

EADPP Certification for Data Protection Professionals

Candidate Handbook

Table of Contents

1.	Purpose of the Candidate Handbook.....	2
2.	About the EADPP Certification	2
3.	About EADPP	6
4.	Exam Registration Process.....	7
	4.1 Purchasing an Exam.....	7
	4.2 Enrolment.....	8
	4.3 Cancellations and Refunds.....	9
5.	Candidate Rules and Guidelines.....	10
	5.1 Exam Language.....	10
	5.2 Exam Modalities.....	10
	5.3 Exam Retake Policy	10
	5.4 Identification Document.....	11
	5.5 Special Accommodations.....	11
	5.6 Privacy, Data Protection, and Security	12
	5.7 Exam Integrity.....	13
	5.8 Code of Professional Conduct	13
	5.9 Confidentiality Agreement.....	14
	5.10 Specific Candidate Rules and Guidelines.....	15
	5.11 Disclaimer	18
6.	Permanent Education Programme.....	19
7.	EADPP Membership.....	19
8.	Appeals, Complaints, and Disputes	20

1. Purpose of the Candidate Handbook

This Candidate Handbook assists candidates in better preparing for their EADPP Certification for Data Protection Professionals exam. The purpose of this Handbook is to inform candidates about the following:

- EADPP Certification for Data Protection Professionals, including its learning objectives, Body of Knowledge and Skills (BOKS), and additional benefits;
- EADPP's vision and mission;
- Exam registration process and procedures;
- Candidate rules and guidelines;
- Permanent Education Programme;
- EADPP membership; and
- Appeals, complaints, and disputes.

For more information on the content of the EADPP Certification, please refer to the Syllabus, which is available for download [here](#).

2. About the EADPP Certification

The EADPP Certification is deeply rooted in the European Union (EU)'s robust data protection landscape. The EU has been at the forefront of shaping data protection regulations and standards, with the introduction of the GDPR being a landmark achievement. It is an inclusive Certification, developed and managed by European data professionals, welcoming participation from data protection professionals worldwide. Non-EU professionals and organisations can greatly benefit from the EADPP Certification as it provides them with valuable insights into the EU's data protection culture, enabling them to navigate compliance requirements when dealing with EU personal data processing.

Beyond compliance, the EADPP Certification emphasises the crucial intersection of data protection, privacy, and cybersecurity. There is no privacy without cybersecurity, and a data

protection professional with expertise in both areas is better equipped to develop effective risk management strategies. By understanding and addressing the risks organisations face, such professionals can create policies and procedures that go beyond regulatory compliance to ensure a strong and proactive data protection framework.

A professional with expertise in cybersecurity, policies, and procedures knowing how to create a privacy culture will have a broader range of skills and knowledge than a Data Protection Officer (DPO), who may be more narrowly focused on compliance with data protection regulations. This broader expertise can be valuable in a variety of roles, including consulting, auditing, and policy development. By obtaining this Certificate, the candidate demonstrates a holistic approach to data protection and privacy fundamental cornerstones; including Legislation, Compliance Mechanisms, Information Security, and Work Plan; and acknowledges practical skills on how to make them work in a business environment.

In summary, a data protection professional who successfully completes the EADPP Certification exam, demonstrates their ability to ensure high-quality implementation of data protection measures beyond the legal aspects, ensuring a comprehensive and effective approach to privacy and security.

2.1 Learning Objectives

The recommended number of learning and training hours depends on the candidate's prior knowledge of and/or work experience with the five principal domains summarised in the Privacy Enablers' Body Of Knowledge and Skills (BOKS) (see Section 2.2).

