



Using Technology to Streamline Legal & Compliance Processes

IBA – Cartagena

Scott Taylor, Chief Privacy Officer, Merck & Co, Inc.

March, 2023



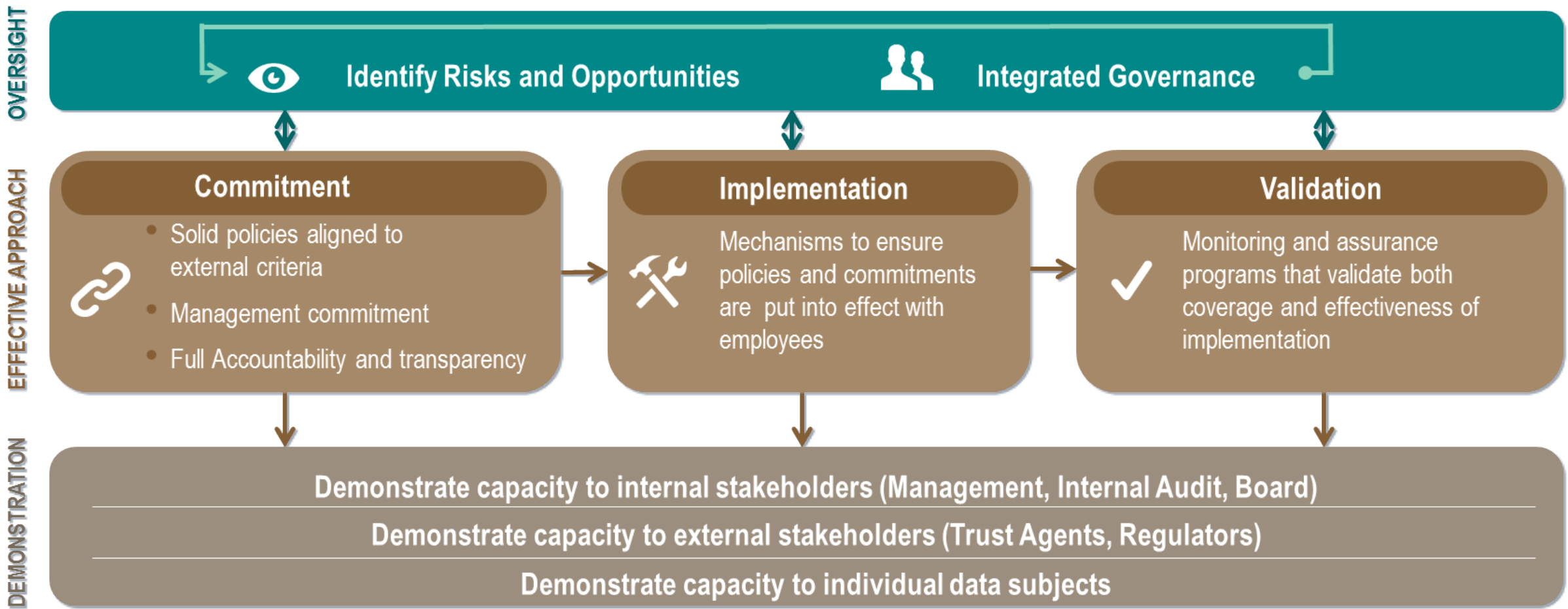
Overview

- Provide a quick overview of how our company governs and manages privacy.
- Discuss how we have developed technologies to assist in legal and compliance processes – using our Privacy Office as a case study.
- Share a simple example in Contracting, Data Protection Agreements, and Data Transfer Agreements

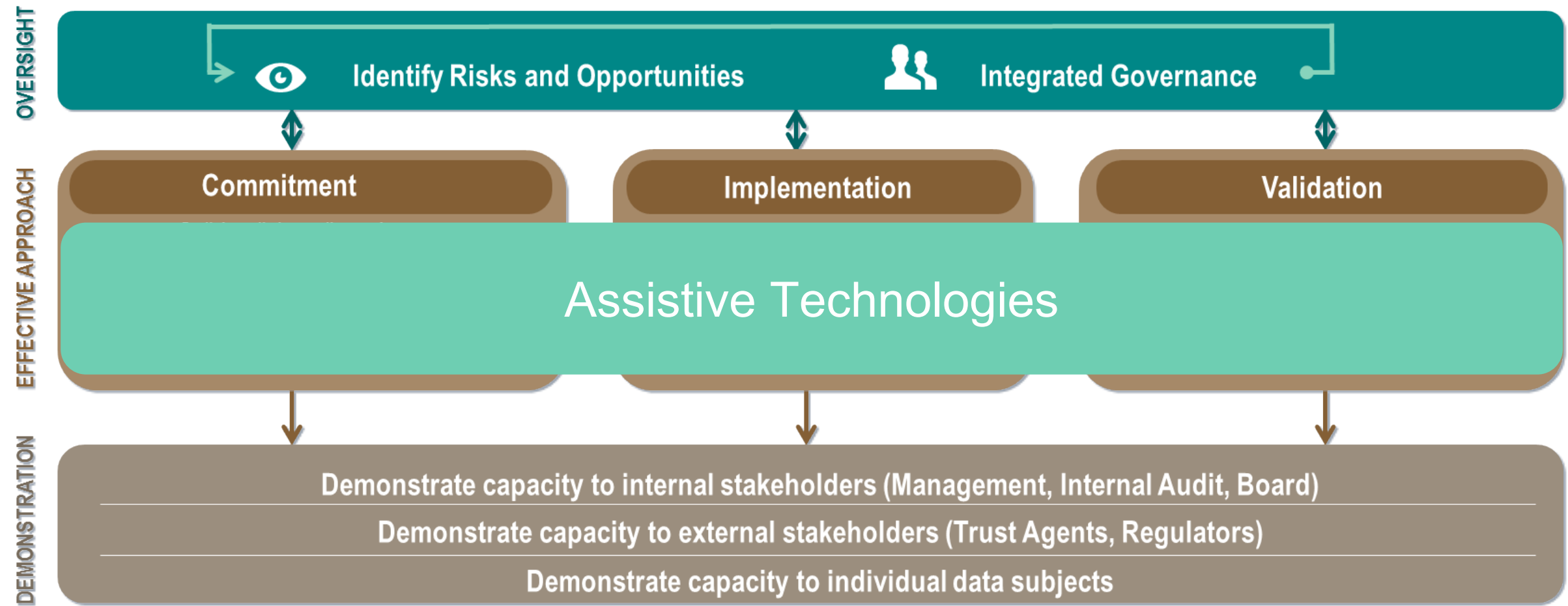
Merck's Privacy Program

- Global program based upon the GDPR as the foundation.
- Accountability-based with strong support from the top.
- A central team of 18 professionals who directly oversee a leveraged, accountable team of 255 Privacy Stewards globally.
- Certified in APEC CBPRs and EU BCRs.

