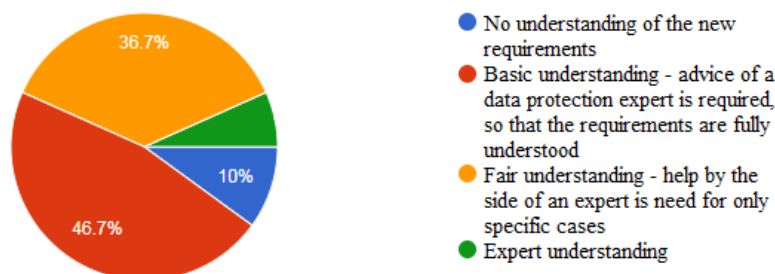
- **30 civil society organizations** participated in the survey.
- **Main spheres of activity**, in which they work, are education (40%), social services (40%), advocacy and campaigns (30%).
- **56%** of the organizations have employed less than 5 people paid staff and **20%** indicated that they did not have any paid employees.
- **56,7%** of the respondents have not employed a data protection officer or other employee to conduct only data protection activities. In those organizations these activities are conducted by people, who combine the responsibilities related to data protection with their main responsibilities.

## IMPLEMENTATION OF THE GDPR REQUIRMENTS

### *Where do the organizations face challenges the most?*

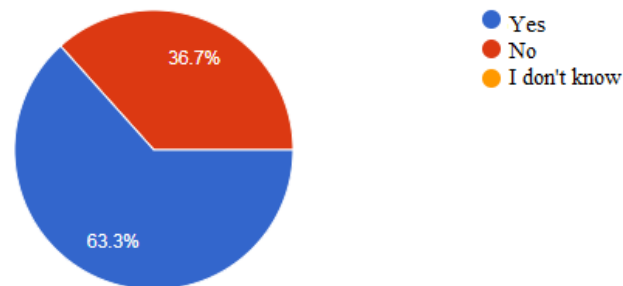
**46.7%** of the respondents defined their **understanding of the new regulations** for data protection as **basic**. Thus, they need the support of a **data protection expert** to be able to manage with the implementation of the new requirements. Other **36.7%** stated that they had **fair understanding** and that they needed the advice of an expert regarding specific cases only. **10%** of the organizations indicated that they had **no understanding** of the new requirements.

How would you rate your organization's understanding of the new EU data protection requirements under the General Data Protection Regulation (GDPR)?



With regards to the question whether the organizations experienced any **challenges** in relation to the new requirements for data protection **63.3 %** replied in the affirmative.

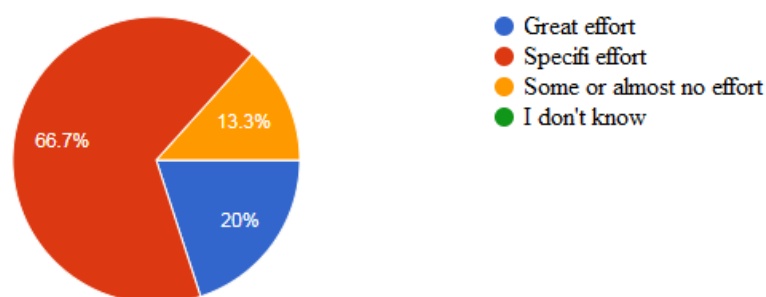
Generally speaking, has your organization experienced any challenges in relation to the new EU data protection requirements as of May 2018 (such as increased administration, new rules difficult to understand, lack of resources, etc.)?



As **most challenging** organizations indicated **obtaining the individuals' consent** (40%) and **determining the legal basis** for the legitimate processing of their personal data (20%).

**66.7%** of the respondents confirmed that complying with the GDPR requirements required **some effort** and according to other 20% - even **a great deal of effort** associated with expenditure of time, human and financial resources.

Has complying with the GDPR provisions required efforts from your organization, such as increased time being spent on data protection requirements, increase of the human and/or financial resources required for compliance?



73.3 % of the respondents indicated that they have put an effort in adopting and revising internal policies and rules. 63.3% published or revised their confidentiality policy/declarations. 40% revised and/or required new consent from their mailing lists subscribers. Slightly more than 3% did not implement any changes.

## IMPACT ON THE WORK OF THE ORGANIZATIONS

### *How do the new requirements impact on the daily work of the civil society organizations?*

53.3% of the respondents, considered that implementing the GDPR requirements **did not impact** on the daily efficiency of their work. Only 6.7% assessed their work as **a lot less efficient**. An equal percentage of the organizations (6.7%) stated that their work is **a lot more efficient** as a result of the implementation of the new requirements for data protection.