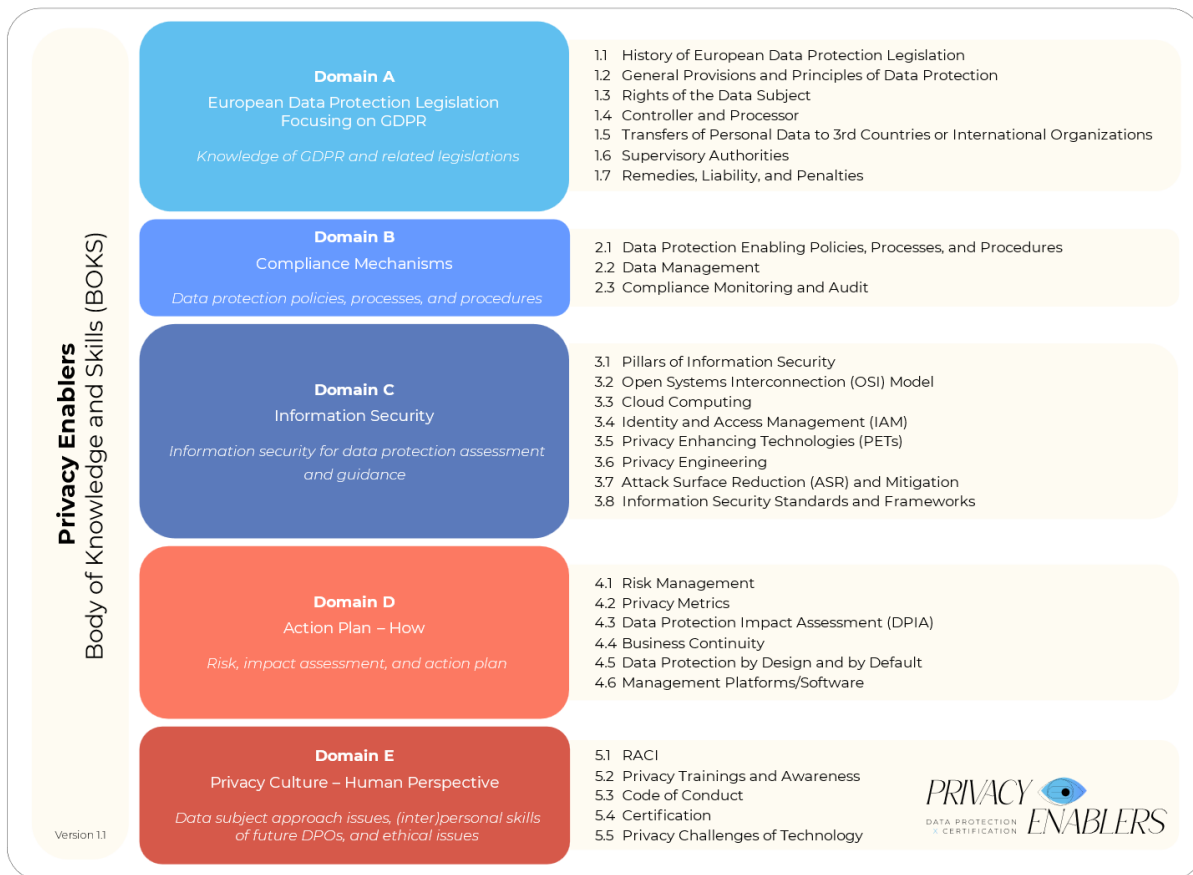
Privacy Enablers' Acknowledged Training Partners can support candidates with [tailored trainings](#).

The EADPP Certification is driven by the following learning objectives:

		<i>Domain A: European Data Protection Legislation</i>	<i>Domain B: Compliance Mechanisms</i>	<i>Domain C: Information Security</i>	<i>Domain D: Action Plan</i>	<i>Domain E: Privacy Culture</i>
<i>Learning objectives</i>	<i>Knowledge Remember and understand</i>	<ul style="list-style-type: none"> - Understand the evolution of European data protection legislation - Know GDPR concepts 	<ul style="list-style-type: none"> - Understand the requirements for GDPR compliance - Basic concepts of data governance 	Understand basic principles of information security	<ul style="list-style-type: none"> - Privacy risks - Different data protection frameworks 	Understand building blocks of privacy culture
	<i>Skills Apply</i>	Be able to apply knowledge of legislation to particular situations in business environment	Be able to conduct gap analysis	Implement technical measures and integrate necessary safeguards into the processing	Make contextual analysis	Create awareness programme

2.2 Certification Content: Body of Knowledge and Skills (BOKS)

Individuals aspiring to attain the EADPP Certification as a data protection professional may judiciously employ the Body of Knowledge and Skills (BOKS) as a guiding compass to navigate the terrain of essential knowledge and competencies.



2.3 Additional Benefits

A candidate who successfully passes the EADPP Certification exam receives:

- An EADPP certificate, valid for 3 years.
 - This certificate is added to the CDPP Register.
 - Use of the title “EADPP Certified Data Protection Professional (CDPP).”
- EADPP membership for 1 year.
- Certification Maintenance Fee, valid for 3 years.
- Part of the [Permanent Education programme](#) for recertification every 3 years.

3. About EADPP

The European Association of Data Protection Professionals (EADPP) was established in 2018 in Maastricht, The Netherlands, with a mission to elevate the standards of data protection across Europe and beyond. Rooted in the principles set forth in the General Data Protection Regulation (GDPR), EADPP has emerged as a leading organisation in the field. EADPP is dedicated to upholding privacy rights and has become the epicentre for professionals who are ardently committed to safeguarding personal data while ensuring compliance with the evolving landscape of data protection regulations.

The Association plays a pivotal role in bridging the gap between data protection professionals, policymakers, and stakeholders. The association advocates for privacy-centric practices and actively contributes to establishing a secure digital environment. Through educational initiatives, advocacy efforts, collaborative endeavours, and innovative approaches, EADPP strives to create a world where data privacy is a universally respected cornerstone of the digital age.