Our Strategic Privacy Framework – Meeting Regulator Expectations



Our Strategic Privacy Framework – Meeting Regulator Expectations



Data Determines the Health of the Program

In addition to direct Regulator reviews and certifications, **all key processes** have been instrumented **using technologies**:

- Training
- Privacy/Data Protection Impact Assessments
- Third-Party Diligence/Assessments
- Incident Management
- Data Subject Rights
- Program Self-Assessments/Audits
- Contracting/Transfer Agreements

By instrumenting these processes, we continue to improve our ability to spot trends, mitigate risks, and deploy our resources in the most critical areas. It is also the core of an ability to demonstrate.

Supplier Privacy Assessments (SPA) Tool

Power Apps | Supplier Privacy Assessment Lifecycle App

Christopher Foreman

Supplier Privacy Assessment Lifecycle Tool


Log Out

[SPA Database Lookup](#) [Do I Need a SPA?](#) [Upload Completed SPA](#) [Risk Acceptance](#)

Welcome to the Supplier Privacy Assessment ("SPA") Lifecycle Tool! Here you can find everything you need related to SPAs. You can click on the above buttons or below links to navigate, and the information buttons will teach you about each step of the process. This app allows you to:

- [1. Check when a SPA needs to be renewed](#) ⓘ Click the same information button again to close the text box
- [2. See if an existing SPA covers your project](#) ⓘ
- [3. Learn if your project type needs a SPA](#) ⓘ
- [4. Upload a completed SPA and receive a risk rating](#) ⓘ
- [5. Complete a risk acceptance for a high-risk vendor](#) ⓘ

To complete the forms, fill in all required fields and hit the "Submit" button on top-right. You can click on information buttons for helpful tips, or click on buttons and blue text to link to another location. If you encounter any issues, or have any questions, [contact the Global Privacy Office](#).



INVENTING FOR LIFE

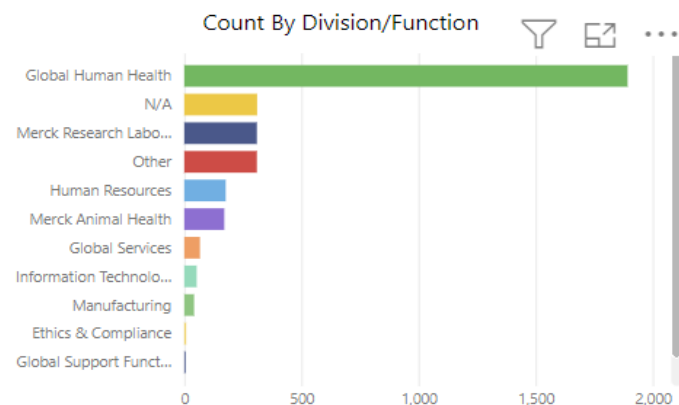
[Get a SPA](#)

[Read the SPA SOP](#)

[Find Your Steward](#)

SPA Dashboard

4/6/2020 10/27/2022



Count By Division/Function

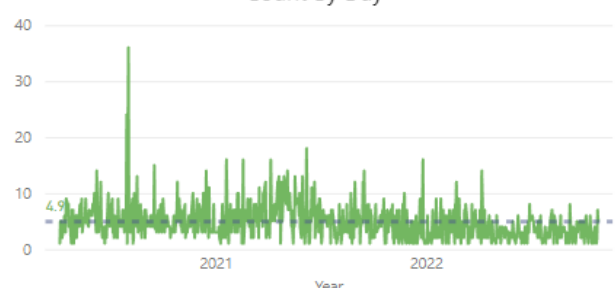
Division/Function	Count
Global Human Health	1800
N/A	400
Merck Research Labo...	350
Other	300
Human Resources	150
Merck Animal Health	150
Global Services	100
Information Technolo...	100
Manufacturing	100
Ethics & Compliance	50
Global Support Funct...	50

Supplier Name	Risk	Division or Function	Region	Country	Created
TRIALCARD INCORPORATED	Low		US		9/28/2021 9:34:03 AM
Ag Create solutions	Medium	Merck Animal Health	Global/All Regions		1/19/2022 6:18:27 PM
AQUANTIC AG	Low		US		10/26/2022 10:45:20 AM
BDO Digital	Low		US		8/4/2021 9:01:21 PM
BOOKCUBE NETWORKS Co.Ltd.	Low		Asia Pacific		9/24/2021 3:12:24 AM
Bts Australasia Pty Ltd	Low	GHH	Global/All Regions		7/2/2021 7:14:20 AM
BTS Korea Ltd	Low	GHH	Global/All Regions		7/2/2021 7:30:58 AM
Chubb INA Holdings Inc., on behalf of itself	Medium		Global/All Regions		9/6/2022 1:02:58 PM


