

Customer Support & Complaint Management

RPA-010 • Your Organization

Department	Customer Service
Status	Active
Owner	Omar Al-Zahrani
Legal Basis	Legitimate Interest
Data Volume	2,000 - 8,000 tickets/month
Retention Period	5 years after case closure
DPIA Required	No
Cross-Border Transfer	Yes

PDPL Compliance Assessment

Domain	Score	Status	Findings
Data Subject Rights & Consent	75%	Partial	Most requirements for Data Subject Rights & Consent are addressed. Some gaps identified in documentation or process.
Processing Principles & Lawful Basis	80%	Compliant	All requirements for Processing Principles & Lawful Basis are met. Documentation is complete and up to date.
Data Protection & Security	78%	Partial	Most requirements for Data Protection & Security are addressed. Some gaps identified in documentation or process.
Organizational Requirements & Governance	72%	Partial	Most requirements for Organizational Requirements & Governance are addressed. Some gaps identified in documentation or p
Cross-Border Data Transfer	62%	Partial	Most requirements for Cross-Border Data Transfer are addressed. Some gaps identified in documentation or process.
Compliance & Accountability	76%	Partial	Most requirements for Compliance & Accountability are addressed. Some gaps identified in documentation or process.