To achieve its objectives, the Association employs several key strategies:

- *Raising awareness:* EADPP is dedicated to raising awareness about the GDPR and its stringent requirements, both within the professional community and among the general public.
- *Education:* The Association is committed to educating individuals about their data rights, equipping them with the knowledge and tools needed to protect their personal information effectively.
- *Advocacy:* EADPP actively advocates for robust data protection laws and regulations. This includes collaborating with governments and other stakeholders to formulate and implement legislation aligned with the GDPR's principles.
- *Business collaboration:* EADPP collaborates with businesses and organisations, guiding them in the development and implementation of best practices for data

protection. This extends to compliance with the GDPR and other pertinent data protection laws and regulations.

- *Research and development:* The Association promotes research and development in data protection technologies, supporting the creation of innovative solutions that safeguard personal data. EADPP also raises awareness about the potential risks and challenges posed by emerging technologies.

4. Exam Registration Process

4.1 Purchasing an Exam

Candidates can purchase the EADPP Certification Exam Package through the [Privacy Enablers website](#) or one of its affiliates. Kindly note that the **email address used during checkout via Stripe will serve as the username** for the [Privacy Enablers Certification Platform](#).

After successfully completing the purchase, candidates will receive three emails:

1. An invoice and payment receipt;
2. A “Created new user profile” email, including credentials to log into the Certification Platform; and
3. An “Assigned to take the training course” email, confirming access to the exam preparatory materials (“EADPP Certification – Preparatory Materials”), including the Study Book.

Candidates are advised to check their spam folder to ensure they receive all emails.

Candidates must be at least 18 years old to book and sit for an exam.

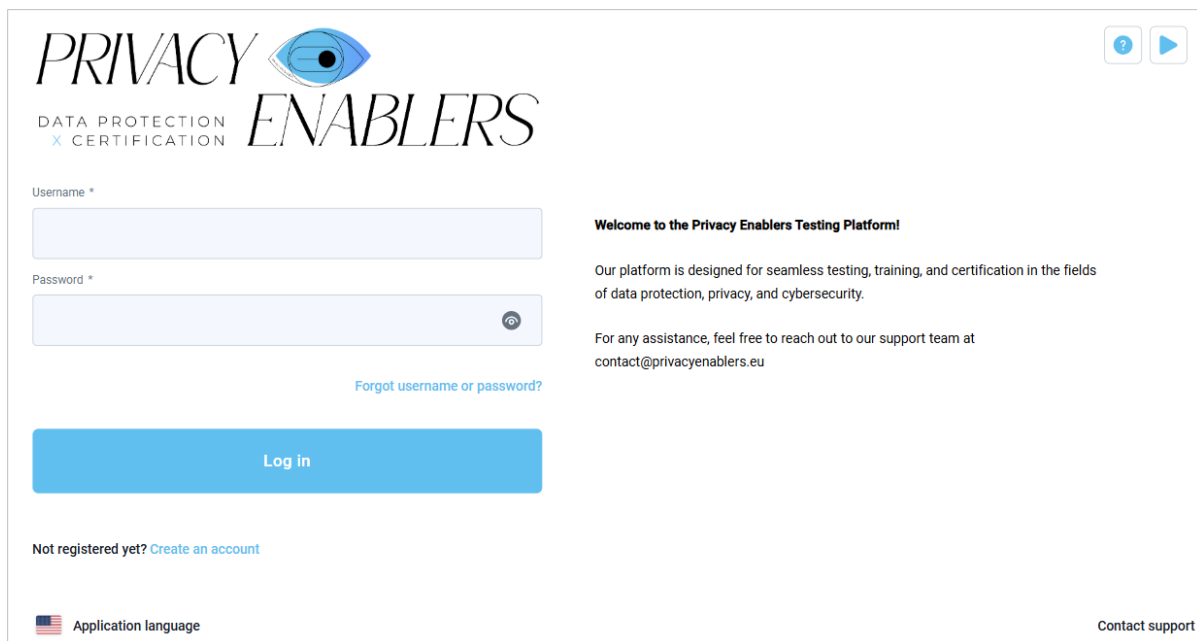
Candidates have six (6) months from the date of purchase to complete their exam.

Candidates who fail to complete the exam within this timeframe must purchase an Exam Retake to access the exam (see Section 5.3).