SPAs in Selection
3356

Turnaround Days
5.36

ECO Hours Saved
839

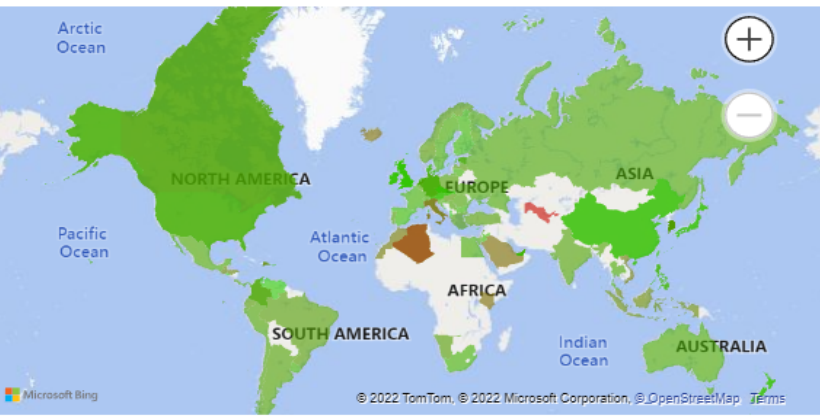


Count By Day

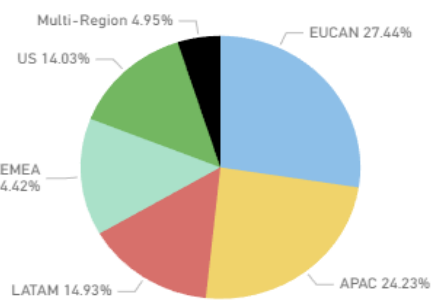


Count by Owner

Owner	Count
Procurement	35
Non-Procurement	20

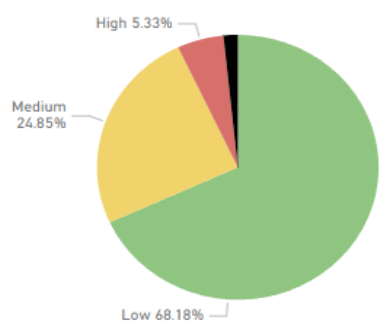


Risk Rating By Country



Count By Region

Region	Percentage
Multi-Region	4.95%
US	14.03%
EEMEA	14.42%
LATAM	14.93%
APAC	24.23%
EUCAN	27.44%



Count By Risk

Risk Level	Percentage
High	5.33%
Medium	24.85%
Low	68.18%

Privacy Impact Assessment Tool (PIA)

Merck Privacy Advisor

Assessments

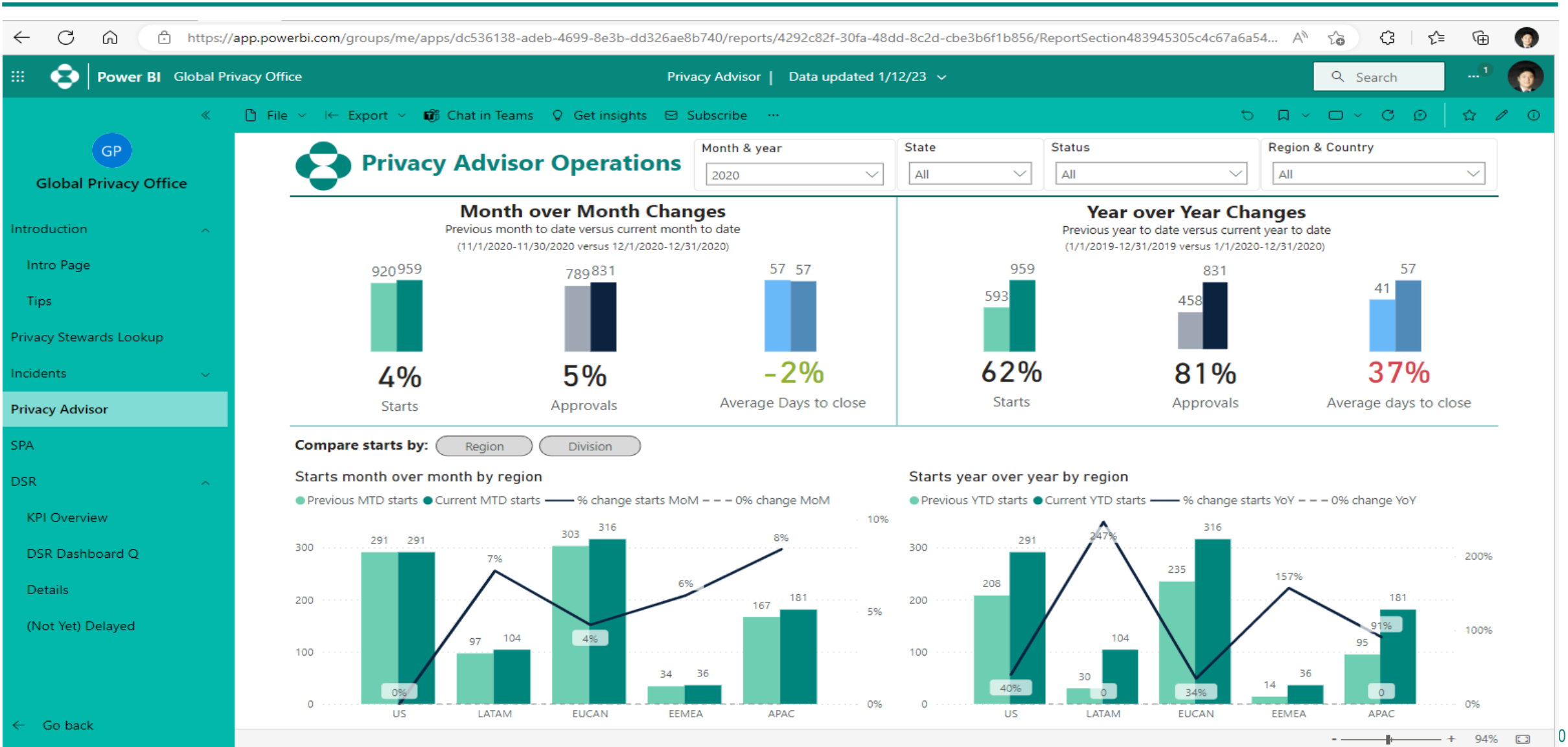
Official Company P...
Launch

Search

ID	Name	Stage	Approver	Approval Stage	Deadline	Primary Record
13118	test by Max 4	Under Review	Yunchao Ma, Olivie...	Under Review	----	HR - Benefits & Health ...
13109	test by Max 3	In Progress	----	----	----	----
13106	test by Max 2	Under Review	Olivier Saltre	Under Review	----	CA - Corporate Responsi...
13052	test PIA by Sinem	In Progress	----	----	----	GSM - Indirect Material ...
12763	Virtual Congress ...	Completed	Jacques Potgieter, ...	----	----	SM - CE Customer Service
12207	Cornerstone Anal...	Completed	Allan Paull	----	----	SM - Sales and Marketin...
11893	Cloudability PIA	Completed	Yunchao Ma	----	----	IT - Cloud Application PL...
11892	Latitude Learning	Completed	Yunchao Ma	----	----	MRL - R&D Operations
11870	Pinnacle 21 Enter...	Completed	Yunchao Ma	----	----	MRL - Scientific Informat...
11860	SAS CIT	Completed	Yunchao Ma, Jacqu...	----	----	SM - Patient & Consumer

