

Executive Summary

PrivacyTrust has submitted this report in relation to the Independent Recourse Mechanism service provided to support organizations in complying with the EU-U.S. Data Privacy Framework (EU-U.S. DPF) Principles, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) Principles.

The period covered is July 17th 2024 - July 16th 2025.

Enrolment Data for PrivacyTrust DPF Services (17th July 2024 - 16th July 2025)

Number Enrolled in only Independent Recourse Mechanism (IRM): 7

Number Enrolled in Verification and IRM: 34

Number Enrolled in only Verification: 0

Preventing potential conflicts of interest

PrivacyTrust provides an IRM service and a verification service for the Data Privacy Framework.

To prevent a potential conflict of interest, each company that is enrolled in both Verification and IRM, has verification and disputes handled by a different analyst.

Description of Guidance

PrivacyTrust provides online guidance for businesses that are interested in complying with the Data Privacy Framework. (For more information, please visit <https://privacytrust.com/services/data-privacy-framework/>)

For those enrolled in our services they are provided with a point of contact, through which they can obtain further guidance regarding ongoing compliance and any issues that arise.

Data Privacy Framework Compliance activities

The Department of Commerce has real-time access to a list of organizations that are registered for our services, this includes those that have lapsed registrations. With regards to Verification, we require the organization provide us with a copy of the compliant policy and this is then used as the basis for examination of compliance with program requirements. Where necessary, the policy and associated processes are amended.

We require the organization to implement amendments before activation of the service.

The organization is also required to notify us if there is any change to their privacy policy, this notification initiates a review of the policy.

Data Privacy Framework Complaint process

A complaint can be registered with us either through a special link that appears on a participating organization's website (usually on the privacy policy page), or through our main website.

(<https://privacytrust.com/services/data-privacy-framework/dispute-resolution/>)

The form collects information on the person making the complaint and the nature of the dispute. (<https://www.privacytrust.com/drs/open>)

Once received the information is reviewed by a member of staff to determine its eligibility (criteria as specified by the Department of Commerce guidance).

A DPF Principles-related complaint is a complaint that meets the following criteria:

- 1) complainant is an EU, UK/Gibraltar, or Swiss individual (i.e., individual submitting on his/her own behalf or on behalf of a minor of whom the individual is the parent or guardian);
- (2) complaint concerns an organization enrolled in IRM's DPF Principles-related dispute resolution program;
- (3) complaint concerns an organization participating in DOC-administered Data Privacy Framework (DPF) Program; and
- (4) complaint alleges that an organization has violated the DPF Principles with respect to complainant's own personal data (i.e., individual's own personal data or personal data of the minor of whom the individual is the parent or guardian).

If it is eligible a process begins to inform the organization, investigate the complaint, and bring about a suitable resolution.

If the complaint is ineligible, depending on the reason, it is either discarded (if the message did not have valid contact information), the person is redirected to where to file the complaint (e.g. if it is a support request), or it is transferred to the company support function (if permission has been given to do so).

We aim to acknowledge complaints within 1 working day.

It is our aim to resolve complaints within 1 month; this will vary depending on the nature of the complaint.

In order to prevent a conflict of interest, each company has verification and disputes handled by a different analyst.

Requirements for Participation

The company must agree to the terms and conditions, including full participation and co-operation with PrivacyTrust.

(For more information: <https://privacytrust.com/apply/privacytrust-application-process/>)

They must make available to us their policies, and accept and respond to questions and reviews.

They must notify us of any changes to their privacy policy, or changes to the way they handle data, along with any events that are data related.

Number and types of Data Privacy Framework Complaints received

This data is for the period of July 17th 2024 - July 16th 2025.

Total Submissions Received	39
Valid Complaints	0
Average time to process complaints	N/A

For this period PrivacyTrust received 39 complaints.

Of these 0 were valid complaints covered by the Data Privacy Framework program.

Break down of invalid complaints:

- did not contain a coherent message: 39
- not from an EU, UK or Swiss individual: 0
- did not relate to an issue covered by the Data Privacy Framework: 0

Types of Complaints

Non-Applicable as 0 complaints were resolved for this period.

Average time to resolve valid complaints

Non-Applicable as 0 complaints were resolved for this period.

Outcomes:

Non-Applicable as 0 complaints were resolved for this period.

Number and types of Data Privacy Framework Complaints received

This data is for the period of July 17th 2024 - July 16th 2025.

Total Submissions Received	0
Valid DPF Complaints	N/A
Average time to process complaints	N/A

For this period PrivacyTrust received 0 complaints.