4.2 Enrolment

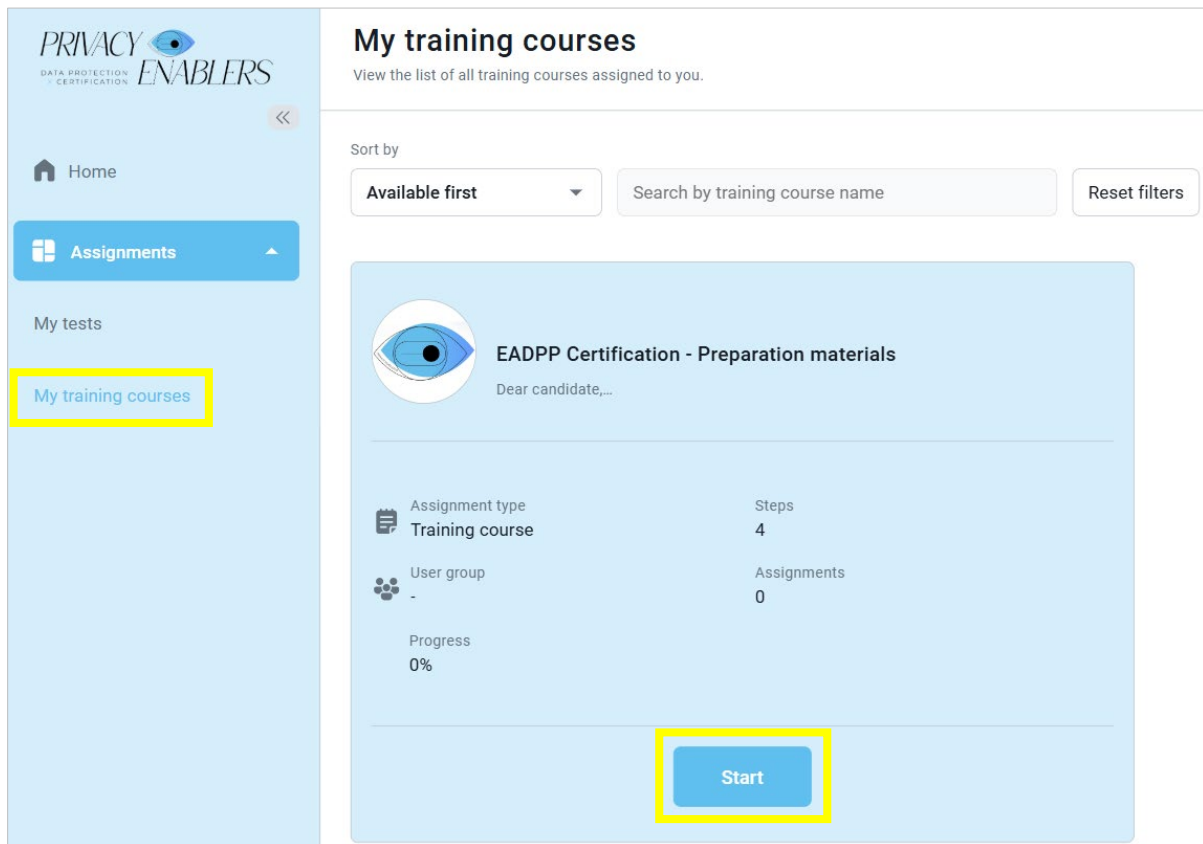
Once all necessary payments for the Exam Package or Exam Retake have been completed, the candidate will automatically be granted access to the exam. Please note that purchasing an Exam Retake without first purchasing the Exam Package will not grant access to the exam.

Using the credentials provided in the “Created new user profile” email, log in to the [Privacy Enablers Certification Platform](#) (see figure below). Please note that **registration is not required; simply log in with the provided credentials.**



The screenshot shows the login interface for the Privacy Enablers Testing Platform. At the top left is the logo for Privacy Enablers, featuring the word "PRIVACY" in a serif font, an eye icon, and the word "ENABLERS" in a larger serif font. Below the logo, it says "DATA PROTECTION X CERTIFICATION". On the right side of the page, there are two small icons: a question mark and a play button. The main content area contains a login form with two input fields: "Username *" and "Password *". Below the password field is a "Forgot username or password?" link. A large blue "Log in" button is positioned below the form. To the right of the form, there is a welcome message: "Welcome to the Privacy Enablers Testing Platform!" followed by a paragraph: "Our platform is designed for seamless testing, training, and certification in the fields of data protection, privacy, and cybersecurity." Below this is another paragraph: "For any assistance, feel free to reach out to our support team at contact@privacyenablers.eu". At the bottom left, there is a link: "Not registered yet? Create an account". At the bottom right, there is a link: "Contact support". At the very bottom left, there is a small American flag icon and the text "Application language".

The “EADPP Certification – Preparatory Materials” are available on the “My Training Courses” page (see figure below). By clicking “Start,” the candidate can download all materials, including the Syllabus, Candidate Handbook, and Study Book.



My training courses
View the list of all training courses assigned to you.

Sort by
Available first Search by training course name Reset filters

EADPP Certification - Preparation materials
Dear candidate,...

Assignment type	Steps
Training course	4
User group	Assignments
-	0
Progress	
0%	

Start

You can start your exam at any time after purchase, as the **Certification Platform is available 24/7**. To start the exam, please refer to Section 5.10.2 (“Initiating the Exam”).

4.3 Cancellations and Refunds

Candidates may cancel their purchase within fourteen (14) calendar days from the date of purchase, provided that neither the exam (“EADPP Certification – Exam”) nor the exam preparatory materials (“EADPP Certification – Preparatory Materials”) has been accessed or initiated by the candidate.