View More

Privacy Impact Assessment (PIA) Dashboard



Incident Management Tool

Power Apps | Privacy Incident Reporting Form ⌵

Foreman, Chris
Thursday, 23 Jun 2022

Privacy Incident Reporting Form

Log Out

Submitter Information

Incident Details

Individuals Involved

Data Impacted

Actions Taken

* Reported by (Modify in case of submission on-behalf of someone else)

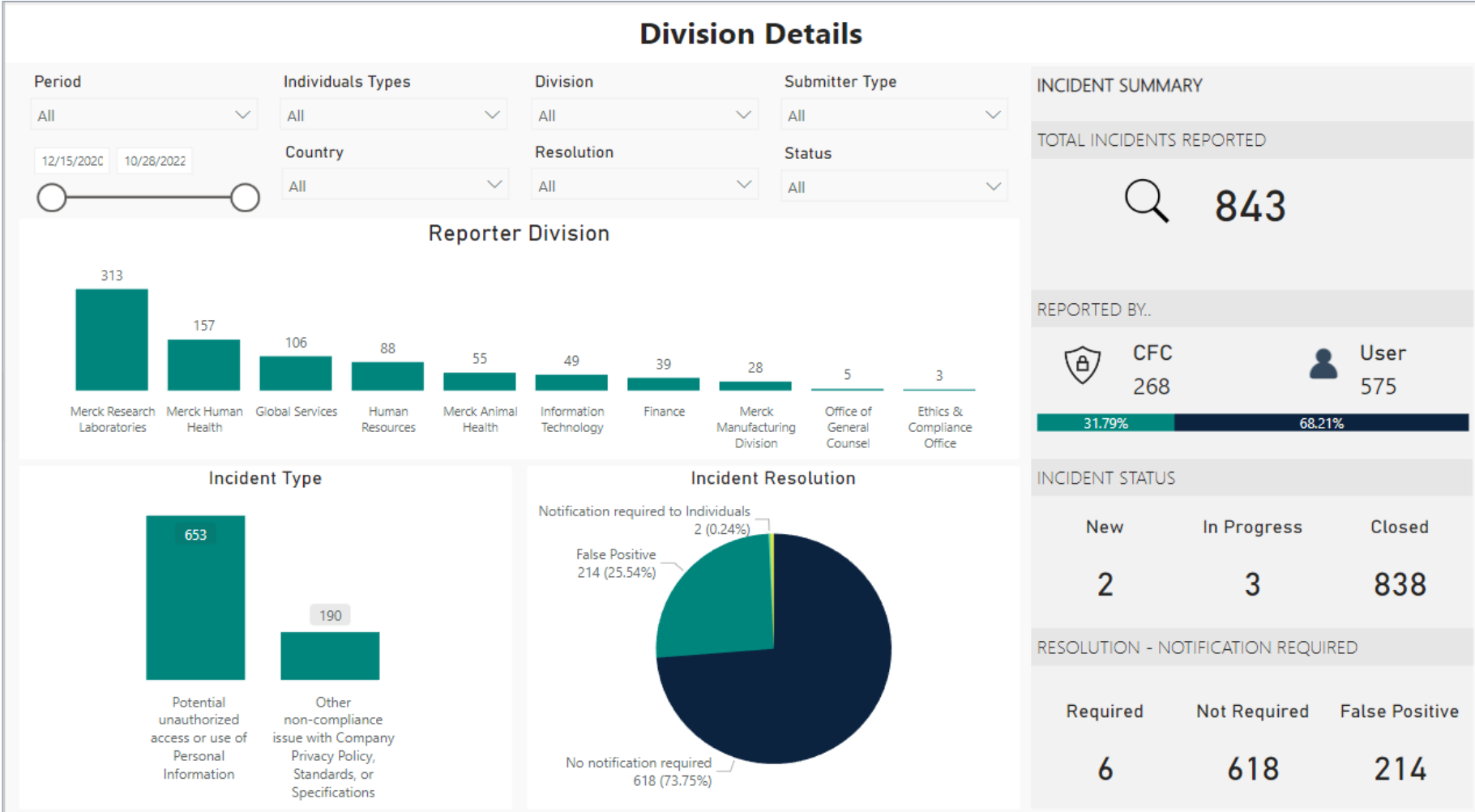
Foreman, Chris ⌵

Email	Department	Country
chris_foreman@merck.com	Privacy & GSF Compliance	Belgium

* Division

Find items ⌵

Incident Management Dashboard



Data Subject Rights Tool



Contact our Privacy Office

Please use this form for any request related to your personal data that we hold. For any other non-data privacy request we invite you to visit our company web site www.msd-uk.com.

