Record of Processing Activities

Your Organization • PDPL Compliance Report

Generated: 26 March 2026 at 04:36

Executive Summary

Total Activities	16
Overall Compliance Score	81%
Cross-Border Transfers	7
Sensitive Data Processing	2
DPIA Required	8
DPIA Completed	6

Processing Activities Overview

Ref	Activity Name	Department	Legal Basis	Status	Score
RPA-001	Employee Payroll Processing	Human Resources	Legal Obligation	Active	87%
RPA-002	Customer CRM & Relationship Management	Marketing & Communications	Legitimate Interest	Active	68%
RPA-003	Employee Recruitment & Applicant Tracking	Human Resources	Consent	Active	79%
RPA-004	CCTV Surveillance & Physical Security	Information Technology	Legitimate Interest	Active	70%
RPA-005	Customer Payment Processing	Finance & Accounting	Legal Obligation	Active	87%
RPA-006	Email Marketing Campaigns	Marketing & Communications	Consent	Active	80%
RPA-007	IT Access Management & System Logging	Information Technology	Legal Obligation	Active	88%
RPA-008	Employee Health Insurance Administration	Human Resources	Legal Obligation	Active	83%
RPA-009	Website Analytics & Cookie Tracking	Marketing & Communications	Consent	Under Review	69%
RPA-010	Customer Support & Complaint Management	Customer Service	Legitimate Interest	Active	74%
RPA-011	Network Security Monitoring	Information Technology	Legal Obligation	Active	90%
RPA-012	Vendor & Supplier Due Diligence	Legal & Compliance	Legitimate Interest	Active	78%
RPA-013	Customer Loyalty Programme	Marketing & Communications	Consent	Active	79%
RPA-014	Tax Reporting & ZATCA Compliance	Finance & Accounting	Legal Obligation	Active	92%
RPA-015	Employee Background Verification	Human Resources	Consent	Active	86%
RPA-016	Board Member & Governance Records	Legal & Compliance	Legal Obligation	Active	88%

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Detailed Processing Activity Records

RPA-001 — Employee Payroll Processing

Department	Human Resources	**Status**	Active
Owner	Fatima Al-Rashidi	**Owner Email**	f.alrashidi@org.sa
Legal Basis	Legal Obligation	**Processing Type**	storage
Data Volume	500 - 1,000 records	**Sensitive Data**	No
Cross-Border Transfer	No	**DPIA Required**	No
Retention Period	10 years after employment termination	**DPIA Completed**	No

Purpose:

Processing employee compensation and meeting legal payroll obligations under Saudi Labour Law.

Data Subjects: Employees, Contractors

Data Categories: Full Name, National ID, Salary Details, Bank Account, Tax Information, GOSI Number

RPA-002 — Customer CRM & Relationship Management

Department	Marketing & Communications	**Status**	Active
Owner	Sara Al-Dossari	**Owner Email**	s.aldossari@org.sa
Legal Basis	Legitimate Interest	**Processing Type**	collection
Data Volume	50,000 - 100,000 records	**Sensitive Data**	No
Cross-Border Transfer	Yes	**DPIA Required**	Yes
Retention Period	5 years after last customer interaction	**DPIA Completed**	Yes

Purpose:

Managing customer relationships, improving service quality, and enabling personalized communications.

Data Subjects: Customers, Prospects

Data Categories: Full Name, Mobile Number, Email Address, Purchase History, Preferences, Customer ID

RPA-003 — Employee Recruitment & Applicant Tracking

Department	Human Resources	**Status**	Active
Owner	Fatima Al-Rashidi	**Owner Email**	f.alrashidi@org.sa
Legal Basis	Consent	**Processing Type**	collection
Data Volume	1,000 - 5,000 records	**Sensitive Data**	No
Cross-Border Transfer	Yes	**DPIA Required**	No
Retention Period	2 years after application rejection; indefinitely for hired employees	**DPIA Completed**	No

Purpose:

Evaluating and selecting qualified candidates for open positions within the organization.

Data Subjects: Job Applicants, Candidates

Data Categories: Full Name, Email, Phone, CV/Resume, Education History, Work Experience, References, National ID

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RPA-004 — CCTV Surveillance & Physical Security

Department	Information Technology	**Status**	Active
Owner	Mohammed Al-Qahtani	**Owner Email**	m.alqahtani@org.sa
Legal Basis	Legitimate Interest	**Processing Type**	collection
Data Volume	Continuous recording	**Sensitive Data**	No
Cross-Border Transfer	No	**DPIA Required**	Yes
Retention Period	30 days rolling retention unless incident requires longer preservation	**DPIA Completed**	No

Purpose:

Protecting company assets, ensuring physical security, and preventing unauthorized access.

