Project Final Report for
Professional Services Advancement Support Scheme ("PASS")

1.	**Project Details**

1.1	**Project Reference No.**	:	PS183010
1.2	**Project Title**	:	Globalization of Personal Data Protection – Compliance Management, General Data Protection Regulation and Cyber Security
1.3	**Grantee**	:	Hong Kong Quality Assurance Agency (HKQAA)
1.4	**Collaborating Organisation(s)**	:	(i) The Federation of Medical Societies of Hong Kong (ii) Hong Kong Institute of Certified Public Accountants (iii) Institute of Financial Planners of Hong Kong Limited (iv) Management Consultancies Association of Hong Kong
1.5	**Implementation Agent(s)**	:	Nil
1.6	**Sponsoring Organisation(s)**	:	Nil
1.7	**Consultant(s)**	:	(i) TCA Global Ltd (ii) Hong Kong Mediation and Arbitration Centre (iii) Hogan Lovells
1.8	**Project Co-ordinator**	:	(Name) Mr. Edmond Fung (Post title) General Manager
1.9	**Deputy Project Co-ordinator**	:	(Name) Ms. Monica Fung (Post title) Senior Research Manager
1.10	**Project Period (duration)**	:	from 01/01/2020 to 31/07/2021 (19 months)
1.11	**Major Beneficiary Sector(s)**	:	(i) Accounting-related services (ii) Health-related services (iii) Business consultancy services
1.12	**Approved PASS Grant (HK$)**	:	664,000

2.	Project Implementation

2.1 Project Summary
(Please give a summary of the project including objectives, deliverables and target professional service sectors within 100 words.)

Project objectives:
(i)   Understand the trend of Personal Data Protection from the global perspective, impact of regulation infringement, and the role of Compliance Management in Data Protection; with special attention to the position of Data Protection Officer in a company as required by the General Data Protection Regulation (GDPR) of the European Union (EU)

(ii) Review the successful practices of Compliance Management System which can be applied with the essential skills and knowledge to maintain the Compliance function in an organization

(iii) Facilitate Hong Kong professionals to set up and review the compliance management policy for their own companies and clients

(iv) Understand the ISO standards related to Compliance Management System, Cyber Security and Risk Management (e.g. ISO 19600, ISO/IEC 27001, ISO/IEC 27032, and ISO 31000). Study the Data protection compliance strategy from other countries facing the challenges of cyber security, and implementation of Vulnerability and Penetration Tests

2.2 Project Deliverables
(Please compare the actual results achieved with the agreed targets for each item.)

Agreed Targets		Actual Results Achieved *(Please submit copies of all relevant supporting materials, e.g. proceedings, attendance records.)*	
Date / Deliverables (with quantity)	*Beneficiaries (estimated no. of local / non-local participants)*	*Date / Deliverables (with actual quantity)*	*Beneficiaries (actual no. of local / non-local participants)*
01/04/2020 to 31/07/2020 4 four-day workshops	160 Hong Kong accountants, auditors, accounting officers, doctors, dentists and nurses (On average 40 participants per workshop)	1st workshop 03/06/2020 10/06/2020 17/06/2020 29/06/2020 2nd workshop 05/06/2020 12/06/2020 19/06/2020 30/06/2020 3rd workshop 03/07/2020 10/07/2020 20/07/2020 24/07/2020 4th workshop 15/07/2020 21/07/2020	**146** Hong Kong accountants, auditors, accounting officers, doctors, dentists and nurses (**91%** of the target met)

Agreed Targets		Actual Results Achieved *(Please submit copies of all relevant supporting materials, e.g. proceedings, attendance records.)*	
Date / Deliverables (with quantity)	*Beneficiaries (estimated no. of local / non-local participants)*	*Date / Deliverables (with actual quantity)*	*Beneficiaries (actual no. of local / non-local participants)*
		22/07/2020 29/07/2020	
01/03/2020 to 31/03/2020 1 one-day symposium	200 Hong Kong accountants, auditors, accounting officers, doctors, dentists, nurses and financial consultants	01/06/2021 1 one-day online symposium	**171** Hong Kong accountants, auditors, accounting officers, doctors, dentists, nurses and financial consultants) (**86%** of the target met)

2.3 Project Promotion and Dissemination
(Please compare the actual means used / outcomes with the agreed activities for each item.)