Which of the following describes you best: *



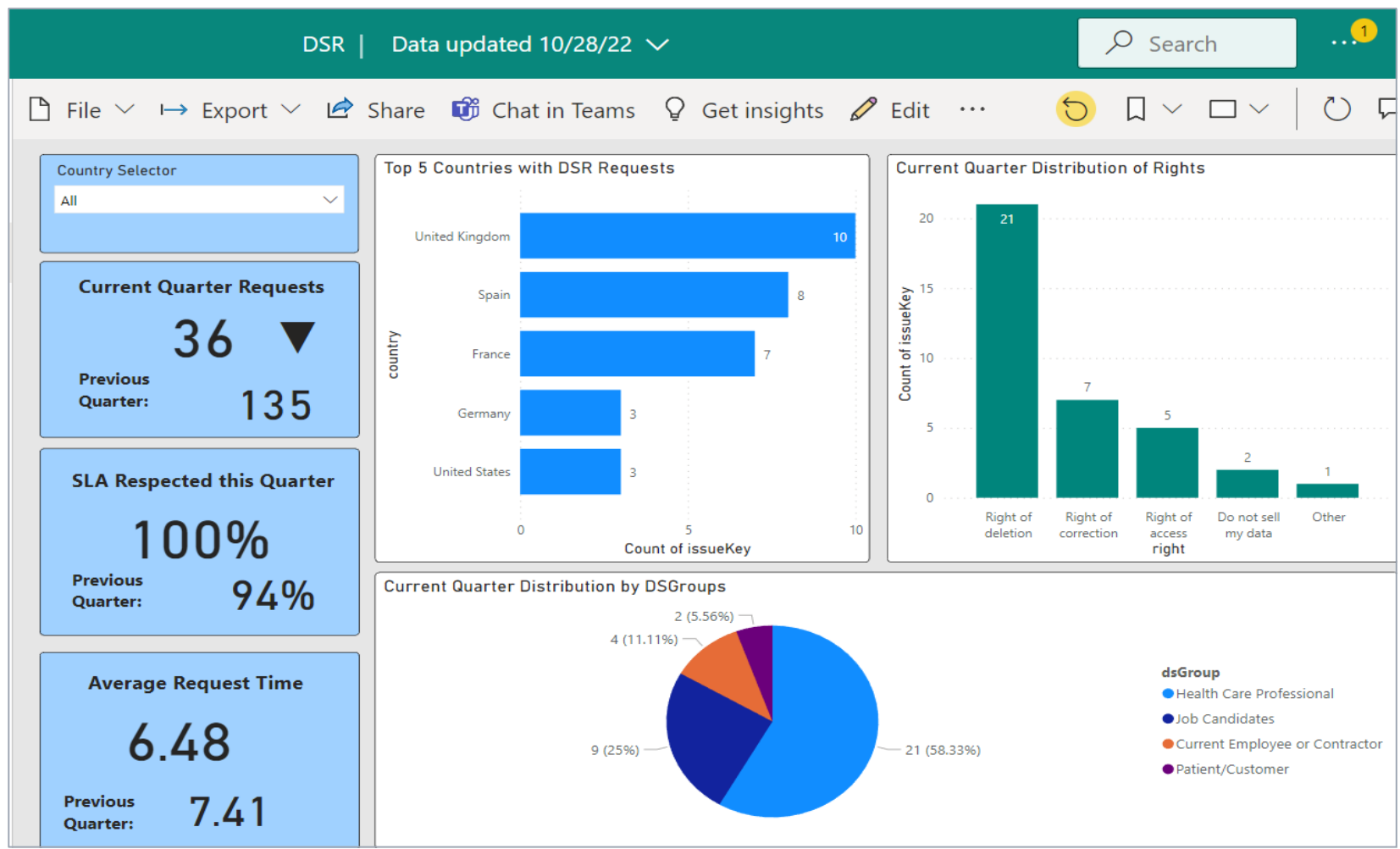
What type of request do you have? *



We are required to verify your identity to before we provide you with your personal data. If we are unable it match the data you provided with our records we may request additional information. The information you provide will only be used for identification purposes and will be handled based on our legal obligation to provide this information. Any information you provide will be processed in accordance with our privacy policy. We ask for your phone number as an element to verify your identity, in case we would need to contact you to clarify your request and to provide you a password that will allow you to decode the encrypted documents we can send to you.

 [Global privacy and data protection policy](#)

