

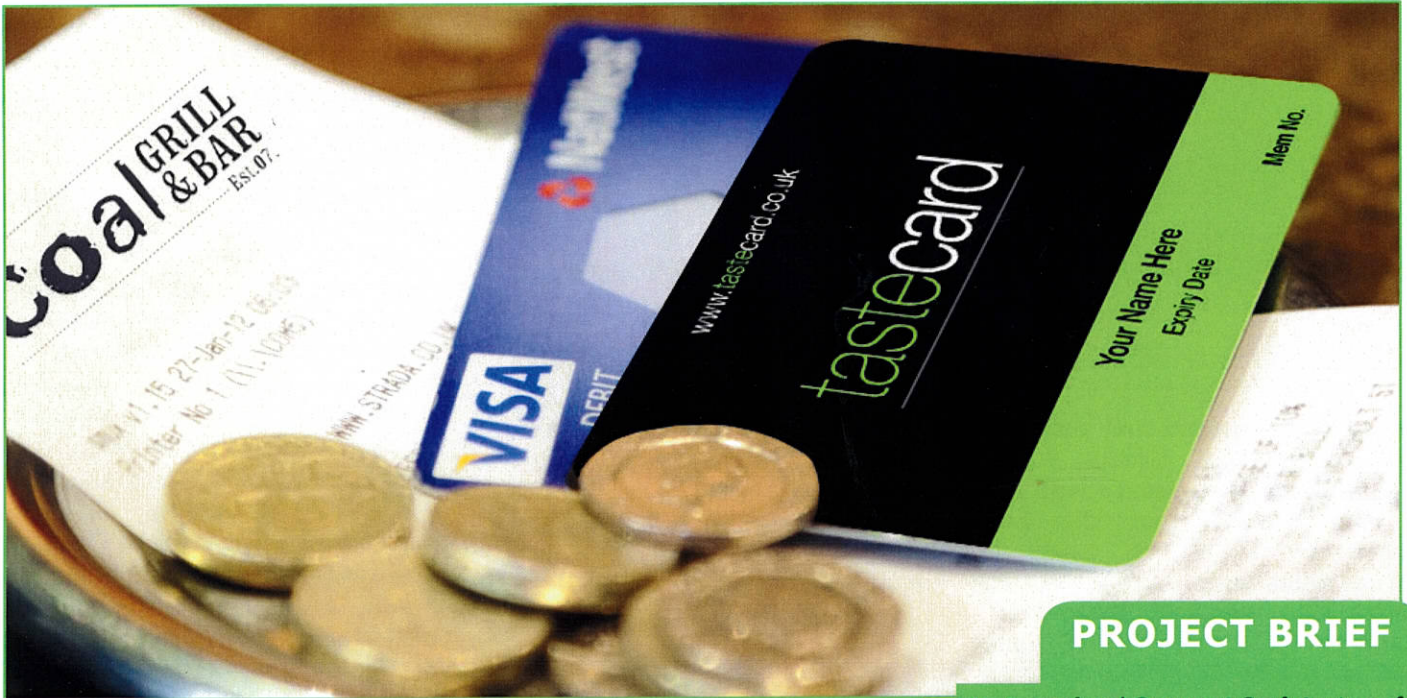


Global QA Consultants
Professional Support at Sensible Prices

CASE STUDY
Dining Club Group (DCG)
Birkby, Huddersfield.

BS10012:2017

Dining Club Group (DCG)



DCG provides great offers and value across a wide range of restaurant and leisure sector venues

'Global QA Consultants are helping us to achieve certification to BS 10012:2017 Personal Information Management System. We are confident in Global QA and their professional approach as we have used them to assist in achieving other Information Security standards historically and seen significant benefits.'

Samantha Scott - Operations Director, The Dining Club Group

Company Profile and Background

Part of the State Bidco Group of companies, The Dining Club Group (DCG) is a collective of well known, trusted organisations offering discount cards for restaurants and various activities within the leisure sector.

The three brands covered by the Group are; **tastecard**, **Gourmet Society** & **Hi-Life**. All three primarily provide discount offers in dining and leisure establishments to members that subscribe to the service.

DCG membership cards are widely accepted across a broad range of establishments including large franchise chains, Michelin Star Restaurants and small independent family businesses.

Membership cards are available in trial, six month, annual subscription and gift options.

As well as the physical cards, there is a digital version available via the smart phone app - giving the consumer the choice of how best to use their membership.

