



STAR

SUPPORT TRAINING ACTIVITIES ON THE DATA PROTECTION REFORM
project-star.eu

Questionnaires

Interview templates for interviewing DPAs and other stakeholders

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Background to the STAR project

The STAR project (*Support Training Activities on the data protection Reform*) will provide support to the training activities of European Union (EU) Data Protection Authorities (DPAs) and data protection officers (DPOs) on the EU data protection reform, especially the General Data Protection Regulation (GDPR). The GDPR requires these two categories of data protection actors to undertake training activities (Arts 57(1) and 39(1)(b)). Each DPA developing such materials in isolation increases the overall cost, risks undermining the harmonising effect of the GDPR and puts greater pressure on its consistency mechanisms. STAR will thus provide them with necessary and efficient training materials and resources. In particular, STAR will:

- 1) formulate the training topics in close cooperation with stakeholders,
- 2) author the actual training materials,
- 3) validate and test them in pilot trainings.

This output will be freely and publicly available in a digital form. STAR is directly addressed to EU DPAs and DPOs; it also offers a benefit to other privacy professionals in the EU and beyond.

STAR supports the legal obligations of DPAs and DPOs to undertake training activities and, in order to facilitate their work, will provide them with ready-made, easy-to-customise and easy-to-run training materials, easily adaptable to specific training situations. STAR will also provide to the European Data Protection Board (EDPB) the common training programmes (Art 70 GDPR). The main outputs are thus the training materials and resources themselves. While their exact format and nature will be refined in cooperation with stakeholders, the following will at least be included:

- 1) Training scenarios for each training category,
- 2) A Seminars' Topics List, based on the training scenarios,
- 3) Seminar Material for each one of the seminars,
- 4) Webinars (selected from the Seminars' Topics List),
- 5) A training Handbook,
- 6) A takeaway reference GDPR checklist,
- 7) A ten-point GDPR introductory list.

List of Abbreviations

DPA	Data Protection Authority
DPO	Data Protection Officer
STAR	Support Training Activities on the data protection Reform

1 Methodological recommendations to interviewers

According to the Star Project's Annex 1 (activity No A2.1), the Consortium must carry out semi-structured, qualitative interviews.

Due to the semi-structured nature of the interviews, it is highly advisable go through all questions of the script addressing the category the interviewee belongs to (e.g. script No 2.3 for data privacy lawyers without training responsibilities). Nonetheless, interviewers are encouraged to adapt the order of the questions to the circumstances, and to formulate the questions in a natural way. They are also allowed to add further questions to expand and clarify aspects of particular relevance to the research.

Spreadsheets to be filled in with the interviewees' answers will be provided by TRI alongside this list of questions.

Before starting, please

- address confidentiality, by explaining that every precaution will be taken to respect and safeguard confidentiality, and that – while the information gathered through the interviews will be published on the project website as a final report on the outcomes of the interviews – the Consortium will make sure that it will not be possible for readers to attribute statements to any specific interviewee, unless expressly allowed otherwise during the interview.
- remind the interviewee that participation to this interview is voluntary. Should they decide to take part, they will still be free to withdraw at any time and without giving a reason.
- address the matter of audio-recording. It is highly recommended to record the audio of the interview and to store the files. To this purpose, please make sure to have the interviewee's consent before recording.
- ask the interviewee if any doubt or question arose concerning the methodological approach to interviewing.

Please do not forward this entire file to the interviewees. If the interviewees wish to see the questions in advance or answer in writing, please extract the relevant questions and forward just those alongside the general introductory formula.

2 Interview Questions' Templates

2.1 General introductory formula

Hi, my name is [name] from [VUB/TRI/NAIH], and we are a partner in the STAR project (Support Training Activities on the data protection Reform), which has been funded by the European Union, to support data protection authorities' and data protection officers' training activities on the data protection reform, especially the General Data Protection Regulation (GDPR). The first stage of the project consists of the scoping and the engagement of stakeholders to capture the necessary requirements for data protection training materials. In later stages, based on the gathered information, training materials will be drafted for each end-user categories. These materials will be tested and validated through pilots. Thus, the project will provide an openly accessible, relevant and timely training material that will address DPOs' (and DPAs') immediate needs.

To this end, I have a few questions I would like to ask you. I will probably need about half an hour of your time to go through the questions.

Before we start, I wish to address confidentiality. The consortium will take every precaution to respect and safeguard confidentiality. While the information we gather through these interviews will be used to draft a general report that we will publish on the project website, we will ensure that we will anonymise

the contribution so that readers will not be able to attribute any statement to any specific interviewee, unless consent is given. Would you like your statement to be anonymised prior citation?

We also remind you that your participation in this interview is voluntary. You will still be free to withdraw at any time without giving a reason.

Do you agree for us to audio-record this interview? We will store the files on our computers and make them available to the other project partners, [VUB/TRI/NAIH], but we will not disseminate them in any way.

Do you have any doubts or questions you may wish me to address before we start?

Please answer to the questions as freely as possible, thoroughly and in details.