Refund requests must be submitted in writing via email to contact@privacyenablers.eu. Refunds will only be processed if the request is received within the specified 14-day cancellation period and meets the stated conditions. Requests should include proof of purchase. Privacy Enablers will process refund requests within fourteen (14) calendar days

of receiving a valid request. Privacy Enablers is not responsible for delays caused by third-party payment processors.

5. Candidate Rules and Guidelines

5.1 Exam Language

The EADPP Certification exam is only available in English.

5.2 Exam Modalities

The most important exam modalities include the following:

- *Type of exam:* Single-option questions.
- *Number of questions:* There will be a total of 40 questions to answer.
- *Exam duration:* Candidates have 120 minutes (2 hours) to complete the exam.
- *Passing grade:* To pass the exam, candidates need to achieve a score of at least 28 out of 40 (70%).

5.3 Exam Retake Policy

Retakes can only be purchased if the candidate:

- Fails to achieve the passing grade (see Section 5.2).
- Does not complete the exam within the required timeframe (see Section 4.1).

The Exam Retake consists of one additional attempt at the EADPP Certification Exam and can be purchased on the Certification Platform.

The Exam Retake can only be purchased [here](#).

Candidates have three (3) months from the date of purchase to complete their exam retake. Candidates who fail to complete the exam within this timeframe must purchase another Exam Retake to access the exam.

5.4 Identification Document

The candidate must provide a valid, non-expired identification document to sit the exam. Passports, driving licenses, and (ordinary) national identity cards are valid types of documentation.

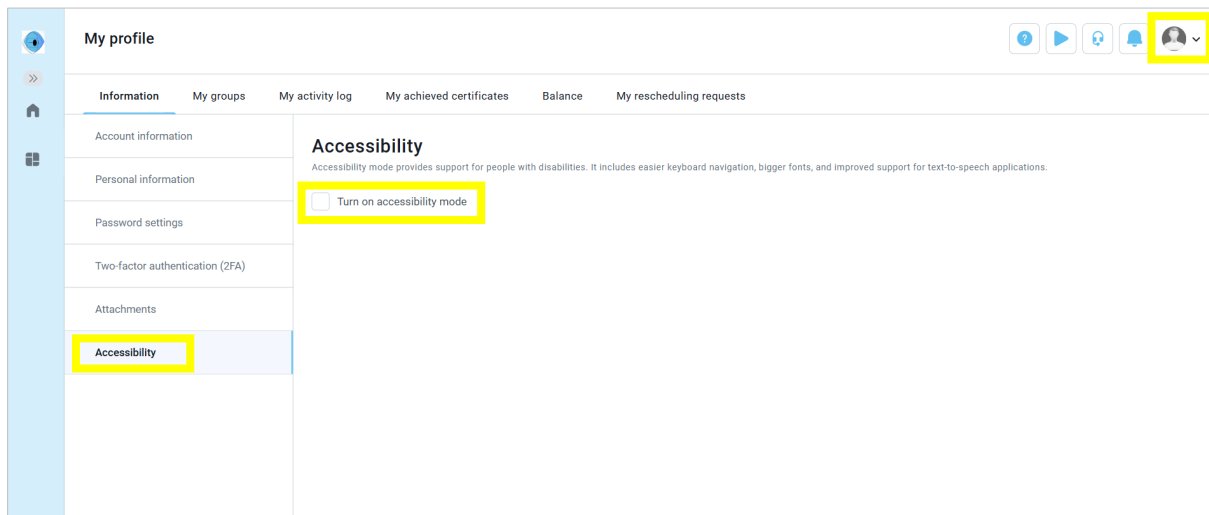
Please note:

- The first and last name on the identification document must exactly match the Candidate's name used when registering on the Privacy Enablers Certification Platform. In case of any errors, candidates can update their personal information on the "My Profile" page, located in the upper right corner of the Certification Platform environment.
- Photocopies of identification documents are not accepted, even if they have been certified.
- In the event of a name change between the candidate's registration on the Certification Platform and the exam date, the candidate should get in touch via contact@privacyenablers.eu.
- If the name on the identification document does not match the candidate's registration on the Certification Platform, or the candidate fails to present their original document, they may not be allowed to sit the exam.

5.5 Special Accommodations

Privacy Enablers is dedicated to fostering an inclusive and equitable environment for all candidates, ensuring everyone can succeed, regardless of their abilities or disabilities.

On the Certification Platform, candidates can enable the "Accessibility mode" for easier keyboard navigation, bigger fonts, and improved support for text-to-speech applications. To activate this mode, navigate to the "My Profile" page, go to "Information" > "Accessibility," check the box for "Turn on accessibility mode," and click "Save":



If Candidates with qualifying disabilities require additional accommodations to improve their exam accessibility, we encourage them to contact us at contact@privacyenablers.eu. To help us better assist you, please provide detailed information about the support you need, such as requests for extra time or other adjustments. To allow adequate processing time, please submit your accommodation request at least 14 calendar days before your intended exam date.

