

Ladies and Gents,

Dear Colleagues,

First allow me to warmly thank the host for the excellent organization of this years' Spring Conference as well as for giving to us the opportunity to share with you a short overview of the 27th Edition of the Case Handling Workshop, which took place on 28th and 29th September 2015, in the capital of Albania, Tirana, hosted by the Information and Data Protection Commissioner.

The event gathered over 34 representatives of 24 authorities, including among European Data Protection Authorities also the EDPS, the Delegation of the International Committee of the Red Cross, OSCE Mission in Kosovo, etc.

The Information and Data Protection Commissioner's Office set up an internal working group, responsible for the organization of the event, which followed subsequent steps in order to prepare an inclusive and professional workshop, encompassing the drawing up and distribution of invitations, questionnaire regarding pressing issues that DPAs' chose to address during the workshop, the agenda, a social programme and so on and so forth, concluding its task with the drafting and dissemination of the Case Handling Handbook.

The content of the agenda reflected important topics, which were extended throughout 5 sessions such as: Data Protection in the financial and public sector, Sharing of information among DPAs on cross border cases: methods and national legislation implications, Individual cases: lessons learned, Emergency of new services and technologies as well as Direct Marketing and Internet while a bonus session involving controllers from both public and private sector operating in Albania was incorporated herein.

A few important conclusions extracted from the presentations and discussions during the workshop were subsequently introduced also in the Handbook,

aiming to synthesise them and offer valuable suggestions for an efficient work whereas:

- Closer cooperation with data controllers,
- Cooperation with the Media, which should be considered as a crucial component from which information could be retrieved and subsequently verifications could take place in connection with data processing in various sectors,
- Written advices (instructions, guidance and inputs) as a method to facilitate and orientate data subjects toward easy and swift examination of their complaints,
- Obligation of every data protection authority to verify and influence the behaviour of controllers,
- Providing advices, guidance to citizens in order to raise their awareness,
- Organisation of internal institutional structure in order to train separate teams in relation to working in specific sectors,
- Setting up of a system through which officers/civil servants are aware of complaints addressed to the controllers and the way these complaints are being handled,
- Cases to be managed by a single person throughout the process,
- Stimulation of self-assistance
- Training of employees in specific sectors to provide direct guidance in service lines,
- Evaluation of the possibility to issue unified recommendations for supervising authorities in specific sectors
- Continuous efforts to be made in order to change the behaviour of controllers,

- Appropriate attention to be assigned to the opinions issued by Article 29 Working Party, with special focus on the use of drones.
- Cooperation of personal data protection authorities with civil aviation authorities in drafting awareness brochures and guidelines,
- Unification of legislation related to processing of biometric data, video-surveillance, drones, etc.
- Closer cooperation with Google,
- Creation of a customer communication office,
- Building up of archives of data breaches file cases in order to verify the repeated breaches,
- Remains to be tackled the issue of fake video cameras, having an impact on psychological manipulation, even though no personal data processing takes place,
- Providing opinions on the websites of DPAs for example on risk assessment in cases of personal data protection. Etc.

It is worth mentioning that the workshop had important media coverage in Albania, including among others national TVs, and the main newspapers.

Finally, allow me to wish the best of luck to the next host of Case Handling Workshop.

Thank you for your attention.