

# Customer CRM & Relationship Management

RPA-002 • Your Organization

<b>Department</b>	Marketing & Communications
<b>Status</b>	Active
<b>Owner</b>	Sara Al-Dossari
<b>Legal Basis</b>	Legitimate Interest
<b>Data Volume</b>	50,000 - 100,000 records
<b>Retention Period</b>	5 years after last customer interaction
<b>DPIA Required</b>	Yes
<b>Cross-Border Transfer</b>	Yes

## PDPL Compliance Assessment

Domain	Score	Status	Findings
Data Subject Rights & Consent	72%	Partial	Most requirements for Data Subject Rights & Consent are addressed. Some gaps identified in documentation or process.
Processing Principles & Lawful Basis	65%	Partial	Most requirements for Processing Principles & Lawful Basis are addressed. Some gaps identified in documentation or proce
Data Protection & Security	78%	Partial	Most requirements for Data Protection & Security are addressed. Some gaps identified in documentation or process.
Organizational Requirements & Governance	70%	Partial	Most requirements for Organizational Requirements & Governance are addressed. Some gaps identified in documentation or p
Cross-Border Data Transfer	55%	Non Compliant	Significant gaps identified in Cross-Border Data Transfer. Immediate remediation required.
Compliance & Accountability	68%	Partial	Most requirements for Compliance & Accountability are addressed. Some gaps identified in documentation or process.