

## CIPM<sup>Q&As</sup>

Certified Information Privacy Manager

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**QUESTION 1**

Which statement is FALSE regarding the use of technical security controls?

- A. Technical security controls are part of a data governance strategy.
- B. Technical security controls deployed for one jurisdiction often satisfy another jurisdiction.
- C. Most privacy legislation lists the types of technical security controls that must be implemented.
- D. A person with security knowledge should be involved with the deployment of technical security controls.

Correct Answer: B

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**QUESTION 2**

What is one obligation that the General Data Protection Regulation (GDPR) imposes on data processors?

- A. To honor all data access requests from data subjects.
- B. To inform data subjects about the identity and contact details of the controller.
- C. To implement appropriate technical and organizational measures that ensure an appropriate level of security.
- D. To carry out data protection impact assessments in cases where processing is likely to result in high risk to the rights and freedoms of individuals.

Correct Answer: D

Reference: <https://www.whitecase.com/publications/article/chapter-12-impact-assessments-dpos-and-codes-conduct-unlocking-eu-general-data>

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**QUESTION 3**

The primary purpose of privacy awareness activities is to?

- A. Provide specialized information to individuals or departments handling sensitive information.
- B. Consistently reinforce practices that promote a culture of accountability around privacy.
- C. Ensure appropriate training has been provided on a clearly defined schedule.
- D. Train recipients on standard privacy responsibilities and practices.

Correct Answer: B

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**QUESTION 4**

Which of the following would NOT be beneficial in integrating privacy requirements and representation into functional areas across an organization?

- A. Creating a structure that provides a communication chain (formally and informally) that a privacy professional can use in performing key data protection activities.
- B. Creating a governance structure composed of representatives from each business function and geographic region in which the organization has a presence.
- C. Creating a program where the privacy officer (or privacy team) can lead on privacy matters by having exclusive responsibility to execute the privacy mission.
- D. Creating a privacy committee or council composed of various stakeholders.

Correct Answer: C

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## QUESTION 5

### SCENARIO

Please use the following to answer the next question:

Hi Zoe,

Thank you so much for your email. I am so glad you have jumped right into your new position as our in-house privacy professional. BastTech greatly needs your expertise. I hope you are comfortably settling into your new home in the United

States after your move from the United Kingdom! Georgia is a wonderful state.

I particularly appreciate your enthusiasm in using your recent informal assessment to begin rectifying gaps in our privacy program and making sure we are in compliance with all laws. However, I also want to make sure that we are prioritizing

our initiatives by spending time on the measures that are most important to our customers, our company, and the tech industry as a whole.

Specifically, I know that you are advocating for an update of our Business Continuity Disaster Response (BCDR) plan with an eye toward privacy concerns. I think this effort is something that we may be able to postpone. I'm sure that after ten

years the document can be updated in spots; however, we have first-rate, experienced executive leaders that would have things well in hand in the unlikely event of a disaster.

Further, you mentioned that you would like to assess our longtime subcontractor's disaster plan through a second-party audit. Papyrus, our longtime subcontractor, does keep a great deal of personal data about our customers. However, I am

not sure I understand your request and would like to discuss this further during our meeting Wednesday.

You also say that your audit uncovered some inadequacies in staff compliance with our security procedures and local laws. I just wanted to emphasize that the audit findings only need to be communicated to the executive leadership. I would

rather not cause unnecessary alarm across departments.

I know you are also looking closely at the recent loss of a file belonging to a staff member in Human Resources (HR). It was an unfortunate incident, but rest assured, we handled the situation according to Georgia state law. The only difficult part was easing the concerns of our many remote employees all across the country whose data was on the computer. But I believe everything is settled. At least this stands as proof that in the event of another breach of any type, Information

Security (IS) will take the lead while other departments move on with business as usual without having to get involved. Thankfully, we have taken the measure of supplementing our General Commercial Liability Insurance with cyber insurance.

Anyway, we will talk more on Wednesday. I just wanted to communicate some of my current thinking.

Thanks,

Whitney

Interim Assistant Business Manager, BastTech.

To better respond to privacy incidents, Whitney should consider making better use of what?

- A. An appropriate industry framework.
- B. Training offered outside the company.
- C. Protocols for amending personal data.
- D. Roles of stakeholders across departments.

Correct Answer: D

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#### **QUESTION 6**

Which of the following controls does the PCI DSS framework NOT require?

- A. Implement strong asset control protocols.
- B. Implement strong access control measures.
- C. Maintain an information security policy.
- D. Maintain a vulnerability management program.

Correct Answer: A

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#### **QUESTION 7**

What is the best way to understand the location, use and importance of personal data within an organization?

- A. By analyzing the data inventory.
- B. By testing the security of data systems.
- C. By evaluating methods for collecting data.
- D. By interviewing employees tasked with data entry.

Correct Answer: C

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**QUESTION 8**

A Privacy Program Framework is an implementation roadmap that does all of the following EXCEPT?

- A. Measure a successful security program.
- B. Incorporate data classification and broad privacy checklists.
- C. Provide documented privacy management procedures and processes.
- D. Prompt for details to determine all privacy-relevant decisions for the organization.

