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| **Job title:** Data Privacy Analyst | **Location:** London (Hybrid) |
| **Function:** Legal – Privacy Team  **Reports to:** Deputy Data Privacy Manager | **No. of direct reports:** N/A  **No. of non-direct reports:** N/A |
| **Budgetary responsibility:** N/A | **NGR/P&L:** N/A |
| **Purpose of role** | |
| With the introduction of GDPR in May 2018 and the increase in global data privacy legislation, Entain are expanding their data privacy capability with the addition of a new Data Privacy Analyst. The role will report into the Deputy Data Privacy Manager supporting both operational and project activities across the group, with the support of the Privacy Lawyers and the Chief Privacy Officer.  In addition to supporting business driven projects from a privacy perspective, the Data Privacy Analyst will be deeply involved in defining and implementing the group Data Governance strategy in collaboration with representatives from compliance, marketing, technology & products and information security  This is an opportunity for employees who have a keen interest in data protection or pursuing a career within the field. Full training is provided, plus the potential opportunity to travel.  This role will report into the Deputy Data Privacy Manager and support a variety of operational and project activities within the data privacy team. | |
| **Key responsibilities** | |
| **Data Subject Access Requests (DSAR) Management**   * Picking up and escalating customer DSARs to the UK DSAR or LRG team. * Completing acknowledgement letters with information specific to requests. * Carrying out 2nd stage reviews on our redaction tool of all DSARs (including CCTV) to ensure any exemptions have been applied correctly (including documents withheld from disclosure). * Make any further redactions necessary. * Completing response letters with information specific to requests, particularly on exemptions applied. * Uploading the information to Egress. * Updating the DSAR log. * Liaising with the UK DSAR team throughout the process and to assist with any queries. * Escalating any complaints, claims of no response to DSARs, threats to go to the regulator, issues with deadlines not being met or litigious claims to the team. * Investigating 3rd party requests for DSAR’s.   **Deletion Requests**   * Picking up and escalating customer deletion requests to the UK DSAR or LRG team. * Completing response letters with information specific to requests. * Where assigned to request (e.g. response letter being issued), ensure any eligible requests for deletion are actioned through anonymisation process. * Updating the SharePoint logs. * Liaising with the UK DSAR and LRG team throughout the process and to assist with any queries. * Escalating any complaints, claims of no response to requests, threats to go to the regulator, issues with deadlines not being met or litigious claims to the team. * Keeping on top of eligible requests on SharePoint requiring anonymisation. * Investigating 3rd party requests for deletions.   **Query Management**   * Picking up all queries in the data protection inbox (internal and external), including unsubscribe requests. * Escalating or dealing with any urgent requests without delay. * Escalating any data breaches, complaints, claims of no response to DSRs, requests from lawyers, threats to go to the regulator, litigious claims or queries unsure of to the team for advice / guidance.   **Additional support (depending on performance)**  **Data Mapping and Record of Processing Activities (ROPA)**   * Liaising with the business to obtain information on data processing activities. * Populating the OneTrust tool and assessments with relevant information. * Sharing the completed information within the team for sign-off / approval. * Ensuring the information is correctly reflected in the ROPA.   **Data Protection Impact Assessments** **(DPIA)**   * Liaising with the business to obtain information on high-risk data processing activities. * Carrying our Legitimate Interest Assessments (LIA) and threshold assessments, where required. * Identifying where DPIAs are required, e.g. as part of the supplier due diligence process or data mapping, either as part of new projects or new / existing processes. * Escalating any risks or questions to the DPO, as well as to submit for approval. * Share finalised assessments with the business to highlight key risks / recommendations and where required, having a call with the business to go through. * Following up on actions in line with monitoring plan / review date. * Ensuring the information is correctly reflected in the ROPA.   **Supplier Due Diligence**   * Reviewing and completing supplier due diligence assessments on behalf of the privacy team. * Liaising with the business and suppliers to understand the nature of the processing and questioning the answers to confirm if they are correct. * Create a summary of findings and recommendations / actions based on the risks to the business. * Sending final contracts to the legal team for signing. * Uploading fully executed contracts to OneTrust. * Keeping track of any backlog of supplier assessments and escalating to the team / Procurement to keep up to date.   **Project Support**   * Where required, administrative and operational support may be sought as part of new projects within the privacy team. * This may include, but is not limited to, the following:   + Mergers and Acquisition integration   + License Changes / Migrations   + Safer Gambling Projects   + Tooling   + Process Creation / Improvements   + Programme Gaps | |
