

Sample Processing Activities Within an Organization

Note: For excel version of this document. please contact info@blueskvrivacy.com

This document is designed to support an organization's documentation of its processing activities. Under certain laws (example, the European General Data Protection Regulation) producing a formal "Record of Processing Activities" is required.

On the second tab, you will find a list of common processing activities by Department. Please customize these to align with your organization's common language

Note: A processing activity is a business process your organization carries out that involves processing personal data in some way. For example, payroll processing, online recruitment, online advertising. Typically information on processing activities is gathered from business process owners who are with the process and can provide information such as what types of individuals (data subject type) you are collecting and processing data on as a part of the process.

Should your organization choose to use an automated privacy software tool in the future, column csv format is generally required to align with most providers requirements and work for easy uploading.

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Department Name Processing Purpose Activity Name

Customer Service	Communication
Customer Service	Process customer requests and complaints
Customer Service	Account registration/User authentication
Customer Service	Obtaining feedback
Customer Service	Provide services
Customer Service	Technical support
Customer Service	B2B customer support
Customer Service	Sales
Customer Service	Privacy requests
Customer Service	Quality assurance
Customer Service	Customer profile
Customer Service	Customer management
Customer Service	Metrics/Reporting
Customer Service	Returns/Exchange
Customer Service	Warranty
Business Intelligence	New product development
Business Intelligence	Product improvement
Business Intelligence	Product/Service Use Analysis
Business Intelligence	Website and mobile app usage analysis
Finance	Creating budgets
Finance	New Client Relationships
Finance	Payments to individual contractors/consultants
Finance	Purchasing process
Finance	Revenue Collection
Finance	Creating Expense Reports
Finance	Reporting to Credit Bureaus
Finance	Linking External Financial Accounts
Finance	Execute agreements
Finance	Legal compliance
Finance	Card Payments
Finance	Payments and Cash Management
Finance	Trade services
Finance	Securities
Finance	Foreign exchange
Finance	Bank loan/deposit
Finance	Vital Interests
Finance	Public Interest
Finance	Legitimate interests
Finance	Stockholder record keeping
HR	Benefits enrollment/changes

HR	Evaluations
HR	Health and Safety
HR	Workplace pandemic response planning
HR	Employee and contractor sickness absence reporting
HR	Workplace infectious disease monitoring and reporting
HR	Health Screening/Fitness for Work
HR	Investigations
HR	Background Checks
HR	Labor Relations
HR	On-boarding employees
HR	Off-boarding employees
HR	Payroll management
HR	Employee monitoring
HR	Performance Management
HR	Conflict Management
HR	Staffing, Recruiting and Orientation
HR	Satisfaction/engagement surveys
HR	Scheduling
HR	Time tracking
HR	Training
HR	Job application
HR	Business continuity
HR	Legal compliance
HR	Operations
HR	Separations
HR	Employee sickness absence reporting (COVID-19)
HR	Contractor sickness absence reporting (COVID-19)
HR	Workplace temperature screening (COVID-19)
HR	Workplace pandemic response planning (COVID-19)
HR	Workplace infectious disease prevention (COVID-19)
HR	Workplace infectious disease reporting (COVID-19)
HR	Workplace infectious disease monitoring (COVID-19)
HR	Workforce reduction (COVID-19)
HR	Metrics/Reporting
HR	Employee Engagement
IT	Application testing
IT	Backups
IT	Incident Response tracking
IT	Managing user accounts
IT	Logging and monitoring of networks/system activity
IT	Provisioning user access to network, systems, data, applications
IT	Improving business operations
IT	Service Desk Support
IT	Managing data
IT	Processing data

