



Training teaches relevant skills & competencies.

Awareness seeks to focus an individual's attention on a (set of) issue(s).

Together, they reinforce an org's privacy policy, practices & procedures.

Make training role specific.
Use relevant terminology & examples.

- Make training & awareness practical. Most employees prefer to be shown what to do.
- Make training actionable.
- Communicate information about the org's privacy program.
- Always send a privacy-related communication after a major incident so all employees can learn from it.
- Ensure policy flexibility for incorporating changes to compliance requirements (for example, laws, regulations & standards).
- Identify, catalog & maintain all documents requiring updates as privacy requirements change.

Training & Awareness

What are some examples of training and awareness?

In-person or virtual instruction	Newsletter that includes privacy topics	A series of self-led e-learning modules	Email reminder
Company intranet announcement	In-person or virtual simulations	Posters, signage and stickers	Blog posts
Data Privacy Day (January 28) and Privacy Awareness Week (May)	Internal message when the organization has a data breach	Just-in-time information presented online or via a manual, tip sheet or infographic	One-time meeting