Agreed Activities	Actual Means Used / Outcomes *(Please submit copies of all relevant supporting materials, e.g. posters, leaflets, invitation letters, publications, website printouts, dissemination e-mails, newsletters, feedback surveys and analysis.)*
(a) For Project Promotion:	
Promote the event activities (i.e. workshops and symposium) via: for example, placement of advertisement in the HKQAA magazine–VISION; circulars of collaborating organizations among their members; and electronic direct mailing of promotion leaflets to targeted beneficiary sectors.	Promote the event activities (i.e. workshops and symposium) via: placement of advertisement in the HKQAA magazine–VISION; circulars of collaborating organizations among their members; and electronic direct mailing of promotion leaflets to targeted beneficiary sectors.
(b) For Dissemination of Project Deliverables:	
April 2020 – July 2020 4 four-day workshops	4 four-day workshops were delivered online in June and July 2020; among which 2 workshops were for professionals in the accounting-related services while other 2 workshops were for professionals in the health-related services. The training materials were provided upon the participant's request.
March 2020 1 one-day symposium	1 one-day symposium was delivered online in June 2021. And the video clips and related PPTs were uploaded to HKQAA's designated webpage (http://www.hkqaa.org/en_gsservice.php?catid=22). On the other hand, a notification email about uploading of the video clips and PPTs was sent to the databases of targeted beneficiaries.

3. Achievements and Grantee's Evaluation of the Project

3.1 Number of participants and eligible beneficiaries

Project Deliverables	Eligible Number of Beneficiaries (if known)
(i) 4 four-day workshops	**Total: 146 Hong Kong professionals** from Accounting-related services sector: 79 from Health-related services sector: 67
(ii) 1 one-day symposium	**Total: 171 Hong Kong professionals** from Accounting-related services sector: 76 from Health-related services sector: 61 from Business consultancy services sector: 34

3.2 Feedback from participants / users / professional services sectors

The feedback of the participants was collected by the online post-training evaluation surveys; and the results are summarized as follows:

For workshops in June 2020

Feedback from the participants in **accounting-related services**

Question No	Question	Average score (Max score 5, representing "Strongly Agree"; while min score 1, representing "Strongly Disagree")
1	獲得清晰的課程確認通知。	3.9
2	課程行政獲得妥善安排。	4.0
3	課程內容有實用性。	4.1
4	課程的範圍適當。	4.1
5	講義能配合課程內容。	4.1
6	對講題有充份了解及認識。	4.2
7	主動了解學員的反應。	4.1
8	對學員的意見作出適當回應。	4.4
9	有良好和有效的講解及溝通技巧。	4.2
10	對課程的進度控制得宜。	3.9
11	整體而言，網上授課平台及後勤安排妥善。	4.2
12	你對課程感到滿意。	4.1
13	課程對你日後的工作有所幫助。	4.3
14	你會向同事或業務伙伴推薦參加此課程。	4.3

其他意見：

"課程所使用的資料並無分發引致未能覆習或預習, 令建構知識方面未能充分鞏固。"

"如果可以有錄影片段之後可以看回以及 notes 可以參考便好。"

*Remark: The number of respondents is 12; and they received the invitation to this post-training evaluation after the 4th day of the workshop. The training materials were provided upon the participant's request.

Feedback from the participants in **health-related services**		
Question No	Question	Average score (Max score 5, representing "Strongly Agree"; while min score 1, representing "Strongly Disagree")
1	獲得清晰的課程確認通知。	4.6
2	課程行政獲得妥善安排。	4.4
3	課程內容有實用性。	4.0
4	課程的範圍適當。	3.9
5	講義能配合課程內容。	4.0
6	對講題有充份了解及認識。	4.3
7	主動了解學員的反應。	4.4
8	對學員的意見作出適當回應。	3.8
9	有良好和有效的講解及溝通技巧。	4.0
10	對課程的進度控制得宜。	4.1
11	整體而言，網上授課平台及後勤安排妥善。	4.1
12	你對課程感到滿意。	4.0
13	課程對你日後的工作有所幫助。	4.1
14	你會向同事或業務伙伴推薦參加此課程。	4.1

其他意見：

"Can the notes be sent to participants before the lecture?"

"部份複雜課題可多點例子，例如網絡安全及 ISO 認證那節，範圍太廣，即使講者很努力摘錄講解，仍然有點散亂。可能以實際營運例子為本，講解最常見部份會較易理解及應用。感謝。"

*Remark: The number of respondents is 7; and they received the invitation to this post-training evaluation after the 4th day of the workshop. The training materials were provided upon the participant's request.

For workshops in July 2021

Feedback from the participants in **accounting-related services**

Question No	Question	Average score (Max score 5, representing "Strongly Agree"; while min score 1, representing "Strongly Disagree")
1	獲得清晰的課程確認通知。	4.4
2	課程行政獲得妥善安排。	4.3
3	課程內容有實用性。	4.4
4	課程的範圍適當。	4.3
5	講義能配合課程內容。	4.3
6	對講題有充份了解及認識。	4.4
7	主動了解學員的反應。	4.1
8	對學員的意見作出適當回應。	4.2
9	有良好和有效的講解及溝通技巧。	4.2
10	對課程的進度控制得宜。	4.2
11	整體而言，網上授課平台及後勤安排妥善。	4.3
12	你對課程感到滿意。	4.3
13	課程對你日後的工作有所幫助。	4.6
14	你會向同事或業務伙伴推薦參加此課程。	4.4