IT	Maintaining and repairing computer systems
IT	Providing Internet services
IT	Outsourcing IT functions
IT	Security and Compliance
IT	Authentication
Legal	Agreements with Partners
Legal	Board Reporting
Legal	Initiating legal actions
Legal	Responding to valid legal requests
Legal	Compliance
Legal	Law Enforcement Disclosure
Legal	Enforce Terms and Conditions
Legal	Protect Operations
Legal	Protect company's own rights, privacy, safety, or property
Legal	Pursue available legal remedies
Legal	Transfer as part of sale or transfer of business or assets to third party
Legal	Privacy requests
Legal	eDiscovery
Legal	Brand Protection
Marketing	Co-Marketing with Business Partners
Marketing	Cross-device tracking
Marketing	Communications
Marketing	Data enrichment with purchase data
Marketing	Email marketing
Marketing	Geolocation tracking
Marketing	SMS marketing
Marketing	Third party content and features
Marketing	Targeted online behavioral advertising
Marketing	Loyalty programs
Marketing	Telephone marketing
Marketing	Tell-a-friend / Refer-a-friend
Marketing	Digital marketing (Tracking Technologies)
Marketing	Sales and customer accounts
Marketing	Customer and aftersales service
Marketing	Public Relations
Marketing	Metrics/Reporting
Marketing	Discounts/coupons
Marketing	Sweepstakes/Contests
Marketing	Lookalike Audiences
Marketing	Consent
Marketing	Influencers/Brand Ambassadors
Innovation	Conducting focus groups
Innovation	Product service/usage analysis

Innovation	Improve services and develop new services
Innovation	Contact-tracing apps that use cell phone location data (COVID-19)
Innovation	Contact-tracing / Exposure-notification apps that use cell phone Bluetooth
Innovation	Clinical trials
Innovation	General research
Innovation	Customer/Business Partner Interest/Desire for new product
Sales	B2B Sales
Sales	B2C Sales
Sales	Competitor tracking
Sales	Customer relationship management
Sales	Customer satisfaction surveys
Sales	Prospect Tracking
Sales	Website Operations (COVID-19)
Sales	Metrics/Reporting
Operations	Facilities temperature screening (COVID-19)
Operations	Business continuity planning (COVID-19)
Operations	Emergency response planning (COVID-19)
Operations	General management and firm infrastructure
Operations	Procurement
Operations	Order Fulfillment
Healthcare	Biomedical research on data and biological specimens (COVID-19)
Healthcare	Clinical research (COVID-19)
Healthcare	Communicable disease surveillance (COVID-19)
Healthcare	Public health surveillance (COVID-19)
Healthcare	Medical and/or health records management (COVID-19)
Enterprise Security/Risk	Protect the security and integrity of the product/services offered to customers/business partners
Enterprise Security/Risk	Protect the security of company network, systems, applications, and data
Enterprise Security/Risk	Protect against and prevent fraud, unauthorized transactions, claims
Enterprise Security/Risk	Conduct Investigations
Enterprise Security/Risk	Risk profiling of third parties
Enterprise Security/Risk	Video/Audio Surveillance
Enterprise Security/Risk	Physical Access Badges/Logs
Enterprise Security/Risk	Investigations
Enterprise Security/Risk	Law Enforcement Disclosure
Enterprise Security/Risk	Emergency response planning
Enterprise Security/Risk	Business continuity planning
Enterprise Security/Risk	Insurance
Enterprise Security/Risk	Threat Response

Description (examples)

Telephone and digital communications with customers to provide answers, respond to inquiries, and general customer service

Respond to all customer requests, questions, and complaints

Setup customer accounts and authenticate users to provide access to their account

Obtaining feedback through surveys to better understand how to improve service

Determine eligibility for certain products, services or offers

Respond to customer technical support questions, such as service disruption

Communicate with and fulfill orders and requests for business partners

Assist customers with purchases (online, in person, telephone)

Respond to customers privacy requests (deletion, access, rectify , etc.)