Data Subjects: Employees, Visitors, Contractors

Data Categories: Video Footage, Access Timestamps, Location Data

RPA-005 — Customer Payment Processing

Department	Finance & Accounting	**Status**	Active
Owner	Abdullah Al-Otaibi	**Owner Email**	a.alotaibi@org.sa
Legal Basis	Legal Obligation	**Processing Type**	collection
Data Volume	10,000 - 50,000 transactions/month	**Sensitive Data**	No
Cross-Border Transfer	Yes	**DPIA Required**	Yes
Retention Period	7 years for transaction records per SAMA requirements	**DPIA Completed**	Yes

Purpose:

Processing payments for goods and services purchased by customers.

Data Subjects: Customers

Data Categories: Full Name, Payment Card Details (tokenized), Transaction History, Billing Address, Mobile Number

RPA-006 — Email Marketing Campaigns

Department	Marketing & Communications	**Status**	Active
Owner	Sara Al-Dossari	**Owner Email**	s.aldossari@org.sa
Legal Basis	Consent	**Processing Type**	analysis
Data Volume	25,000 - 75,000 subscribers	**Sensitive Data**	No
Cross-Border Transfer	Yes	**DPIA Required**	Yes
Retention Period	3 years or until consent withdrawal	**DPIA Completed**	Yes

Purpose:

Promoting products and services to consenting customers and maintaining brand engagement.

Data Subjects: Customers, Newsletter Subscribers

Data Categories: Email Address, Name, Preferences, Engagement Data, Segmentation Labels

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RPA-007 — IT Access Management & System Logging

Department	Information Technology	**Status**	Active
Owner	Mohammed Al-Qahtani	**Owner Email**	m.alqahtani@org.sa
Legal Basis	Legal Obligation	**Processing Type**	collection
Data Volume	200 - 500 user accounts	**Sensitive Data**	No
Cross-Border Transfer	No	**DPIA Required**	No
Retention Period	12 months for access logs, 5 years for security incidents	**DPIA Completed**	No

Purpose:

Ensuring system security, preventing unauthorized access, and maintaining operational integrity.

Data Subjects: Employees, IT Administrators, Contractors

Data Categories: Username, IP Address, Login Times, System Actions, Access Permissions

RPA-008 — Employee Health Insurance Administration

Department	Human Resources	**Status**	Active
Owner	Fatima Al-Rashidi	**Owner Email**	f.alrashidi@org.sa
Legal Basis	Legal Obligation	**Processing Type**	sharing
Data Volume	500 - 2,000 records (including dependants)	**Sensitive Data**	Yes
Cross-Border Transfer	No	**DPIA Required**	Yes
Retention Period	Duration of employment + 5 years	**DPIA Completed**	Yes

Purpose:

Providing and administering mandatory health insurance coverage as required by Saudi law.

Data Subjects: Employees, Employee Dependants

Data Categories: National ID, Medical History, Insurance Policy Number, Claims Data, Family Members Data

RPA-009 — Website Analytics & Cookie Tracking

Department	Marketing & Communications	**Status**	Under Review
Owner	Sara Al-Dossari	**Owner Email**	s.aldossari@org.sa
Legal Basis	Consent	**Processing Type**	analysis
Data Volume	100,000+ sessions/month	**Sensitive Data**	No
Cross-Border Transfer	Yes	**DPIA Required**	Yes
Retention Period	26 months (Google Analytics default)	**DPIA Completed**	No

Purpose:

Improving website user experience and measuring marketing campaign effectiveness.

Data Subjects: Website Visitors, Prospects

Data Categories: IP Address, Browser Data, Page Views, Click Behaviour, Session Duration, Device Type

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RPA-010 — Customer Support & Complaint Management

Department	Customer Service	Status	Active
Owner	Omar Al-Zahrani	Owner Email	o.alzahrani@org.sa
Legal Basis	Legitimate Interest	Processing Type	collection
Data Volume	2,000 - 8,000 tickets/month	Sensitive Data	No
Cross-Border Transfer	Yes	DPIA Required	No
Retention Period	5 years after case closure	DPIA Completed	No

Purpose:

Resolving customer issues, ensuring satisfaction, and maintaining regulatory complaint records.