The responding organizations indicated some **positive changes** as well in relation to the impact of the GDPR, such as:

- Revision and updating of work processes/procedures;
- The participants in events feel safer knowing that their personal data is protected;
- Facilitation in the work process, as the volume of personal data collected is decreased to the minimum – only the most important data.

Some of the **negative changes** related to the implementation of the GDPR according to the responding organizations are:

- Complexity and increased bureaucratic procedures;
- Increased workload and time, that are to be spent by the processing the documentation;
- Hindrances in the activities as some participants in events, donors and partners refuse their personal data to be processed.

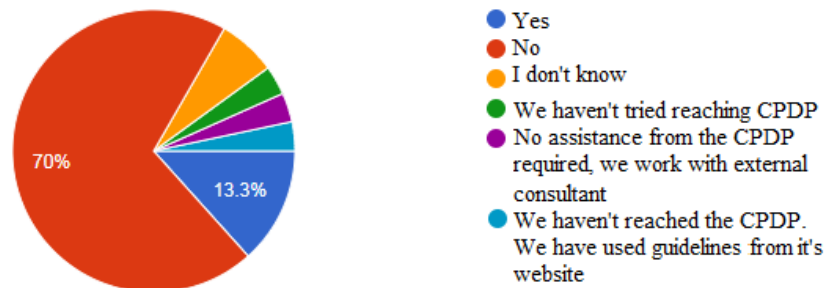
## SUPPORT FOR AND ADVICES ON COPING WITH THE NEW REQUIREMENTS

### *Where do organizations receive support from in order to meet the data protection requirements?*

According to the answers of 70% of the respondents the Commission for Personal Data Protection (CPDP) did not provide any assistance or advice in relation to the application of the GDPR, 13.3 % did not know about such assistance or did not seek it from the CPDP and 13.3% received such assistance. 23.3 % of the respondents indicated that they received online/web

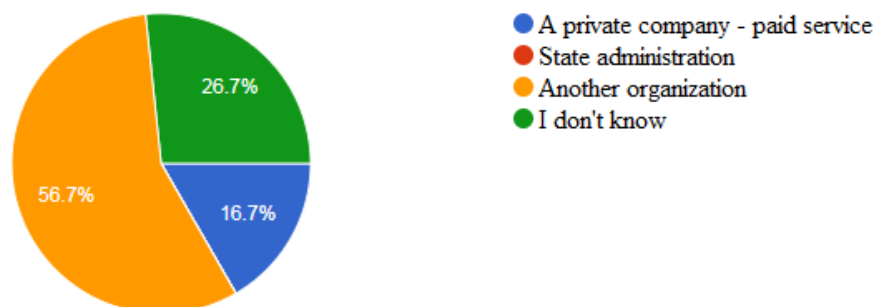
based information and **3.3 %** stated clearly that they used guidelines from the Commission's website. **10 %** indicated that they received some kind of training.

**Has the Commission for Personal Data Protection (CPDP) provided assistance or advice to your organization about the implementation of the GDPR (e.g. a leaflet, online information, a helpline or training)?**



**70 %** of the respondent stated that their organization **received advice or information from another source**. **56,7 %** shared that they received such information from **another organization**, and **16,7%** had to get paid advice from a **private company**.

**What was that other source of information/advice?**

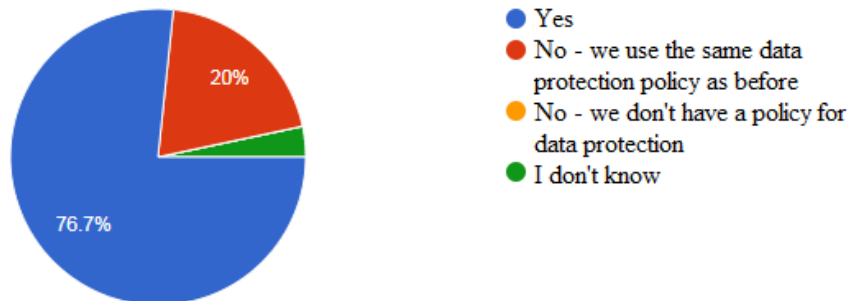


## DATA SECURITY

***How concerned are the organizations for the security of the personal data they process?***

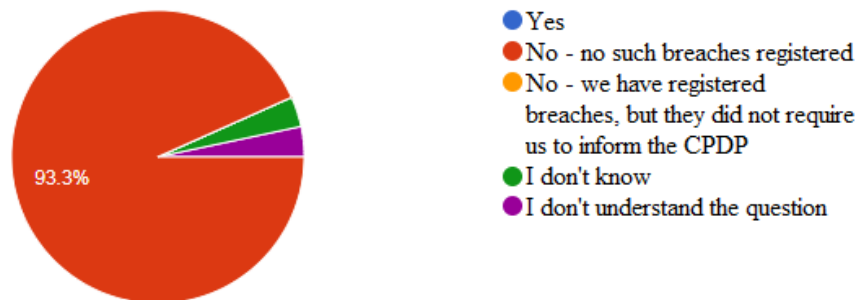
**76.7%** of the respondents stated that they have adopted a new data protection policy in relation to the entering into force of the GDPR. **20%** use their current policy.