Correct Answer: D

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**QUESTION 9**

If your organization has a recurring issue with colleagues not reporting personal data breaches, all of the following are advisable to do EXCEPT?

- A. Carry out a root cause analysis on each breach to understand why the incident happened.
- B. Communicate to everyone that breaches must be reported and how they should be reported.
- C. Provide role-specific training to areas where breaches are happening so they are more aware.
- D. Distribute a phishing exercise to all employees to test their ability to recognize a threat attempt.

Correct Answer: C

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**QUESTION 10**

SCENARIO Please use the following to answer the next QUESTION: Natalia, CFO of the Nationwide Grill restaurant chain, had never seen her fellow executives so anxious. Last week, a data processing firm used by the company reported that its system may have been hacked, and customer data such as

names, addresses, and birthdays may have been compromised. Although the attempt was proven unsuccessful, the scare has prompted several Nationwide Grill executives to Question the company's privacy program at today's meeting.

Alice, a vice president, said that the incident could have opened the door to lawsuits, potentially damaging Nationwide Grill's market position. The Chief Information Officer (CIO), Brendan, tried to assure her that even if there had been an actual breach, the chances of a successful suit against the company were slim. But Alice remained unconvinced. Spencer, a former CEO and currently a senior advisor, said that he had always warned against the use of contractors for data processing. At the very least, he argued, they should be held contractually liable for telling customers about any

security incidents. In his view, Nationwide Grill should not be forced to soil the company name for a problem it did not cause.

One of the business development (BD) executives, Haley, then spoke, imploring everyone to see reason. "Breaches can happen, despite organizations' best efforts," she remarked. "Reasonable preparedness is key." She reminded everyone

of the incident seven years ago when the large grocery chain Tinkerton's had its financial information compromised after a large order of Nationwide Grill frozen dinners. As a long-time BD executive with a solid understanding of Tinkerton's corporate culture, built up through many years of cultivating relationships, Haley was able to successfully manage the company's incident response. Spencer replied that acting with reason means allowing security to be handled by the security functions within the company, not BD staff. In a similar way, he said, Human Resources (HR) needs to do a better job training employees to

prevent incidents. He pointed out that Nationwide Grill employees are overwhelmed with posters, emails, and memos from both HR and the ethics department related to the company's privacy program. Both the volume and the duplication of information means that it is often ignored altogether.

Spencer said, "The company needs to dedicate itself to its privacy program and set regular in-person trainings for all staff once a month."

Alice responded that the suggestion, while well-meaning, is not practical. With many locations, local HR departments need to have flexibility with their training schedules.

Silently, Natalia agreed.

Based on the scenario, Nationwide Grill needs to create better employee awareness of the company's privacy program by doing what?

- A. Varying the modes of communication.
- B. Communicating to the staff more often.
- C. Improving inter-departmental cooperation.
- D. Requiring acknowledgment of company memos.

Correct Answer: D

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## QUESTION 11

### SCENARIO

Please use the following to answer the next QUESTION:

As the Director of data protection for Consolidated Records Corporation, you are justifiably pleased with your accomplishments so far. Your hiring was precipitated by warnings from regulatory agencies following a series of relatively minor data breaches that could easily have been worse. However, you have not had a reportable incident for

the three years that you have been with the company. In fact, you consider your program a model that others in the data storage industry may note in their own program development. You started the program at Consolidated from a jumbled mix of policies and procedures and worked toward coherence across departments and throughout operations. You were aided along the way by the program's sponsor, the vice president of operations, as well as by a Privacy Team that started from a clear understanding of the need for change.

Initially, your work was greeted with little confidence or enthusiasm by the company's "old guard" among both the executive team and frontline personnel working with data and interfacing with clients. Through the use of metrics that showed the costs not only of the breaches that had occurred, but also projections of the costs that easily could occur given the current state of operations, you soon had the leaders and key decision-makers largely on your side. Many of the other employees were more resistant, but face-to-face meetings with each department and the development of a baseline privacy training program achieved sufficient "buy-in" to begin putting the proper procedures into place.

Now, privacy protection is an accepted component of all current operations involving personal or protected data and must be part of the end product of any process of technological development. While your approach is not systematic, it is fairly effective.

You are left contemplating:

What must be done to maintain the program and develop it beyond just a data breach prevention program? How can you build on your success?

What are the next action steps?

What analytic can be used to track the financial viability of the program as it develops?

- A. Cost basis.
- B. Gap analysis.
- C. Return to investment.
- D. Breach impact modeling.

Correct Answer: C

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## QUESTION 12

### SCENARIO

Please use the following to answer the next QUESTION:

Perhaps Jack Kelly should have stayed in the U.S. He enjoys a formidable reputation inside the company, Special Handling Shipping, for his work in reforming certain "rogue" offices. Last year, news broke that a police sting operation had revealed a drug ring operating in the Providence, Rhode Island office in the United States. Video from the office's video surveillance cameras leaked to news operations showed a drug exchange between Special Handling staff and undercover officers.