Data Subjects: Customers

Data Categories: Full Name, Contact Details, Complaint Description, Transaction Reference, Call Recordings, Chat Logs

RPA-011 — Network Security Monitoring

Department	Information Technology	Status	Active
Owner	Mohammed Al-Qahtani	Owner Email	m.alqahtani@org.sa
Legal Basis	Legal Obligation	Processing Type	analysis
Data Volume	Continuous data streams	Sensitive Data	No
Cross-Border Transfer	No	DPIA Required	No
Retention Period	12 months for standard logs, 5 years for security incidents	DPIA Completed	No

Purpose:

Detecting and preventing cybersecurity threats, protecting organizational systems and data.

Data Subjects: Employees, Network Users

Data Categories: Network Traffic Data, IP Addresses, Protocol Information, Security Events

RPA-012 — Vendor & Supplier Due Diligence

Department	Legal & Compliance	Status	Active
Owner	Nora Al-Ghamdi	Owner Email	n.alghamdi@org.sa
Legal Basis	Legitimate Interest	Processing Type	collection
Data Volume	200 - 500 vendor records	Sensitive Data	No
Cross-Border Transfer	No	DPIA Required	No
Retention Period	Duration of contract + 7 years	DPIA Completed	No

Purpose:

Evaluating and managing vendors for compliance, financial stability, and business suitability.

Data Subjects: Vendors, Supplier Representatives, Business Contacts

Data Categories: Company Name, Contact Name, Commercial Registration, Financial Information, Bank Details

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RPA-013 — Customer Loyalty Programme

Department	Marketing & Communications	**Status**	Active
Owner	Sara Al-Dossari	**Owner Email**	s.aldossari@org.sa
Legal Basis	Consent	**Processing Type**	analysis
Data Volume	15,000 - 40,000 members	**Sensitive Data**	No
Cross-Border Transfer	Yes	**DPIA Required**	Yes
Retention Period	5 years after programme membership ends	**DPIA Completed**	Yes

Purpose:

Rewarding customer loyalty, driving repeat purchases, and personalizing customer experience.

Data Subjects: Loyalty Members

Data Categories: Full Name, Email, Mobile, Purchase History, Points Balance, Reward Redemptions, Preferences

RPA-014 — Tax Reporting & ZATCA Compliance

Department	Finance & Accounting	**Status**	Active
Owner	Abdullah Al-Otaibi	**Owner Email**	a.alotaibi@org.sa
Legal Basis	Legal Obligation	**Processing Type**	sharing
Data Volume	10,000+ invoices/month	**Sensitive Data**	No
Cross-Border Transfer	No	**DPIA Required**	No
Retention Period	10 years per ZATCA requirements	**DPIA Completed**	No

Purpose:

Meeting Saudi Tax Authority (ZATCA) reporting obligations for VAT, Zakat, and e-invoicing.

Data Subjects: Customers, Employees, Business Partners

Data Categories: National ID / VAT Number, Transaction Data, Invoice Details, Financial Records

RPA-015 — Employee Background Verification

Department	Human Resources	**Status**	Active
Owner	Fatima Al-Rashidi	**Owner Email**	f.alrashidi@org.sa
Legal Basis	Consent	**Processing Type**	collection
Data Volume	100 - 300 records/year	**Sensitive Data**	Yes
Cross-Border Transfer	No	**DPIA Required**	Yes
Retention Period	Destroyed after hiring decision; retained 6 months if disputed	**DPIA Completed**	Yes

Purpose:

Verifying candidate credentials and ensuring workplace safety through background screening.

Data Subjects: Job Candidates (Final Stage)

Data Categories: Full Name, National ID, Criminal Record Check, Education Certificates, Employment References

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RPA-016 — Board Member & Governance Records

Department	Legal & Compliance	**Status**	Active
Owner	Nora Al-Ghamdi	**Owner Email**	n.alghamdi@org.sa
Legal Basis	Legal Obligation	**Processing Type**	storage
Data Volume	< 100 records	**Sensitive Data**	No
Cross-Border Transfer	No	**DPIA Required**	No
Retention Period	Duration of company existence + 10 years	**DPIA Completed**	No

Purpose:

Maintaining corporate governance records as required by Ministry of Commerce and Companies Law.

Data Subjects: Board Members, Shareholders, Officers

Data Categories: Full Name, National ID, Address, Shareholding Information, Declarations of Interest

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