Data Subject Rights Dashboard

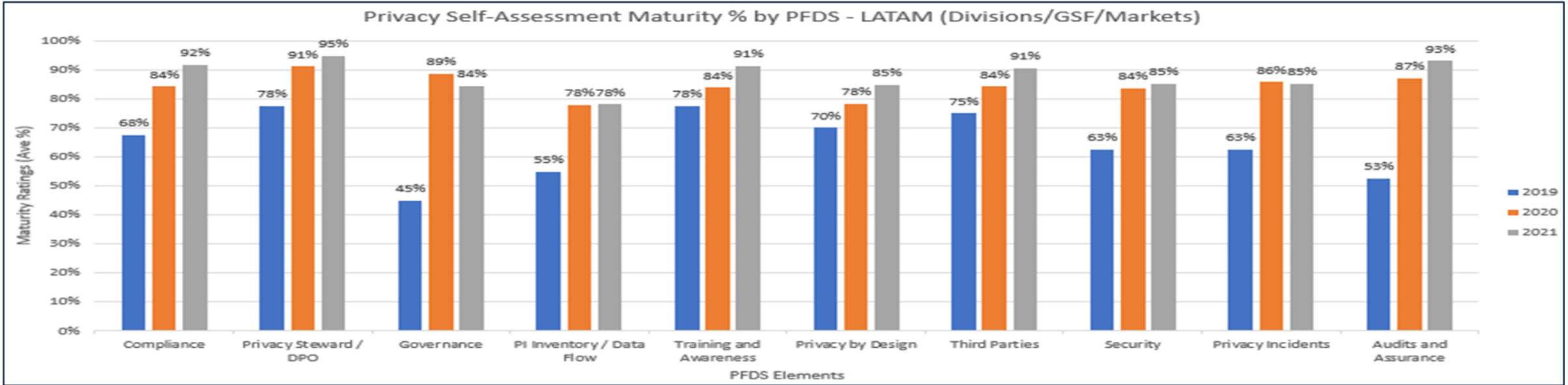
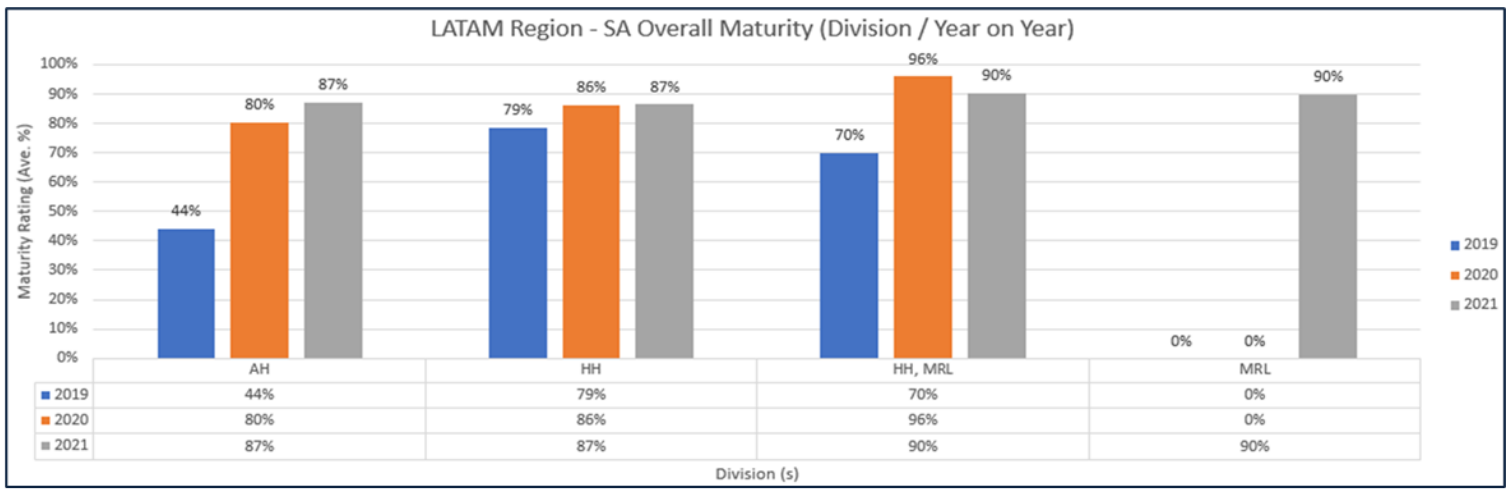
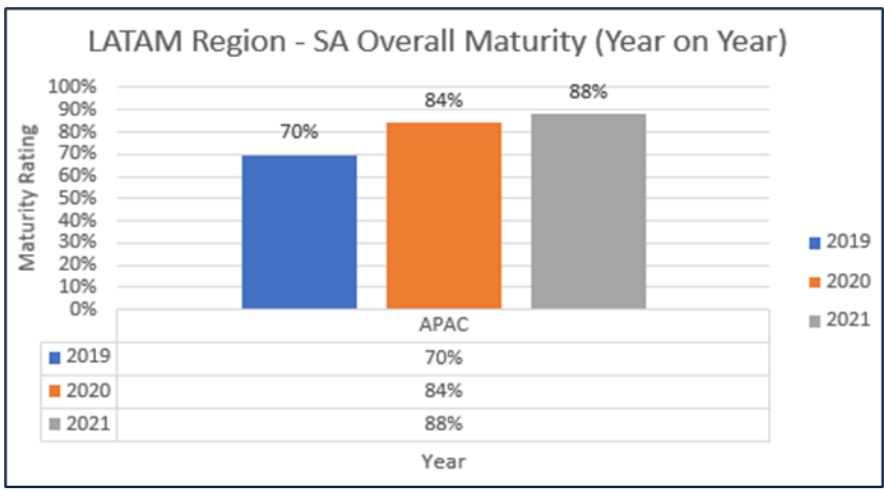


Self-Assessment Tool- (Data Entry)

The screenshot shows a web browser window displaying a Power Apps interface. The browser's address bar shows a URL from apps.powerapps.com. The app's header is green and contains the text 'Power Apps | GPO Self Assessment Home App PROD' and 'Global Privacy and Data Protection Self Assessment'. A blue button labeled 'Create Annual Self Assessment' is positioned in the top right. Below the header is a table with three columns: 'Submitter', 'Created on', and 'Last Modified'. The table lists two entries: 'Saltre, Olivier' and 'Kiernan, Alan', each with an 'Edit' button to its right.

Submitter	Created on	Last Modified	
Saltre, Olivier	12/2/2022 12:32 PM	1/6/2023 4:27 PM	Edit
Kiernan, Alan	8/29/2022 1:29 PM	12/11/2022 6:55 AM	Edit

Self-Assessment Dashboard - (Reporting)



Contract Language Tool

The screenshot shows a web application interface for the 'Global Privacy Contract Language App'. At the top, there is a teal header with the text 'Power Apps | Global Privacy Language App' on the left, a home icon and the name 'Christopher Foreman' in the center, and 'Global Privacy Contract Language App' and 'Log Out' on the right. Below the header is a navigation bar with three teal buttons: 'Privacy Language Generator', 'Negotiation Guide', and 'Escalation'. The main content area is split into two columns. The left column contains a welcome message: 'Thanks for using the Global Privacy Language App! This app is intended for Procurement users who have projects that involve a vendor [Processing Personal Information](#) beyond [Incidental Sharing](#) and need to include privacy language in a Service Agreement. Here, you can:' followed by a numbered list of three items: '1. [Have this app make privacy contracts for you.](#)', '2. [Respond to redlines instantly.](#)', and '3. [Escalate complex issues or difficult negotiations](#)'. Below the list is a paragraph: 'On any of the pages, complete the required fields then click the blue button to submit your request or have your privacy language generated. You can click on information buttons for helpful tips, or click on blue text to link to another location. If you encounter any issues, or have any questions, [contact the Global Privacy Office.](#)' The right column features a large teal logo consisting of four overlapping circles, the text 'INVENTING FOR LIFE' in bold, and a 'Read More About:' section with two blue buttons: 'Third-Party Data Sharing' and 'Cross-Border Data Transfer'.