The DCG membership card, websites and apps allow users to conveniently search for participating restaurants nearby any requested or specified location.

The individual brands also offer add-on cards that expand available offers on everything from restaurants, fine dining hotels, theatre and cinema tickets.

The organisations now list in excess of 12,000 participating restaurants and 4 million members across all of the brands.

This in turn requires the secure handling and processing of mass data (including personally identifiable information) frequently and regularly.

PROJECT BRIEF

tastecard and **Gourmet Society**, two of the members of **The Dining Club Group** already have well established information security management systems in place which are certified to **ISO 27001**.

The organisation became aware of the introduction of **The General Data Protection Regulation (2016)** and the revision of **BS 10012:2017 Personal Information Management System** and saw the opportunity to approach the regulation through the best practice of the British Standard whilst being able to demonstrate to their clients and the **ICO** the progress they are making in driving compliance.

The Dining Club Group also want to protect their organisations from potential significant fines and reputational damage that can be incurred from any non-compliance of the **General Data Protection Regulations 2016 (GDPR)** due to be enforced in **May 2018**.

The system is currently being integrated smoothly and effectively into their established **ISO 27001 Information Security Management System (ISMS)**.

DCG want this project done quickly and efficiently in time for the deadline by a professional company with in-depth subject and industry knowledge.

They have chosen Global QA for help and guidance on this project

For Global QA's response - see over page



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Global QA's solution & implementation plan

Global QA examined and assessed The Dining Club Groups (DCG) requirements and expectations and it was decided that the best option would be to work to an implementation plan for BS 10012:2017 Personal Information Management System (PIMS) and address Article 42 of the GDPR by going for Certification at a later date.

Lois Haynes, one of Global QA's Information Security Consultants defined the project requirements and scope of the PIMS. It was established at this point of the project that the organisation had not yet conducted a Data Protection Impact Assessment in line with the requirements of Article 35 of the GDPR, so a gap analysis was conducted which involved meeting with company directors and personnel to share combined knowledge in order to define and formulate the PIMS.

Global QA are also providing in-house training on all elements of the system that is to be provided to staff throughout the organisation. Global QA are also assisting in producing the essential documented information required in order to provide evidence that DCG are working to the standard for continual improvement, training and assessment purposes required throughout the process.

Both a Data Protection and a Privacy Policy have now been produced and implemented. Key roles and responsibilities relating to obtaining and continuing compliance have been assigned to meet with the regulatory requirements.

Once the documented PIMS is complete, The Dining Club Group will have the opportunity to formally review and approve it.

The DCG is integrating their PIMS with their existing ISMS which will be audited as one system by their UKAS Certification Body. They will be one of the first organisations to achieve certification to this standard. Global QA work with a range of UKAS certification bodies and as such are able to advise clients if unsure which body would suit their organisation best.

Global QA's work ethos aims to improve the clients business whilst eliminating any unnecessary paperwork and by applying Global QA Consultant's 'keep it simple' methodology, the daunting assessment process is always undertaken with confidence that there shall be a good and successful outcome.

Global QA proudly achieve a 100% first time success rate with UKAS accredited certification bodies for ISO and British Standards.

Subsequent benefits of the certification

Accredited certifications provide The Dining Club Group with many tangible benefits that together improve general performance and give them an overall greater ability to win more business.

Implementing BS 10012 and integrating it into the existing ISO 27001 Management System how Global QA advises will be a great success and provide many benefits.

- It helps identify any risks to personal information and puts in place mitigating controls.
- Achieving BS 10012 demonstrates compliance and can assist in attaining preferred supplier status.
- BS 10012 promotes stakeholder and customer trust that their personal data is protected and in good hands.
- By safeguarding the organisations reputation, it also helps to avoid any adverse or negative publicity.
- It also benchmarks the organisations personal information management practices with recognised standards.
- Achieving BS 10012 will in due course save money through staff training, awareness and the implementation of relevant policies and procedures.
- Their employees being ever conscious of their collective and individual responsibilities will become a highly motivated staff with defined key roles.

The Dining Club Group work to a best practice approach, always striving to improve and develop further while minimising waste, client dissatisfaction and the likelihood of information security incidents. An approach which will continue to open up the market place to increased commercial opportunities.

DCG look forward to being one of the first companies to achieve certification of the new BS 10012 standard.

Dining Club Group Stats

4 across the DCG brands
million members
12,000 over
Participating restaurants



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