Record audio and digital conversations to improve customer service and products/service

Understanding/knowing the customer via storing preferences/interest and other details important to

Evaluating and monitoring relationship to improve interaction and service

Internal metrics/reporting to monitoring performance

Fulfilling requests to return or exchange a product or service

Fulfilling warranty requests

Data collection/analysis to determine new products/features

Data collection/analysis to improve existing products/services

Data collection/analysis to understand how products/services are being used

Data collection/analysis to understand how websites/apps are being used

Evaluating data to create budgets

Establishing relationship and creating financial account

Transactions to pay contractors/consultants via bank transfer or check

Transactions to purchase or renew products/services/assets

Communications and transactions to receive payments for products/services fulfilled

Evaluating data to create internal expense reports

Transactions with credit bureaus to report account status, new accounts

Processing data to link internal account to external financial accounts/service

Fulfill agreement obligations

Record and process data in accordance with legal obligations

Process credit/debit card transactions

Initiating payment, settlements, managing cash

Trade initiation and management

Securities initiation, trade and management

Foreign exchange initiation, trade and management

Bank account/loan management

Disclosure of personal information in case of emergency

Freeze accounts for investigation, respond to law enforcement request, use of employee personal

Freedom of expression, legal claims, cross-border transfers for fraud prevention, securing

Financial record keeping related to stockholders

Enrolling and changing employee benefit services

Evaluating employees performance and providing feedback
Investigating incidents, meeting employee health and safety needs, complying with law
Facilitating a remote workforce, testing and implementing new information security and identity
Tracking absences
Reporting instances of illness to government, conducting medical examinations of employees,
Recording results of required health screening or fitness requirements
Investigating HR-related incidents/reports
Conducting background checks
Employee communications, managing work arrangements, compiling directories, providing
Orientation, badge creation, computer and physical access controls
Exit interview, termination/separation documentation, access control deactivation, etc.
Managing payroll by calculating remuneration, calculating amounts of payments made for social
Digital and physical monitoring for adherence to company policies, audio/visual surveillance
Providing training, conducting performance reviews, providing coaching/feedback,
Problem resolution, documentation for disciplinary action or termination
Evaluating candidate's interest in employment, orientation and onboarding, job interviews.
Gathering input from digital or paper surveys regarding the company, leadership, culture, etc.
Create employee schedules
Track employees time
Providing general and targeted employee training
Accept applications for open positions, recruitment, interviews, job offers
Plan for and execute plans for business disruptions
Documentation and record keeping for regulatory purposes
Workforce management, budgets, financial planning
Processing resignations, retirements, terminations, redundancies, and deaths
Intake and recording of all employee sicknesses related to COVID-19
Intake and recording of all contractor sicknesses related to COVID-19
Screening of all personnel for normal temperatures related to COVID-10
Workforce planning to respond to COVID-19
Infection disease prevention practices related to COVID-19
Infectious disease reporting related to COVID-19
Infectious disease monitoring related to COVID-19
Workforce reduction related to COVID-19
Internal metrics/reporting to monitoring performance
Provide services to improve corporate culture, employee morale (i.e., fitness classes, clubs)
Performance and quality testing of applications
Backing up data and systems
Logging incidents and all actions taken to resolve and investigate each incident
To manage different accounts within the Company IT systems, it processes data necessary to fulfil
Storing and reviewing network/system activity logs
Creating accounts and access to network, systems, data and applications
Monitoring network traffic, system usage, and other metrics to improve IT business operations
Responding to employee and contractor IT support requests
Data quality, integrity, and availability functions
System and applications integration and processes to execute data jobs/transactions

