



Season's Greetings
From
Beacon Consultant
Services

We would like to wish all of our clients, customers, suppliers and employees a very Merry Christmas and the very best wishes for the new year. After such a turbulent period with Covid-19 dominating 2020, the prolonged restrictions imposed, we have, ourselves learnt to reflect more, invest in a better work life balance and to be kind to each other. We look forward to working with you again in 2021!

In this edition of

News * Events * Offers & Editor Opinion

[Page 2](#)—Ticket Master Enforcement Action

[Page 3](#)—ICO Update on the US Privacy Shield

[Page 4 & 5](#) — Beacon Updates

[Page 6](#)—Editor opinion & Meet the Team

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SPECIALISTS IN,
**Data Privacy, Regulatory
Compliance, Culture & Training**

Recent Enforcement Action

November 2020 Roundup

Ticket Master receives enforcement penalty of £1.25m

The Information Commissioner's Office (ICO) has fined Ticketmaster UK Limited £1.25million for failing to keep its customers' personal data secure.

The ICO found that the company failed to put appropriate security measures in place to prevent a cyber-attack on a chat-bot installed on its online payment page.

Ticketmaster's failure to protect customer information is a breach of the General Data Protection Regulation (GDPR).

The data breach, which included names, payment card numbers, expiry dates and CVV numbers, potentially affected 9.4million of Ticketmaster's customers across Europe including 1.5million in the UK.

Investigators found that, as a result of the breach, 60,000 payment cards belonging to Barclays Bank customers had been subjected to known fraud. Another 6,000 cards were replaced by Monzo Bank after it suspected fraudulent use.

The ICO found that Ticketmaster failed to:

1. Assess the risks of using a chat-bot on its payment page
2. Identify and implement appropriate security measures to negate the risks
3. Identify the source of suggested fraudulent activity in a timely manner



James Dipple-Johnstone, Deputy Commissioner said:

"When customers handed over their personal details, they expected Ticketmaster to look after them. But they did not.

"Ticketmaster should have done more to reduce the risk of a cyber-attack. Its failure to do so meant that millions of people in the UK and Europe were exposed to potential fraud.

"The £1.25million fine we've issued today will send a message to other organisations that looking after their customers' personal details safely should be at the top of their agenda."

ICO Updates

November 2020 Roundup

Update from the Information Commissioner on Schrems II

On July 16, 2020, the Court of Justice of the European Union (the "CJEU") issued its landmark judgment in the Schrems II case. In its judgment, the CJEU concluded that the Standard Contractual Clauses (the "SCCs") issued by the European Commission for the transfer of personal data to data processors established outside of the EU are valid. However, unexpectedly, the Court invalidated the EU-U.S. Privacy Shield framework.



In a statement, issued on 13 November an ICO spokesperson said:

"We are reviewing the two recommendations published by the European Data Protection Board (EDPB) following the CJEU Schrems II ruling in July. The judgment confirmed how EU standards of data protection must travel with personal data when it goes overseas.

"The first recommendation updates the European Essential Guarantee for surveillance measures.

"The second has been published for public consultation and looks at the extra measures organisations may take to support the international transfer of data to meet EU standards, and is out for public consultation.

"This recommendation follows previous EDPB guidance stating that organisations must conduct a risk assessment as to whether a transfer tool, such as Standard Contractual Clauses (SCCs), provides enough protection within the legal framework of the destination country. If not, organisations must put extra measures in place to mitigate the risks.

"The Schrems II judgment said that supervisory authorities have an important role to play in the oversight of international transfers. As part of this role we are reviewing the recommendations and will consider whether we need to publish our own guidance in due course.

"We are also reviewing the European Commission's new GDPR SCCs currently under consultation.

"We reiterate our advice that organisations should take stock of the international transfers they make, and update their practices as guidance and advice become available.

"We continue to apply a risk-based and proportionate approach to our oversight of international transfers in accordance with our Regulatory Action Policy."

Beacon Consultant Services can help and support you review your current Standard Contractual Clauses to ensure they are valid and the appropriate assessments have been made to ensure you have valid legal bases.