We will carefully review all accommodation requests to determine how best to ensure an accessible exam experience for all candidates. Rest assured that all accommodation requests and personal information will be treated with the utmost confidentiality and used solely for the purpose of arranging accommodations.

5.6 Privacy, Data Protection, and Security

Privacy Enablers processes personal data in compliance with the General Data Protection Regulation (GDPR). By purchasing the Exam Package, the candidate consents to the collection, processing, and use of their personal data solely for exam administration, Certification issuance, and compliance with regulatory requirements. Personal data will not be sold, traded, or leased to third parties. For detailed information about data processing and protection, Candidates may refer to [Privacy Enablers' privacy policy](#).

5.7 Exam Integrity

To ensure the absolute integrity and security of the exam, the following measures will be implemented during the exam:

- Verification of identification in compliance with applicable data protection regulations (see Section 5.6).
- Monitoring via microphone, webcam, and screen.
- A proctor and/or AI-driven programmes will be employed for monitoring purposes, ensuring transparency and fairness in line with data protection standards (see Section 5.6).

Privacy Enablers reserves the right to investigate flagged exams for potential fraud. If fraud is confirmed, the candidate's results may be invalidated, withheld, or nullified.

5.8 Code of Professional Conduct

All candidates intending to take the exam are required to uphold the EADPP Certified Data Protection Professional (CDPP) Code of Professional Conduct. In doing so, the Candidate comprehends, acknowledges, and confirms that:

- They pledge to conduct their business and professional activities with courtesy, honesty, and integrity.
- They commit to truthfully represent their EADPP Certification and qualifications, and to only engage only in activities they are qualified to perform, with the necessary skills and competence.
- They agree not to misrepresent their EADPP Certification or use it in a manner that could damage the reputation of EADPP or Privacy Enablers.
- They will actively work to improve their professional knowledge and skills through self-assessment, ongoing education, and training.
- In case of Certification suspension, will not use the Certification seal, marks, or associated designations.

- In case of Certification revocation, they will return their certificate and immediately stop using the Certification seals, marks, or designations.
- They will adhere to all policies, procedures, guidelines, and requirements related to the Certification, as provided by EADPP and Privacy Enablers, which may be revised from time to time.

5.9 Confidentiality Agreement

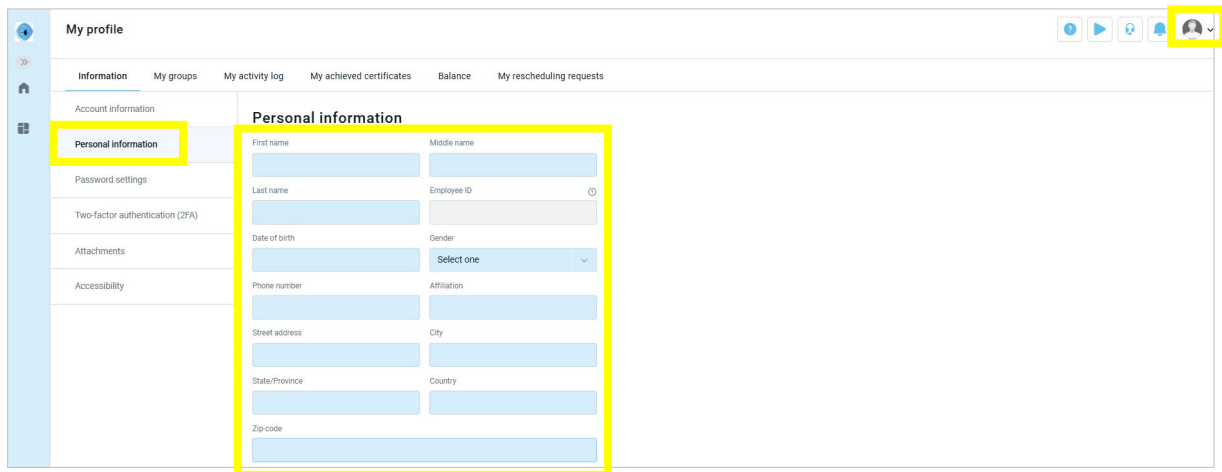
To uphold the integrity of the EADPP Certification exam, all candidates are required to endorse the Candidate Confidentiality Agreement. In doing so, the candidate comprehends, acknowledges, and agrees to the following:

- All exam questions, answers, and related materials are the exclusive and confidential property of Privacy Enablers, protected by intellectual property laws.
- They will not share, disclose, or discuss any exam questions, answers, or materials with anyone without prior written permission from Privacy Enablers.
- They will not use exam materials for any purpose unless explicitly authorised by Privacy Enablers.
- They will not copy, attempt to copy, or reproduce any part of the exam, including questions or answers.
- They will not sell, share, license, or obtain exam materials, questions, or answers from any source other than Privacy Enablers.
- They agree that these obligations remain in effect permanently, even after the exam is completed or the Certification ends, regardless of the circumstances.
- They understand that unauthorised use or disclosure of exam content may cause significant harm to Privacy Enablers. Privacy Enablers reserves the right to pursue legal action to prevent or address any unauthorised use or disclosure, in addition to other available remedies.
- Candidates found violating this Confidentiality Agreement may have their EADPP Certification revoked, with no refund issued.

