

Ocean Telecom Data Protection Consultancy and DPO Case Study



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Company Bio

Founded in 2002

Based in Ingham, Suffolk

B2B Telecoms Company



Ocean Telecom is one of the leading providers of communications products and telecom services in East Anglia. Their success is built on a solid technical foundation, coupled with a highly personal approach to customer support and account management. Offering a wide range of products and services from recognised, industry-leading brands, Ocean Telecom delivers tailor-made telecommunication solutions to meet the needs of clients, regardless of the size or nature of their business.

The Challenge

What data protection issues or risks were you facing before we worked together?

As our business has grown, several of our larger customers have contacted us to discuss and review all our policies. Whilst we pride ourselves on being a responsible business, we discovered that we were lacking in our understanding of the data protection regulations & practices. We identified that as a small business, we needed outside help to really get to grips with the very wide reaching a complex legislation.

How were these challenges impacting your business?

Simply put, we were being asked questions by important clients that we didn't understand and weren't adequately knowledgeable to answer. The legislation is very difficult to understand, and definitely not small business friendly.

Why Us

What made you choose us over other options?

We spoke to both the FSB and our local Chamber of Commerce, but neither could help. We eventually spoke to three companies who specialise in this field. Two were large national companies, and after discussions with them, it became clear that they just aren't set up to accommodate smaller businesses. Their packages were inflexible, and we had no confidence that they could correctly address our needs.

Ravi at RA Data Protection was breath of fresh air. He understood that a small business doesn't have the time or resources to manage its data security obligations alone. He offered a number of flexible options, and we immediately felt we'd found what we needed.

Did you have any expectations going in?

I don't think we knew what to expect. Ravi started with a full audit to identify our current policies and shortcomings, but to also understand who we were as a business. He quickly came up with a plan to bring us into compliance.

The Process

How would you describe working with us?

Ravi has been very easy to deal with. He offers on-site as well as remote meetings and works around our busy schedules. Our industry is full of acronyms, but this legislation seems to set new records for abbreviations. Ravi's plain English approach has been very beneficial.

Were there any surprises or challenges, and how did we help?

We were surprised by how far data protection goes. We had believed it was just GDPR but that's just one element. The legislation is constantly changing and evolving as well.

We were also quickly grateful we chose to retain Ravi as our Data Protection Officer. Even before we had completed our updated policies and training, we received some very technical questionnaires from customers. Ravi took them and dealt with them without a problem. It took a lot of work off us almost straight away!

The Results

What's changed in your business since working with us?

I feel confident now that no matter the size of the clients we approach, we have the systems & support in place to ensure their needs are met.

How has this impacted your team or clients?

As I've mentioned, the legislation is very complex. I'm sure any small business would find it daunting to become and remain fully compliant. We are now fully compliant, and it's down to Ravi's work.

Would you recommend us to others?

Absolutely. Data security for small businesses is very difficult to manage. With Ravi's help we're now confident we have all the boxes ticked. Ravi is very personable, and his services would be a boon to businesses of any size.