

# Data Governance Health■Check Checklist

## Governance Foundations

- Defined data ownership and accountability
- Documented data policies and procedures
- Staff training on data handling and privacy
- Established compliance KPIs and review schedules

## Data Quality & Accuracy

- Clean and standardised customer records
- Duplicate and error detection
- Integrated data sources for single customer views
- Clear processes for correcting inaccurate data

## Consent & Transparency

- Clear opt-in forms for email, SMS, and other marketing
- Customer preference centre with easy updates
- Plain-language privacy notices
- Processes for handling data subject access, correction, or deletion requests

## Secure Data Storage & Access

- Encrypted storage for sensitive information
- Role-based access controls
- Multi-factor authentication for all key systems
- Regular data backups and tested recovery plans

## Third-Party Tools & Vendor Management

- Up-to-date vendor list with data flow documentation
- Signed data processing agreements (DPAs)

- Verification of vendor security certifications (e.g., ISO 27001, SOC 2)
- Monitoring of APIs and integrations for secure data transfers

## Regulatory Compliance

- GDPR and PECR compliance for UK/EU
- CCPA/CPRA considerations if trading with US customers
- Cookie and tracking compliance in line with e-privacy rules
- Clear breach-reporting processes and incident response plans