Has your organization adopted a new data protection policy following the adoption of the GDPR?

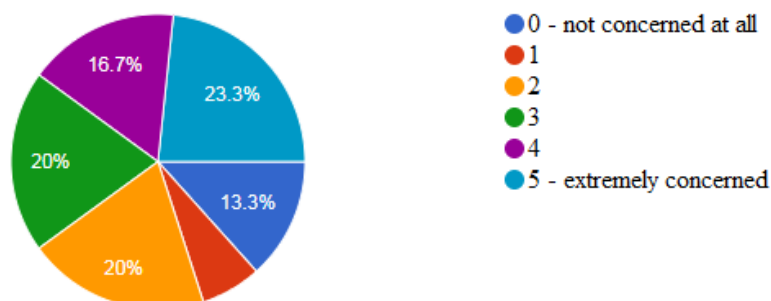


93,3 % of the respondents indicated that there were no breaches of the personal data, stored by them, as of May 2018.

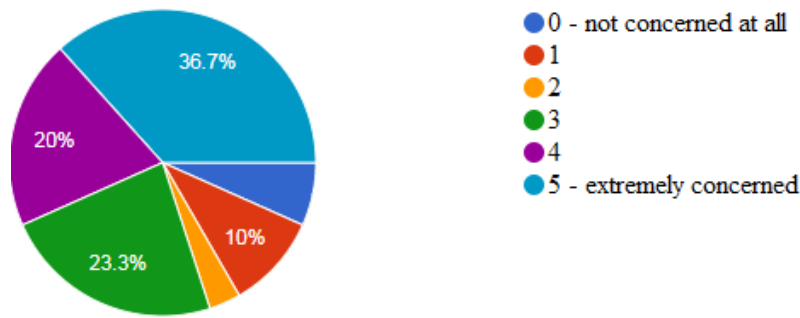
A data breach is any accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data (Art 33 GDPR). Has your organization reported to the Commission for Personal Data Protection (CPDP) such a breach since May 2018?



To the question whether the surveyed organizations are concerned about government surveillance targeting the personal information, store by them, **40%** replied that they were extremely or highly concerned about such a surveillance. **20%** of the respondents are concerned a little or not at all.



To the question whether the surveyed organizations are concerned about any other forms of unauthorized access to the personal data their organization stores **56.7 %** replied that they are extremely or highly concerned about the security of the data they process. **16.7%** in total is the number of the respondents that are concerned a little or not at all.

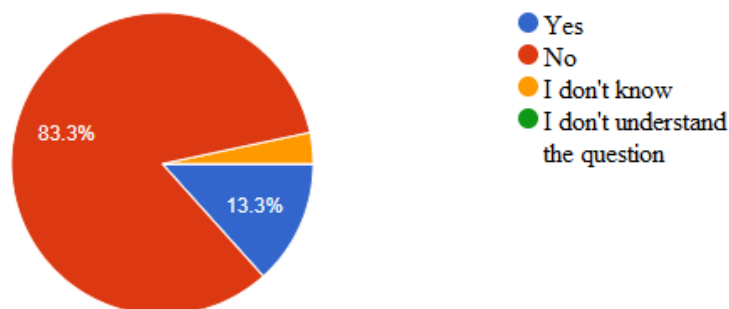


## EXERCISING AND PROTECTION OF THE NATURAL PERSONS RIGHTS (THE DATA SUBJECTS)

*Do natural persons exercise their rights to access, modification and/or deletion of their personal data?*

**83.3%** of the respondents indicated that as of the present moment they had not received requests from natural persons for access, modification and/or deletion of the personal data stored by these organizations. **13.3%** of the organizations shared that they had received such requests and that **6.7%** of these requests were for deletion of personal data.

Since May 2018, have you received requests from natural persons for access, modification and/or deletion of their personal data?



As of May 2018 until the present moment **only one** organization had received a complaint from a natural person for protection of that person's personal data.

To the question whether the surveyed organizations had filed a complaint on their own behalf, 90% responded that it was not necessary for them to file such complaint.