| **Specialist skills and experience** | |
| **Essential**   * New to / limited experience in privacy but with a strong administrative and organisational background in a regulatory environment. * Keen interest in data privacy and willingness to learn new skills and build knowledge in the area. * Advanced knowledge and experience with Microsoft Office, in particular Outlook, Word, Excel and PowerPoint. * Multi-tasker and proactive self-starter. * Solid work approach and has the capacity to fulfil responsibilities with limited supervision whilst maintaining effective communications with the Deputy Data Privacy Manager. * Strong oral and written communication skills to correspond with both customers and senior stakeholders across various teams and departments. * Process orientated and excellent attention to detail. * High degree of discretion and confidentiality in handling often sensitive team and business issues. * Customer-oriented person with the ability to educate the business who may not be familiar with data privacy principles.   **Desired**   * Some experience or knowledge of data protection or the General Data Protection Regulation (GDPR). * Experience working in a data privacy or related team. * Experience with Microsoft office, project management tools, data visualization and privacy tools (e.g. OneTrust). * Prior experience of configuring and maintaining OneTrust data privacy tool. * Relevant professional qualifications will be considered, although not a requirement, e.g. IAPP CIPM, CIPP/E. | |
| **Competencies / behaviours** | |
| * **Ethics & Integrity:** Demonstrates high integrity and sound ethics. The ability to act with integrity to support the goals of the Group and the Entain LCD. Pattern of consistent ethical behaviour, which fosters trust and demonstrates credibility; doesn't sacrifice long-term integrity or viability to deal with short-term pressures. * **Client Service:** Demonstrates concern for meeting the needs and expectations of clients by providing the necessary information in a clear, concise and timely manner. Provides the necessary advice and resources to resolve client concerns and remove obstacles to the business. * **Personal Skills:** Takes into account the concerns, feelings, motives, strengths, and limitations of others. Acts in accordance with understanding and respect for all colleagues and internal and external clients. * **Organizational Skills:** Establishes appropriate processes and procedures to assure achievement of specific business objectives or goals. Understands the need to properly allocate time and resources effectively and to prioritize tasks. * **Verbal and Written Communication:** Demonstrates the ability to clearly communicate thoughts and ideas both verbally and in writing. Uses grammar, organization, vocabulary and structure properly. Uses different forms of communication when appropriate to enhance the understanding of the interested parties. * **Technical Skills:** Demonstrates solid technical skills appropriate for the position. * **Accountability and Perseverance:** Takes responsibility/accountability for the position and matters entrusted to him/her by supervisor. Follows through on matters to bring them to a timely and complete conclusion. * **Initiative:** Takes on new projects or learning opportunities without having been directed to do so. Is self-motivated and shows passion and interest in accomplishing goals and exceeding expectations. * **Teamwork:** Understands and respects the contributions of all members of the department. Properly identifies interested parties whether colleagues, supervisors or clients and is willing to share information and seek appropriate input. Collaborates to achieve results taking into consideration all who may be affected by the result. * **Professionalism:** Contributes to a positive work environment that is conducive to and supportive of Entain LCD goals and that consistently and appropriately reflects Entain LCD’s role as a professional service organization. * **Adaptability:** Ability to respond willingly to the demands of the moment even if pulled away from original plans. * **Resourcefulness:** Ability to respond creatively and effectively to problems or obstacles that may arise in completing an assigned task, especially in difficult situations, through familiarity with available resources (internally or externally) or devising other ways to do something you do not know how to do or cannot do because of the lack of resources thereof. | |
| Diversity and equal opportunities:  As a global employer, Entain is committed to providing a safe, fun, and inclusive culture where our people feel like they truly belong.  We are a multicultural business that values, celebrates and respects individual differences, so whatever your sexuality, gender, gender identity, ability, age, race, religion or belief, you will have a voice here, and the space to do your best work.  Our diverse internal networks provide the support for you to express your views and make a positive difference, all for the good of entertainment. | |