Beacon Updates

November 2020

Virtual Meeting Hubs ?.. ‘You’re on Mute!’

If you were unable to join us for our webinar at the end of October, you can watch the content on YouTube! By clicking [here](#)

We were joined by our trusted partners, Accelerate Technologies with the event being hosted by the Thames Valley Chamber of Commerce. The webinar content explored how the impact of Covid and remote working has changed the compliance regime for Data Protection & Information Security. Back in March, businesses had to move entire workforces to home working within a matter of days, for what we thought would be a temporary arrangement. Now, 9 months later we have realised the benefits of remote working and how a work life balance has never been so important. Some businesses have favoured the option of virtual and remote working, some



Charity support for Gloucester food parcels

Beacon Consultant Services are supporting their local ladies rugby club, Hardwicke & Quedgeley Harlequins who are arranging for food parcels to be delivered to families in the local area who will be struggling this Christmas. Whether it's due to unemployment as a result of the pandemic, through ill health or unfortunate hardship, a food parcel will help bring a smile to local children



If you would like to get involved, the group can be contacted through their [Facebook page](#)

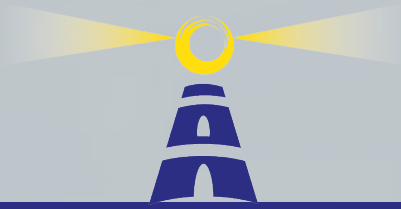
Christmas & New Years Opening Times

As we all begin to wind down for the festive period, Beacon will be taking a break to recharge the batteries and plan for next year!

As such our opening hour will be:



23rd Dec	24th Dec	25th Dec	28th Dec	29th Dec	30th Dec	1st Jan
Closed	Closed	Closed	Closed	9am – 12:30	9am – 12:30	Closed



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Beacon Updates

November 2020 Roundup

!FREE!

Online GDPR Training Throughout December & January Next Session 11th January 2021

Register for a 1 hour GDPR course delivered by qualified GDPR practitioners. The training will look at what GDPR is, the principles of the law, individual rights, breaches, how to embed a culture of data safety in your organisation and more.

Our usual cost is £50 per delegate, however during December & January we're offering a free 1 hour training course. Whether you have staff on furlough that need some training to fill their time or to meet the requirement under the GDPR to refresh your employees knowledge.

Register by clicking [here](#)

Editor Writes..

November has a month of reflection for Beacon. We have looked back at a particularly challenging year for all businesses, including our own to see what can learn from the pandemic and the impact that it has had on all of. Although there is an end in sight, there is still a long way to go.

We've taken this opportunity to look inwards at what is working within our business, what lessons we can learn and how we can continue to develop and grow in order to give our customers the services that they deserve.

We are now firmly looking at and helping companies prepare for the looming end of the transition period as although this comes with more uncertainty it also will have an impact on how data is shared across borders, so businesses who haven't began thinking about this yet, really should make a start.

As this is our last news letter before Christmas we hope you have a great time, however you can spend the festive period!

Beacon will be taking a well earned break over Christmas, so although we'll be checking in from time to time, our next newsletter won't be until February, so look out for it then!

If you would like to keep up to date with these moving developments visit our [news page](#) or follow us on [Linkedin](#) or [Twitter](#)

Meet the Team

JAMIE SWAN PC.DP



Specialising in Data Privacy law, Jamie has worked with blue chip organisations, serving millions of customers to implement their GDPR programme. Jamie has also supported organisations to understand the implications of Brexit on data protection, ensuring appropriate mechanisms are in place to maintain compliance, as well as helping companies to change cultures and bring their Data Protection compliance up to standard.

PETER BERRY PC.DP



Peter's main area of expertise is regulatory compliance, working with some of the largest energy suppliers and generators in the UK. He is a member of a number of industry working groups and committees, advising on regulation, including data privacy.

He is a qualified business coach, and this helps to embed a culture of compliance rather than black and white rules enforced on people and organisations.