Personal Information Classification Tool

Personal Data Element Classification

Christopher Foreman Personal Data Element Classifications Log Out

This tool allows you to determine the data classifications for various types of Personal Information. You can filter the list of data elements by name, category type, or sensitivity. Visit [our security handbook](#) to learn more about the Company information classification levels. When in doubt, [contact your privacy steward](#) or the [Global Privacy Office](#). Reset Filters

DATA CATEGORY	DATA ELEMENT	SENSITIVITY (i)
<input type="text" value=""/>	<input type="text" value="Search Here"/>	<input type="text" value=""/>
Biometrics and Genetics	DNA sequence	Sensitive
Biometrics and Genetics	Fingerprints	Sensitive
Biometrics and Genetics	Genetic markers	Sensitive
Biometrics and Genetics	Retina scans	Sensitive

Privacy Steward Lookup Tool

Privacy Steward Directory

Filter by steward name, country, and/or functional area Clear Filters

Steward's Name

Country (select from drop down or map)

All

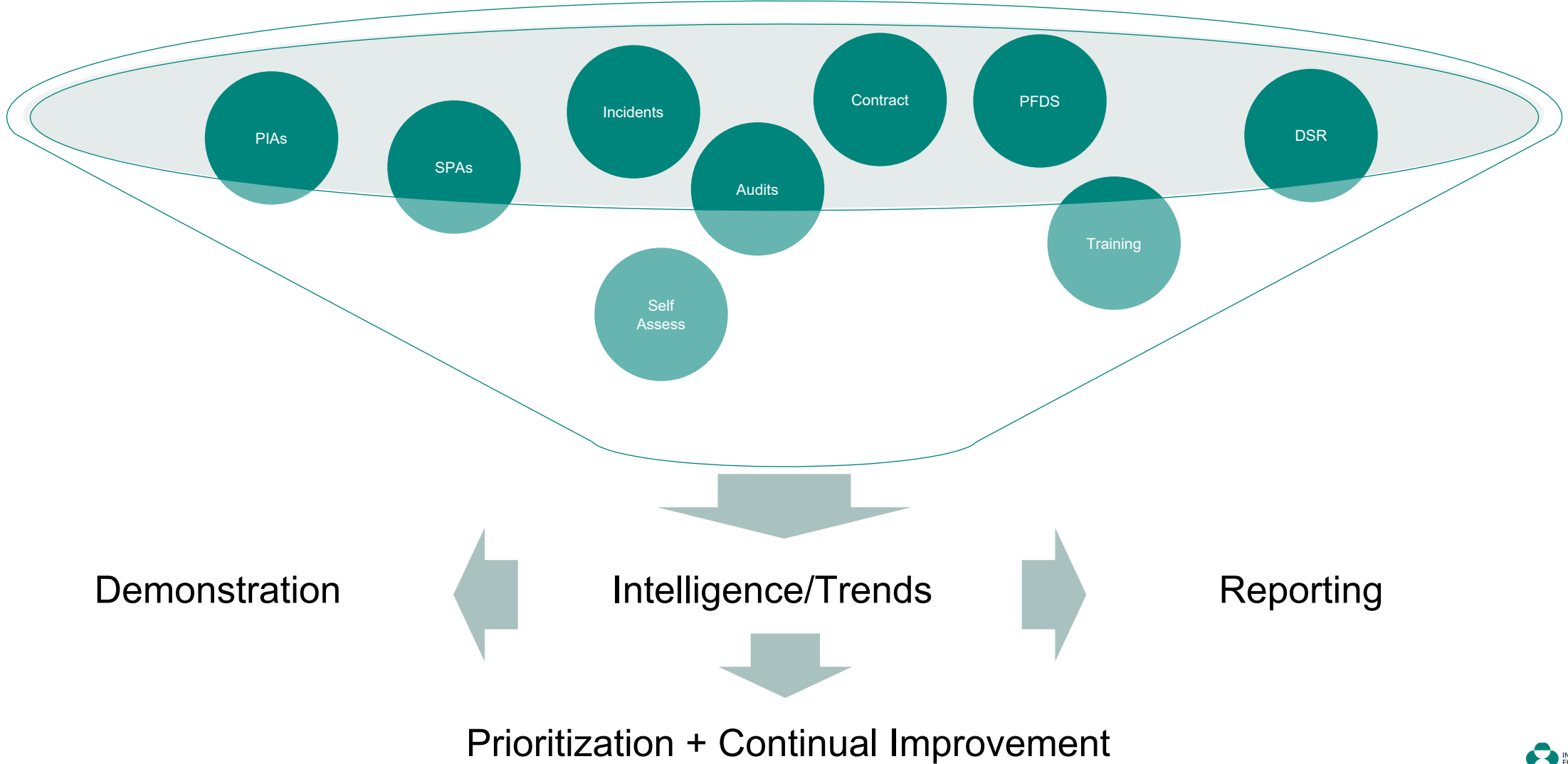
Functional Area

Allflex	Animal Health
Global Services	Human Health
Human Resources	Legal - Security - Safety & Environment
Merck Manufacturing Division	Merck Research Laboratories
Policy, Communications & Population Health	

Functional area	Role	Country	Steward	Email
Merck Research Laboratories	Search & Evaluation	United States		
Merck Research Laboratories	Country Steward	Belgium	Absil, Anouck	
Human Health	Country Steward	United States	Adamczyk, Jamie	
Human Health	Country Steward	Saudi Arabia	Alabbad	
Merck Research Laboratories	Country Steward	Bulgaria	Alecu, Ana	
Merck Research Laboratories	Country Steward	Romania	Alecu, Ana	
Human Health	Country Steward	Egypt	Alfy, Iman	
Human Health	Country Steward	Saudi Arabia	Alhashim, Zaki	
Human Health	Country Steward	Yemen	Alkassab	
Merck Research Laboratories	CORE	United States	Alleyne, April	
Merck Research Laboratories	Country Steward	South Africa	Alport, Belinda	
Human Health	Country Steward	Chile	Alvarado Livacic, Isabel	
Animal Health	Country Steward	Colombia	Amaya Calderon, Laura Angelica	
Animal Health	Country Steward	Denmark	Amsinck, Morten	
Animal Health	Country Steward	Finland	Amsinck, Morten	
Animal Health	Country Steward	Norway	Amsinck, Morten	
Animal Health	Country Steward	Sweden	Amsinck, Morten	
Human Health	Country Steward	Greece	Apostolou, Aikaterini	
Human Health	Country Steward	Indonesia	Aprillia, Tantri	
Global Services	Global Business Services Kuala Lumpur	Malaysia	Ash, Robert Jonathon	
Animal Health	Country Steward	Egypt	Atta Saleh Moustafa, Muhammad	
Human Health	Country Steward	Belgium	Ausloos, Kris	
Human Health	Country Steward	Luxembourg	Ausloos, Kris	
Human Health	Country Steward	Brazil	Barbieri Stark, Catharina	
Merck Research Laboratories	Country Steward	Brazil	Barquilla Arantes, Claudia	
Global Services	IT US	United States	Bellovin, Michael	
Merck Research Laboratories	Country Steward	Poland	Biernawska, Ewa	
Animal Health	Country Steward	United States	Blagg, Kasey	
Human Health	Country Steward	United States	Blomberg, Lauren	
Merck Research Laboratories	Country Steward	Russian Federation	Bochkarev, Maxim Olegovich	
Human Health	Country Steward	United States	Boerner, Erin	
Global Services	Prague IT Privacy Steward	Czech Republic	Bougette, Francois	