5.10 Specific Candidate Rules and Guidelines

5.10.1 Before the Exam

Candidates must ensure that their personal information is updated on the “My Profile” page of the Certification Platform, located in the upper right corner of the Certification Platform environment (see figure below). This information must match the exact name and personal information stated on their identity document, as it will appear on their certificate upon successfully passing the exam.



The screenshot shows the 'My profile' page. The 'Personal information' section is highlighted with a yellow box. The form includes the following fields:

Personal information	
First name	Middle name
Last name	Employee ID
Date of birth	Gender (Select one)
Phone number	Affiliation
Street address	City
State/Province	Country
Zip-code	

Please note that the exam can only be taken on a device equipped with both a functional webcam and a microphone. Candidates can run an equipment test before initiating the exam by navigating to “Assignments” > “My tests” > “Check equipment”:

My tests
Access available tests for taking, book a seat for an upcoming test or view reports from previous tests taken.

Filter by status: All (1) | Sort by: Available first | Search by test name | Reset filters

Play video | **Check equipment**

EADPP Certification - Exam Package
The EADPP Certification for Data Protection Professionals provides privacy experts with ...

User group: -

Available seats: **Unlimited** | Cancellation deadline: -

Available from: Feb-01-2025 01:31 PM WEST | Available to: Jun-01-2035 10:31 AM WEST

Start | Cancel booking

Candidates are advised test their device and internet connection before starting their exam:

- Use the same device and internet connection you plan to use for the exam.
- Run a system test at approximately the same time of day you plan to take the exam.

5.10.2 Initiating the Exam

To begin the exam, navigate to “Assignments” > “My tests” > “EADPP Certification – Exam Package” on the Privacy Enablers Certification Platform (see figure below). Click the “Start” button to access the exam and follow the required steps during the onboarding process.

My tests
Access available tests for taking, book a seat for an upcoming test or view reports from previous tests taken.

Filter by status: All (1) | Sort by: Available first | Search by test name | Reset filters

Play video | **Check equipment**

EADPP Certification - Exam Package
The EADPP Certification for Data Protection Professionals provides privacy experts with ...

User group: -

Available seats: **Unlimited** | Cancellation deadline: -

Available from: Feb-01-2025 01:31 PM WEST | Available to: Jun-01-2035 10:31 AM WEST

Start | Cancel booking

Please note:

- Candidates should close all other applications, including any open webpages, running on their device.
- Candidates should follow the instructions to submit photos of their identification document, headshot, and surroundings.
- The exam will start immediately after completing the verification process.

5.10.3 During the Exam

Candidates may not use their own written notes, published materials, or other testing aids during their exam. There is an option to take notes in the testing environment.

Candidates may not use any additional mobile device during their exam next to the one on which they are taking their exam.

Candidates must be fully clothed throughout their entire exam. Hijabs are accepted, but hats or hoods are not permitted.

Candidates cannot move their webcam once their exam has started.

To protect the security and integrity of the online exam, no breaks are permitted during the exam. Candidates are not permitted to leave the room during their exam.

Candidates must stay within webcam view in the same room where their testing area recording was taken.

Candidates cannot get up and walk around.

No one can enter a candidate's testing environment at any time during the exam.

A beverage in any container is allowed, but no food or smoking.

Candidates' webcam, audio, and screen will be recorded during the exam (see Section 5.7).

Candidates are prohibited from communicating, publishing, reproducing, or transmitting any part of their exam, in any form or by any means, verbal, written, or electronic, for any purpose.

If candidates are experiencing any issues, please reach out to the support team in the testing environment. The support team cannot answer questions related to the exam content. If candidates have concerns about a certain exam question or image, they should make a note of the item (question) number in order for the item to be reviewed.

Any disruptive, threatening, or fraudulent behaviour during a candidate's exam may be grounds for terminating their exam, invalidating their exam results, or disqualifying them from taking the exam in the future. Proctors have the authority to take immediate actions against candidates violating testing rules.

5.10.4 After the Exam

Candidates will receive an email notification from the Certification Platform informing them that their exam report is available. Please note that only a general score will be provided, and no detailed feedback on specific questions will be shared to maintain the integrity of the exam.

