

**PRIVACY DISPUTE RESOLUTION SERVICES  
PRIVACY SHIELD IRM ANNUAL REPORT  
AUGUST 1, 2019, TO JULY 31, 2020**

Privacy Dispute Resolution Services (PDRS) is an Independent Recourse Mechanism (IRM) supporting the EU-U.S. and Swiss-U.S. Privacy Shield Frameworks (Frameworks). PDRS submits this annual report to the International Trade Administration of the U.S. Department of Commerce (Department) to meet the requirements established in the frameworks to publish aggregate statistics regarding dispute resolution services provided. *E.g.*, see [Privacy Shield Supplemental Principal 11\(d\)\(iii\)](#).

### **Executive Summary**

This report is of activity provided by PDRS from August 1, 2019, to July 31, 2020.

### **Organizations Presently Enrolled**

No organizations were presently enrolled during the reporting period.

### **Privacy Shield-Related Verification Services**

PDRS does not provide Privacy Shield-related verification services as provided in the [Supplemental Principle on Verification](#).

### **Privacy Shield-Related Guidance Provided**

PDRS provides an independent recourse mechanism by offering organizations a) annual registration to designate PDRS as the organization's IRM to meet the Frameworks' requirements; and b) dispute resolution services that are readily available to individuals with complaints and disputes, by reference to the Frameworks' principles, at no cost to the individual; including:

- annual registration as the organization's IRM;
- verification to the Department of the organization's registration with PDRS as IRM;
- complaint and inquiry intake;
- complaint review and verification;
- investigation and expeditious resolution of unresolved complaints and disputes;
- prompt response to inquiries and requests for information from the Department regarding the organization.

## **Privacy Shield-related Compliance Activities**

PDRS did not offer or provide compliance activities for enrolled organizations during the reporting period.

## **Requirements for Participation PDRS's Privacy Shield-related Dispute Resolution Program**

Organizations registering with PDRS as IRM agree:

- to self-certify with the Department to join the Privacy Shield Frameworks and designate PDRS as the organization's IRM;
- to provide and maintain with PDRS current and complete contact information responding to PDRS regarding Privacy Shield-related complaints and inquiries and the organization's registration with PDRS;
- to provide and maintain with PDRS the current URL of the organization's privacy policy;
- to identify PDRS as the IRM in the organization's privacy policy;
- to pay PDRS the annual IRM registration fee;
- to otherwise keep current the organization's registration with PDRS;
- to respond promptly to PDRS regarding the organization's registration with PDRS and regarding any complaints or inquiries.

## **Privacy Shield-related Complaint Process**

A complaint can be filed with PDRS by contacting PDRS via email at [Complaint@PrivacyDisputeResolution.com](mailto:Complaint@PrivacyDisputeResolution.com).

## **Complaint Eligibility Requirements and Review Process**

In compliance with the Frameworks' requirements, when a complaint or inquiry is received, PDRS provides to the individual:

- information needed to file the complaint;
- full and readily available information about how the dispute resolution procedure works;
- notice about PDRS's privacy practices, in conformity with the Privacy Shield Principles;
- the timeframe for processing the complaint (PDRS will work with the individual and the organization to process and resolve the dispute within 60 days of receipt of the complaint).

During the initial stages of the intake process, PDRS seeks to determine:

- whether the individual’s complaint or inquiry is regarding an organization registered with PDRS as its IRM;
- the individual’s basis for making the Privacy Shield-related complaint or inquiry;
- whether the complaint or inquiry is regarding non-human resources data;
- whether the individual had previously contacted the organization regarding the complaint or inquiry;
- whether the complaint is “obviously unfounded or frivolous.” See [Supplemental Principle 11\(d\)\(i\)](#).

During the initial stages of the intake process, for purposes of providing its annual report, PDRS also seeks to determine whether the complaint meets the following criteria considered by Department guidelines as establishing eligibility for a Privacy Shield-related complaint:

1. complainant is an EU or Swiss individual (*i.e.*, individual submitting on his/her own behalf or on behalf of a minor of whom the individual is the parent or guardian);
2. complaint concerns an organization enrolled in IRM’s Privacy Shield-related dispute resolution program;
3. complaint concerns an organization participating in DOC-administered Privacy Shield program;
4. complaint alleges that an organization has violated the Privacy Shield Principles with respect to complainant’s own personal data (*i.e.*, individual’s own personal data or personal data of the minor of whom the individual is the parent or guardian).

By prior arrangement with a registered organization, PDRS may provide review of complaints based on eligibility requirements established by organizations pursuant to [Supplemental Principle 11\(d\)\(i\)](#). During the reporting period, no additional eligibility requirements have been established by any organizations registered with PDRS.

Possible remedies for violation of Privacy Shield Principles may include: reversing or correcting the effects of non-compliance; future processing by the organization in conformity with the Principles; and that processing of the personal data of the individual who brought the complaint will cease. The range of sanctions includes: publicity for findings of non-compliance; the requirement to delete data; suspension and removal of a seal, compensation for individuals for losses incurred as a result of non-compliance; and injunctive awards.

### **Privacy Shield-related Complaints Received**

No Privacy Shield-related complaints were received during the reporting period.

**Types of Complaints Received**

No Privacy Shield-related complaints were received during the reporting period.

**Dispute Resolution Quality Measures**

No Privacy Shield-related complaints were received during the reporting period.

**Outcomes of Complaints Received**

No Privacy Shield-related complaints were received during the reporting period.

Please contact [admin@PrivacyDisputeResolution.com](mailto:admin@PrivacyDisputeResolution.com) with any questions regarding this report.