Applying patches, debugging, configurations, security hardening, and hardware maintenance
Establishing Internet and WIFI connections and authentication protocols
Engaging third party service providers to perform IT services
Monitoring, testing, and configuration of network/system/application for security and compliance
Authenticate users for account access and password resets
Negotiate and create agreements with business partners and service providers
Create reports for the board of directors
To enforce legal rights of the organization
When required to do so by law, such as in response to a subpoena, including to law enforcement
Comply and enforce applicable legal requirements or, industry standards and policies
A disclosure is necessary to prevent physical harm or financial loss, or to report criminal activity
Investigate and provide notice of noncompliance with terms and conditions
Legal response to incidents that are or may cause business disruptions
Legal response to protect company's rights, privacy, safety and property
Legal response to seek legal remedies against individuals or businesses
Execute agreements to sell or transfer all or part of the business' assets or the business

Respond to data subject privacy requests (deletion, access, rectify , etc.)
Use data for litigation purposes
Investigate fraudulent activity, counterfeits, unauthorized resellers
Collect or process data related to a co-marketing campaign with a business partner (i.e., discount,
Using digital tracking technologies and data to collect data across a customer's devices
Digital, email, paper, telephone communications with customers for marketing purposes
Combine purchased data with existing data sets for marketing enrichment purposes
Send email marketing campaigns to existing or prospective customers
Track customers geolocation for marketing purposes
Send SMS marketing campaigns to existing or prospective customers
to allow third party vendors to deliver advertisements
Digital marketing using digital tracking technologies to provide behavioral ads
Administer customer loyalty programs
Using phone calls to contact customers for marketing purposes
Allowing existing customers to refer their personal network
Using digital tracking technologies for marketing purposes
Administration of sales and customer accounts for marketing purposes
Contacting the customer after a purchase or service to gather feedback and provide customer support

External corporate communications to manage brand/reputation
Internal metrics/reporting to monitoring performance
Provide incentives to increase sales through discounts and coupons
Administrate sweepstakes and contests
Using existing customer data to create lookalike audiences
Documenting consent for various marketing activities
Recruiting and managing relationships with Influences or Brand Ambassadors
Gathering input/feedback from individuals to develop new products or services
Evaluating data to understanding the use of existing products/services

personalize user experience, improve product and user experience, identify server problems, help improve products and services, developing new features

Using cell phone location data via a phone application for COVID-19 monitoring

Providing COVID-19 notifications to individuals via mobile apps

Conducting clinical trials of newly developed product/services

Gathering and evaluating data for general research related to product development

Evaluating customer/business partner interest in a new product or service

Sales transactions related to business to business sales

Sales transactions related to business to customer sales

Evaluating a business competitor's data to improve sales strategy

Using customer data to improve existing relationships

Gathering and evaluating data from satisfaction surveys to improve relationship

Identifying and monitoring prospective

Establishing online sales avenues to respond to COVID-19

Internal metrics/reporting to monitoring performance

Screening of all personnel for normal temperatures related to COVID-19

Establish and execute business continuity plans related to COVID-19

Establish and execute emergency response plans related to COVID-19

Manage process and infrastructure to ensure business operations

Shipping, receiving, vendor registration

Process and ship orders

Conduct biomedical research related to COVID-19

Conduct clinical research related to COVID-19

Data collection and monitoring of communicable diseases related to COVID-19

Data collection and monitoring for public health purposes related to COVID-19

Data management of medical/health records related to COVID-19

Monitoring network/systems to ensure the confidentiality, integrity, and availability of all products/services offered to customers/business partners

Monitoring company network, systems, applications, and data to ensure the confidentiality, integrity, and availability

Monitoring transactions/network/systems for fraud and responding to fraud incidents

Investigate anomalies and reports for fraudulent, criminal, or activity that violated corporate policies

Create risk profiles of third parties

Monitoring personnel for safety and security purposes

Creating of physical access badges and monitoring access logs for safety and security purposes

Investigating personnel for strategy and security purposes

Disclosure of information to law enforcement at the direction of legal for safety and security purposes

Creation and execution of emergency response plans

Creation and execution of business continuity plans

Filing insurance claims

Responding to threats against company, assets, and personnel

Date

Update

5/19/2020 added processing activities
related to COVID-19 and
employees returning to work