Data Privacy and GDPR/CCPA Compliance in Insurance Training

Professional Development Training Course Outline

Category	Insurance	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s digitally connected world, data privacy is a top concern—especially in the insurance industry where sensitive personal and financial data is regularly collected, processed, and stored. Training Course on Data Privacy and GDPR/CCPA Compliance in Insurance is designed to equip professionals with the necessary tools, frameworks, and legal understanding to manage personal data responsibly and in full compliance with global privacy regulations like the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). As regulatory scrutiny increases and cyber threats become more advanced, mastering data privacy compliance is not just a legal requirement but a strategic imperative for building consumer trust and brand credibility.

This course emphasizes risk mitigation, regulatory alignment, cybersecurity strategy, and data governance best practices, tailored specifically for the insurance sector. Participants will explore practical case studies, use industry tools, and learn from subject-matter experts to ensure regulatory adherence, customer-centric privacy operations, and a culture of accountability and transparency. Whether you are a data protection officer, compliance manager, or insurance executive, this training delivers value through actionable insights, hands-on frameworks, and industry-relevant examples.

Programme Curriculum

Data Privacy and GDPR/CCPA Compliance in Insurance Training

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Course Objectives

1. Understand the fundamentals of GDPR and CCPA in the context of insurance data processing
2. Define and apply data minimization and purpose limitation principles
3. Develop risk assessment models for identifying compliance gaps
4. Establish robust privacy-by-design and default mechanisms
5. Manage data subject access requests (DSARs) efficiently
6. Implement data retention and deletion protocols effectively
7. Navigate cross-border data transfer requirements in compliance
8. Integrate incident response plans and breach notification procedures
9. Develop cyber liability insurance awareness and risk understanding
10. Use data mapping and impact assessments for operational readiness
11. Understand the roles of data processors and controllers in compliance
12. Interpret regulatory updates and adapt to evolving compliance demands
13. Conduct internal audits to ensure sustainable privacy frameworks

Target Audience

1. Data Protection Officers (DPOs)
2. Compliance Managers
3. Insurance Underwriters
4. Claims Adjusters
5. Legal Counsel in Insurance
6. Risk Management Professionals
7. IT Security Managers
8. Policy Administrators

Course Duration: 10 days

Course Modules

Module 1: Introduction to Data Privacy Regulations

- Overview of GDPR and CCPA
- Core principles of data protection
- Territorial and material scope
- Rights of data subjects
- Insurance industry-specific obligations
- **Case Study: GDPR Violation at a Health Insurance Firm**

Module 2: Key Roles and Responsibilities

- Data controller vs data processor
- Designating a Data Protection Officer (DPO)
- Responsibilities of insurance intermediaries
- Third-party management

- Contractual obligations for vendors
- **Case Study: Processor Misconduct in Auto Insurance Firm**

Module 3: Data Collection and Minimization

- Lawful basis for data processing
- Minimization and purpose limitation
- Consent management strategies
- Opt-in vs opt-out models
- Policyholder data ethics
- **Case Study: Excessive Data Collection by Online Insurer**

Module 4: Data Subject Rights

- Access, rectification, and erasure
- Data portability and restriction
- Handling DSARs effectively
- Verification of identity
- Timeline for responses
- **Case Study: Mishandling a Data Erasure Request**

Module 5: Privacy by Design and Default

- Embedding privacy in workflows
- Risk-based approach to design
- Default settings for minimal exposure
- Role of IT and DevSecOps
- Privacy engineering tools
- **Case Study: Poor Default Settings in Claims App**

Module 6: Data Mapping and Inventory

- Importance of data mapping
- Tracking personal data flows
- Using data mapping software
- Register of processing activities (ROPA)
- Asset classification
- **Case Study: Audit Failure Due to Incomplete Data Map**

Module 7: Impact Assessments

- Conducting DPIAs and PIAs
- High-risk processing scenarios
- Evaluation templates and tools
- Risk mitigation strategies
- Communication with supervisory authorities
- **Case Study: DPIA Missed for a New Claims Platform**

Module 8: Incident Response & Breach Notification

- Defining a data breach
- Notification timelines
- Internal and external reporting protocols
- Legal and PR coordination
- Breach containment techniques
- **Case Study: Ransomware Attack at a National Insurer**

Module 9: Cross-Border Data Transfers

- EU to US data transfer mechanisms
- Standard contractual clauses (SCCs)
- Binding corporate rules (BCRs)
- Schrems II implications
- Risk-based transfer assessment
- **Case Study: Non-compliant Transfers to Offshore Call Centers**

Module 10: Third-Party and Vendor Management

- Due diligence for service providers
- Data sharing agreements
- Monitoring vendor performance
- Sub-processor transparency
- Cyber insurance for vendors
- **Case Study: Subcontractor Leak in Claims Analytics Firm**

Module 11: Data Retention and Deletion Policies

- Retention limits by data type
- Archival best practices
- Secure deletion methods
- Legal hold requirements
- Automated retention workflows
- **Case Study: Non-deletion of Legacy Client Records**

Module 12: Cybersecurity in Insurance

- Encryption and access control
- Endpoint protection
- Multi-factor authentication
- Threat detection systems
- Cybersecurity awareness training
- **Case Study: Credential Theft in Life Insurance Database**

Module 13: Internal Audits and Continuous Monitoring

- Designing audit checklists
- Metrics and KPIs for privacy
- Real-time compliance dashboards
- Non-compliance handling
- Continuous improvement loops
- **Case Study: Audit Reveals Lack of Monitoring Framework**

Module 14: Regulatory Updates and Adaptation

- Adapting to new legal precedents
- Emerging state-level laws
- International regulatory comparison
- Industry response patterns
- Privacy frameworks benchmarking
- **Case Study: Rapid Policy Update for New State Law**

Module 15: Building a Privacy Culture

- Leadership and tone from the top

- Employee training initiatives
- Data ethics policies
- Incentivizing compliance behavior
- Creating privacy champions
- **Case Study: Internal Culture Shift in Global Insurer**

Training Methodology

- Interactive lectures using PowerPoint and visual aids
- Live case study reviews and group discussion
- Hands-on workshops and data mapping simulations
- Knowledge checks and scenario-based quizzes
- Final project on GDPR/CCPA compliance implementation in insurance

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

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