[Please click here to report any incorrect or out of date steward assignments.](#)

Governing Via Data



Example: Contracting



Example: Contracting

- Contracting was a major “pain-point” and resource burden globally for the Legal & Compliance Organizations due to numerous changes needed from evolving laws and regulations.
- We developed an application to assist our business stakeholders and procurement organizations to ensure new and renewed engagements contain the most recent contract language and amendments related to the applicable jurisdiction(s).
- Let’s look at a video of how this simple technology works...

Example: Contracting

The dashboard features a top navigation bar with links for Sync, News & Events, HR, Support, App Store, EngageZone, and Useful Links. A secondary bar includes Our Company, Manage Your Information, Collaboration Sites, Yammer, Our Focus on Patients, and Workplace Strategy. A search bar is prominently displayed with the placeholder text "Search People, Documents, Policies...".

Key content areas include:

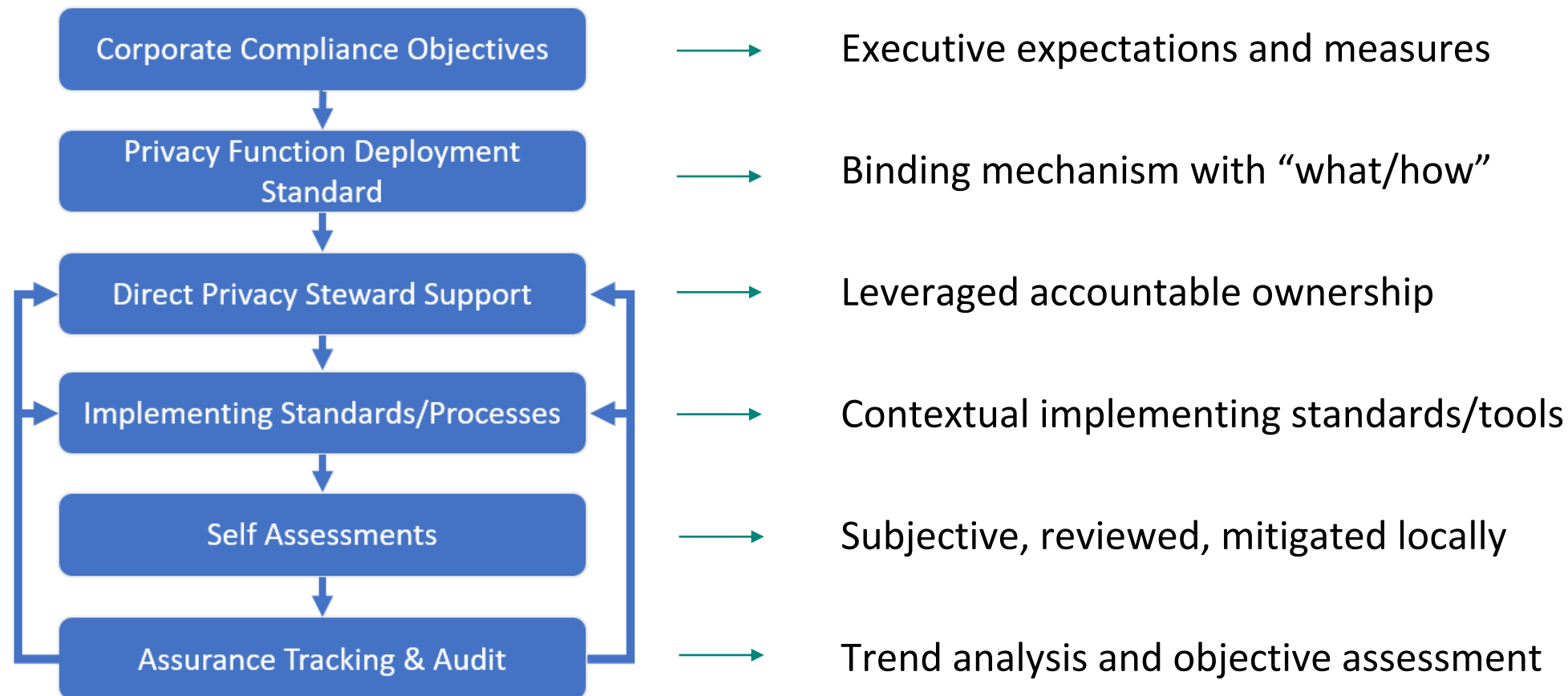
- Celebrating Ken Frazier: A Champion for Health, Equity and Society** - A yellow banner with an "Add to calendar" button and a photo of Ken Frazier.
- How we're supporting cervical cancer elimination in Sweden** - A large image showing two women in a clinical setting.
- Showing support for women in need** - A photo of five women holding blue bags with "ALL LOVE" written on them.
- Tune in March 16 to find out how we're designing for accessibility** - A video thumbnail showing a hand pointing to a screen with the word "access".
- Supporting a disability-confident workforce** - A photo of a man smiling while holding a young child.
- A historic moment for sotatercept and the cardiometabolic franchise...** - A video thumbnail showing two people on a stage.

On the right side, there is a "Welcome, Scott" section for Sunday, March 19, featuring a stock market widget for MRK (-3.24 (3.02%) ▼) at 104.10 USD. Below this is a "How to Get Help" section with icons for Self-Service, Ticket, Chat, Phone, and Email. At the bottom right is a "My Quick Links" section with icons for myLearn..., Workday, COMET, Branding, and INSPIRE.

Thank You



Putting the Privacy Program Into Effect



Key Program Components & Mechanisms