[Move down to 2.2, 2.3, or 2.4 according to the interviewee role]

2.2 Template for interviewing Data Protection Authorities

1. Do you offer some training on the GDPR now? If not, are you planning to develop training packages in the future? If yes, please describe the proposed structure and main elements of the packages.
2. To whom do you offer that training (e.g., DPA employees, lawyers, judges, civil servants, general public)? Do you provide training to DPOs as well?
3. What is the scope of the GDPR training you provide? What topics or issues do you cover?
4. Please describe the type of training with special attention to its attributes, such as form of contact (online, face-to-face, etc.), size of groups, length of sessions, length of the whole training, evaluation process, further trainings, etc.
5. What are three topics you consider most important for trainees?
6. What kind of materials do you currently use for your training activities (slides, brochures, essays, books, case studies, legal materials etc.)? Would you be willing to share with us some of your current training materials for best-practices-identification purposes (even materials addressing the directive)?
7. Do you gather feedback on your training courses or training materials? How do you gather such feedback (e.g. online questionnaires, paper questionnaires, e-mail)? Based on the feedback you've received, what do you think would be the most effective way to provide training (e.g. webinars, videos, workshops, online courses, etc.)? What types of materials would you create?
8. What variety of training level do you consider appropriate (e.g., general overviews *vis-à-vis* specialised training on selected issues, etc.)? Why?
9. How long do you think training sessions should last (e.g. an hour-long webinar or a half-day workshop)?

10. According to your observations and expertise what would you suggest keeping in mind when preparing the STAR training materials?
11. Would you be willing to test the training materials in actual training sessions (in later stages of the project)?
12. We aim at identifying best practices and evaluate existing training materials on the following criteria: comprehensiveness, suitability, coherence with the regulatory environment, delivery quality, certification, cross-border relevance, accessibility. Do you consider these criteria as appropriate for a proper assessment of best practices? Are there any other criteria you would recommend for consideration?
13. As I mentioned at the beginning, the EU is funding the STAR project the aim of which is to develop training materials that DPAs and DPOs can use in providing training to their stakeholders. To what extent would DPAs need or could benefit from harmonised training materials?
14. Would you be willing to participate in further interviews, should they be necessary?

2.3 Template for interviewing stakeholders with training responsibilities

1. Does your organisation provide some training on the GDPR now? If not, are you planning to develop training packages in the future? If yes, please describe the proposed structure and main elements of the packages.
2. Does your organisation offer that training to everyone in your organisation? If not, who is the target audience (please define the audience and the reasons thereof)?
3. Please describe the type of training with special attention to its attributes, such as form of contact (online, face-to-face, etc.), size of groups, length of sessions, length of the whole training, evaluation process, further trainings, etc.
4. What is the scope of the training you provide? What topics or issues do you cover?
5. What are three topics you consider most important for trainees?
6. What kind of materials do you currently use for your training activities (slides, brochures, essays, books, case studies, legal materials etc.)? Would you be willing to share with us some of your current training materials for best-practices-identification purposes (even materials addressing the directive)?
7. Do you gather feedback on your training courses or training materials? How do you gather such feedback (e.g. online questionnaires, paper questionnaires, e-mail)? Based on the feedback you've received, what do you think would be the most effective way to provide training (e.g. webinars, videos, workshops, online courses, etc.) What types of materials would you create?

8. What variety of training level do you consider appropriate (e.g., general overviews *vis a vis* specialised training on selected issues, etc.)? Why?
9. How long do you think training sessions should last (e.g. an hour-long webinar or a half-day workshop)?
10. Are you aware of any other organisations offering training on the GDPR? Is it free or does it cost?
11. According to your observations and expertise what would you suggest keeping in mind when preparing the STAR training materials?
12. Would you be willing to test the training materials in actual training sessions (in later stages of the project)?
13. Do you have contacts with DPO association in other Member States? If yes, could you please provide us their contact?
14. Would you be willing to participate in further interviews, should they be necessary?
15. Would you like to suggest someone whom we should interview in particular?
16. As I mentioned at the beginning, the EU is funding the STAR project the aim of which is to develop training materials that DPAs and DPOs can use in providing training to their stakeholders. To what extent would DPAs need or could benefit from harmonised training materials?

2.4 Template for interviewing stakeholders without training responsibilities

1. Does your organisation provide some training on the GDPR now? If not, are you or your organisation planning to develop training packages in the future? If yes, please describe the proposed structure and main elements of the packages.
2. Have you ever taken any GDPR training course? If yes, was the course internal or external to your organisation?
3. What was the scope of the training you took? What topics were covered? Did the training session provide an overview of the GDPR or was it focused on a specific aspect of the GDPR?
4. Please describe the training you participated on with special attention to its attributes, such as form of contact (online, face-to-face, etc.), size of groups, length of sessions, length of the whole training, evaluation process, further trainings, etc.
5. What are the three topics you consider most important for such training?
6. If you have attended any GDPR training sessions previously, were there any hand-outs (such as slides, brochures, books, case studies, legal materials, etc.)?

7. If budget were no constraint, what do you think would be the most effective way to provide training (e.g., webinars, videos, workshops, online courses, etc.)? What types of materials would you create?
8. How long do you think training sessions should last (e.g. an hour-long webinar or a half-day workshop)?
9. Are you aware of any organisations offering training on the GDPR? Is it free or does it cost?
10. According to your observations and experience what would you suggest keeping in mind when preparing the STAR training materials?
11. Do you have contacts with DPO associations in other member states? If yes, could you please provide us their contact?
12. Would you be willing to participate in further interviews, should they be necessary?
13. Would you like to suggest someone whom we should interview in particular?
14. As I mentioned at the beginning, the EU is funding the STAR project the aim of which is to develop training materials that DPAs and DPOs can use in providing training to their stakeholders. To what extent would DPAs need or could benefit from harmonised training materials?