In the wake of this incident, Kelly had been sent to Providence to change the "hands off" culture that upper management believed had let the criminal elements conduct their illicit transactions. After a few weeks under Kelly's direction, the office became a model of efficiency and customer service. Kelly monitored his workers' activities using the same cameras that had recorded the illegal conduct of their former co-workers.

Now Kelly has been charged with turning around the office in Cork, Ireland, another trouble spot. The company has received numerous reports of the staff leaving the office unattended. When Kelly arrived, he found that even when

present, the staff often spent their days socializing or conducting personal business on their mobile phones. Again, he observed their behaviors using surveillance cameras. He issued written reprimands to six staff members based on the first day of video alone.

Much to Kelly's surprise and chagrin, he and the company are now under investigation by the Data Protection Commissioner of Ireland for allegedly violating the privacy rights of employees. Kelly was told that the company's license for the cameras listed facility security as their main use, but he does not know why this matters. He has pointed out to his superiors that the company's training programs on privacy protection and data collection mention nothing about surveillance video.

You are a privacy protection consultant, hired by the company to assess this incident, report on the legal and compliance issues, and recommend next steps. What does this example best illustrate about training requirements for privacy protection?

- A. Training needs must be weighed against financial costs.
- B. Training on local laws must be implemented for all personnel.
- C. Training must be repeated frequently to respond to new legislation.
- D. Training must include assessments to verify that the material is mastered.

Correct Answer: B

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### QUESTION 13

You would like to better understand how your organization can demonstrate compliance with international privacy standards and identify gaps for remediation. What steps could you take to achieve this objective?

- A. Carry out a second-party audit.
- B. Consult your local privacy regulator.
- C. Conduct an annual self assessment.
- D. Engage a third-party to conduct an audit.

Correct Answer: D

Explanation: Engaging a third-party to conduct an audit is the best way to ensure that your organization is compliant with international privacy standards and identify any gaps that need to be remediated. An audit should include a review of your organization's data processing activities, as well as its policies, procedures, and internal controls. Additionally, it should include an analysis of the applicable privacy laws and regulations. This audit will provide you with an objective third-party assessment of your organization's compliance with international privacy standards and identify any areas of non-compliance that need to be addressed

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### QUESTION 14

SCENARIO Please use the following to answer the next QUESTION: As they company's new chief executive officer, Thomas Goddard wants to be known as a leader in data protection. Goddard recently served as the chief financial officer of Hoopy.com, a pioneer in online video viewing with millions of users

around the world. Unfortunately, Hoopy is infamous within privacy protection circles for its ethically Questionable



practices, including unauthorized sales of personal data to marketers. Hoopy also was the target of credit card data theft that made headlines around the world, as at least two million credit card numbers were thought to have been pilfered despite the company's claims that "appropriate" data protection safeguards were in place. The scandal affected the company's business as competitors were quick to market an increased level of protection while offering similar entertainment and media content. Within three weeks after the scandal broke, Hoopy founder and CEO Maxwell Martin, Goddard's mentor, was forced to step down.

Goddard, however, seems to have landed on his feet, securing the CEO position at your company, Medialite, which is just emerging from its start-up phase. He sold the company's board and investors on his vision of Medialite building its brand partly on the basis of industry-leading data protection standards and procedures. He may have been a key part of a lapsed or even rogue organization in matters of privacy but now he claims to be reformed and a true believer in privacy protection. In his first week on the job, he calls you into his office and explains that your primary work responsibility is to bring his vision for privacy to life. But you also detect some reservations. "We want Medialite to have absolutely the highest standards," he says. "In fact, I want us to be able to say that we are the clear industry leader in privacy and data protection. However, I also need to be a responsible steward of the company's finances. So, while I want the best solutions across the board, they also need to be cost effective."

You are told to report back in a week's time with your recommendations. Charged with this ambiguous mission, you depart the executive suite, already considering your next steps.

The CEO likes what he's seen of the company's improved privacy program, but wants additional assurance that it is fully compliant with industry standards and reflects emerging best practices. What would best help accomplish this goal?

- A. An external audit conducted by a panel of industry experts
- B. An internal audit team accountable to upper management
- C. Creation of a self-certification framework based on company policies
- D. Revision of the strategic plan to provide a system of technical controls

Correct Answer: D

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#### QUESTION 15

An organization is establishing a mission statement for its privacy program. Which of the following statements would be the best to use?

- A. This privacy program encourages cross-organizational collaboration which will stop all data breaches
- B. Our organization was founded in 2054 to reduce the chance of a future disaster like the one that occurred ten years ago. All individuals from our area of the country should be concerned about a future disaster. However, with our privacy program, they should not be concerned about the misuse of their information.
- C. The goal of the privacy program is to protect the privacy of all individuals who support our organization. To meet this goal, we must work to comply with all applicable privacy laws.
- D. In the next 20 years, our privacy program should be able to eliminate 80% of our current breaches. To do this, everyone in our organization must complete our annual privacy training course and all personally identifiable information must be inventoried.

Correct Answer: C

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