其他意見：Nil

*Remark: The number of respondents is 20; and they received the invitation to this post-training evaluation after the 4th day of the workshop. The training materials were provided upon the participant's request

Feedback from the participants in **health-related services**

Question No	Question	Average score (Max score 5, representing "Strongly Agree"; while min score 1, representing "Strongly Disagree")
1	獲得清晰的課程確認通知。	4.5
2	課程行政獲得妥善安排。	4.5
3	課程內容有實用性。	4.0
4	課程的範圍適當。	3.8
5	講義能配合課程內容。	4.0
6	對講題有充份了解及認識。	4.2
7	主動了解學員的反應。	4.2
8	對學員的意見作出適當回應。	4.0
9	有良好和有效的講解及溝通技巧。	4.4
10	對課程的進度控制得宜。	4.2
11	整體而言，網上授課平台及後勤安排妥善。	4.0
12	你對課程感到滿意。	4.0
13	課程對你日後的工作有所幫助。	3.8
14	你會向同事或業務伙伴推薦參加此課程。	4.0

其他意見：
　"對於我們來說，有點深。"

*Remark: The number of respondents is 5; and they received the invitation to this post-training evaluation after the 4th day of the workshop. The training materials were provided upon the participant's request.

For symposium in June 2021

Feedback from the participants

Question No	Question	Average score (Max score 5, representing "Strongly Agree"; while min score 1, representing "Strongly Disagree")
1	獲得清晰的課程確認通知。	4.5
2	課程行政獲得妥善安排。	4.3
3	課程內容有實用性。	4.3
4	課程的範圍適當。	4.2
5	講義能配合課程內容。	4.3
6	對講題有充份了解及認識。	4.4
7	主動了解學員的反應。	4.1
8	對學員的意見作出適當回應。	4.2
9	有良好和有效的講解及溝通技巧。	4.3
10	對課程的進度控制得宜。	4.3
11	整體而言，網上授課平台及後勤安排妥善。	4.2
12	你對課程感到滿意。	4.2
13	課程對你日後的工作有所幫助。	4.0
14	你會向同事或業務伙伴推薦參加此課程。	4.4

其他意見：

  "The symposium event was very smooth."

  "More different scenario discussion."

  "I wanna have a proof of attendance or certificate."

*Remark: The number of respondents is 41; and they received the invitation to this post-event evaluation after the online symposium. The video clips and PPTs about the guest speakers' talks were accessed in HKQAA's designated webpage (http://www.hkqaa.org/en_gsservice.php?catid=22).

3.3 Dissemination of project deliverables to relevant professionals

The 4 four-day workshops were delivered online in June and July 2020; among them, 2 workshops were for professionals in accounting-related services (i.e. accountants, auditors, accounting officers) while other 2 workshops were for professionals in health related services (i.e. registered doctors, registered dentists, nurses). The training materials were provided to participants upon their request.

Moreover, 1 one-day symposium was delivered online in June 2021; and the beneficiaries included professionals in accounting-related services, health-related services, and business consultancy services. The video clips and PPTs from the guest speakers were uploaded to HKQAA's designated webpage (http://www.hkqaa.org/en_gsservice.php?catid=22), and a notification email about uploading of the aforesaid materials was sent to the databases of the targeted beneficiaries.

3.4 PASS and other objectives reached *(May choose more than one)*

☑   Increasing the exchanges and co-operation of Hong Kong's professional services with their counterparts in external markets

☑   Promoting relevant publicity activities

☑   Enhancing the standards and external competitiveness of Hong Kong's professional services

☐   Others

Please elaborate on how the objective(s) was/were met:

> The objectives were fulfilled by equipping professionals in accounting-related services and health-related services with knowledge and case studies on General Data Protection Regulation (GDPR) of EU, compliance management and risk management systems, and information and cyber security through the comprehensive 4-day workshops and one-day symposium.

3.5 Overall achievements of the project

> Up to 31 July 2021, 4 four-day workshops and 1 one-day symposium have been conducted; and the contents (i.e. training materials and guest speech contents coverage) of these events incorporated views and suggestions contributed by the advisory committee (whose members came from collaborating organizations and HKQAA), and therefore the events catered for the practical needs of the professionals in the targeted beneficiary sectors. More than 140 participants learned from the workshops, more than 170 participants learned from the symposium, that the clauses of GDPR, the impact of violating GDPR, the ways of complying with this regulation and other related regulations, how to run a company readily responsive to amendments and enactments of regulations (e.g. by implementing ISO Standards on compliance management, risk management, and information security management), how to assess the vulnerability to cyber attacks, and precautionary measures against information (especially the personal information) leakage.

The Project Final Report is prepared by the Grantee.