

## THE OFFICE OF UTILITIES REGULATION:

# COMMITTED TO CONFIDENTIALITY, INTEGRITY AND AVAILABILITY OF INFORMATION

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The CIA triad has always occupied a central place within the Office of Utilities Regulation (OUR). Here, 'CIA' does not refer to the famous US Agency but rather to Confidentiality, Integrity, and Availability. This mantra ensures that information at the OUR is kept private (confidentiality), accurate and unaltered (integrity), and accessible to those authorised to have it (availability). So, when the OUR was faced with the obligations under the newly enacted Data Protection Act (DPA) the organisation was in a good position to take steps to adapt its systems and make any necessary changes to comply with the DPA.

The OUR is required to comply with the various standards prescribed by the DPA when processing personal data. These include, but are not limited to the requirement that the data:

- 1 Be processed fairly, lawfully and only for the purposes for which it was obtained;
- 2 Not be kept for longer than required for the intended purpose;
- 3 Be processed in accordance with the rights of the data subject (including rights of access, removal and amendment);
- 4 Not be transferred to another jurisdiction unless it assures adequate protection of the rights and freedoms of data subjects.



There is also the requirement that appropriate technical and organisational measures be implemented to safeguard against unauthorised or unlawful processing, access, loss or destruction of the data.

Based on the OUR's practice of ensuring that CIA considerations underpin all processes involving information in our possession, the organisation had a head start in implementing measures to ensure compliance with the abovementioned standards. In true OUR tradition as a leading regulator within the Caribbean Community we have committed to not merely comply with our statutory obligations but to actively identify ways to enhance data protection. This is on brand for the OUR, as evidenced by our ISO 9001:2015 certification.

Some DPA obligations, including registering as a data controller and appointing a data protection officer, were new to the organisation, but of course, the OUR has satisfied these requirements.

The OUR assures its stakeholders that the organisation is committed to ensuring a culture of accountability regarding data protection and information security.