5.11 Disclaimer

The candidate confirms that the information provided during his registration on the Certification Platform is accurate, complete, and given in good faith to the best of their knowledge. They acknowledge that if any information is later found to be false or misleading, Privacy Enablers reserves the right to revoke the granted Certification.

The candidate releases, discharges, and absolves EADPP/Privacy Enablers, its directors, officers, members, examiners, representatives, and agents from any actions, claims, or demands related to any aspect of the application process, including results and decisions leading to the non-issuance of a certificate for any reason.

If any provision included in these Candidate Rules and Guidelines is deemed invalid, illegal, or unenforceable, it will not affect the validity and enforceability of the remaining provisions.

6. Permanent Education Programme

We are committed to supporting EADPP Certified Data Protection Professionals to excel in the dynamic fields of privacy and security. To ensure that our Certified Professionals remain at the forefront of these industries, evolving alongside the latest advancements, we are excited to include them in our Permanent Education (PE) Programme.

To maintain the certified status after a three (3)-year period, Certified Professionals must meet two fundamental conditions:

- Remitting the Certification Maintenance Fee (CMF); and
- Completing 30 hours of PE Credits.

The Certification Maintenance Fee (CMF), worth EUR 250.00 (excluding VAT), for the first three (3)-year period is a free complimentary welcome gift when candidates pass the exam. The CMF is required every three (3) years upon renewal of the certificate.

Eligible activities for PE Credits will cover a wide range of educational opportunities, including attending conferences, presenting at events, participating in trainings, and publishing materials on privacy, data protection, and (cyber)security. PE Credits earned through these activities can be used to renew certifications without retesting. More information on the PE programme, supported by the PE Policy, can be found [here](#).

7. EADPP Membership

Upon successful completion of the exam, the candidate will officially become an EADPP Certified Data Protection Professional (CDPP). To mark this achievement, EADPP presents them with a one-year membership from the date of successful completion of the exam.

This membership is available to residents both within and outside of the European Union.

7.1 How to Obtain the EADPP Membership

To activate the EADPP membership, please follow these steps:

- If you have already registered an account (or think you might have) or if you are an existing member, please email certification@eadpp.eu.
- To become a member, first you must register an account [here](#), then email certification@eadpp.eu.

Include the following information certification@eadpp.eu with the following information:

- Date you took the exam;
- Certificate ID code; and
- Your EADPP account username, if the candidate is a registered member.

8. Appeals, Complaints, and Disputes

8.1 Candidate Appeals

Given that the EADPP Certification is granted exclusively based on the result of a single-option exam, the process of challenging a decision can assume one of four distinct forms:

- *Scoring appeal:* A candidate can request a manual review of the score generated by the automated system to ensure its accuracy.
- *Content appeal:* A candidate can request a review of a specific exam question to address any inaccuracies in the information provided.
- *Status appeal:* A candidate can request an inquiry into the application of the suspension and revocation process concerning their Certification.
- *Treatment appeal:* A candidate can request a review of any perceived unfair or discriminatory treatment experienced during the Certification process.

Submitting a Certificant Appeal serves as an opportunity to appeal a decision made against a certificant. The appeal must clearly state one of the four distinct forms, including the certificant's name, an email address, the data the exam was attempted, and details of the request. Appeals can be sent by email (contact@privacyenablers.eu) or post mail (Privacy Enablers, Aalstersestraat 2, 9280 Lebbeke, Belgium).

8.1.1 Evaluation Process and Official Decisions

Upon reception of the appeal, Privacy Enablers will thoroughly examine the request. An official decision regarding the appeal will be communicated to the certificant via email within 30 days of the appeal's submission.

If the certificant wishes to dispute the outcome of the initial appeal, they must submit a second appeal within 30 days of the initial decision. The second appeal will only be considered in one of two cases:

- Material errors of fact; and
- Failure of Privacy Enablers to adhere to the established criteria, policies, or procedures.

Apart from the situations described above, the decision made is conclusive and not subject to further review.

8.2 Certificant Complaints

In the event of a dispute regarding the Certification status, Permanent Education status, or Permanent Education Credit value, individuals can contact Privacy Enablers informally to resolve the matter by email (contact@privacyenablers.eu) or post mail (Privacy Enablers, Aalstersestraat 2, 9280 Lebbeke, Belgium).

8.3 Complaints Against Candidates or Certified Persons

Complaints in this category will be submitted via email (contact@privacyenablers.eu) or post mail (Privacy Enablers, Aalstersestraat 2, 9280 Lebbeke, Belgium) with “Certificant Complaint” in the subject line. Complaints will include the name of the certificant, the date of the complaint, the name of the complainant, the postal address of the complainant, an email address of the complainant, a phone number of the complainant, the nature of the complaint, relevant supporting materials, and the outcome desired.

8.3.1 Acknowledgement of Reception

Privacy Enablers will acknowledge the receipt of the complaint withing 30 days. This acknowledgement will include a description of the complaint process.