**STAR II – Interview guide for DPAs**

**Part 1 - SMEs**

*STAR II is focused upon support to small and medium sized enterprises in understanding and meeting their GDPR obligations.*

1. Does your authority collect any data on levels of GDPR awareness in i) the general public, or ii) SMEs?
   1. Is this published? Can we access it?
   2. What is the desired/target level of awareness?
2. Has the level of awareness changed from the previous legal regime / has the GDPR (has the increased press/media attention) had an impact?
   1. What are the levels of awareness of novel elements of the GDPR?
3. How well do you think your authority understands the needs of small and medium enterprises and the issues they face?
   1. What are those needs / issues?
4. Do you categorise requests/queries/investigations by size of organisation?
5. Are there particular areas of confusion or uncertainty for SME's in relation to the GDPR?
   1. Are there particular areas where SME's are failing to reach a good level of awareness and/or compliance?
   2. What is your perception of the incidence of SMEs in the number of investigations and fines erogated to them?
      1. What is the GDPR provision they tend to be investigated or fined on?
   3. Are there particular questions that SME's tend to have?
   4. Do the requests/questions from SMEs differ from those of large organisations? [It may concern quality (e.g., obscure or well-prepared, providing additional context, hypothetical), scope (concern over one operation/provision/notion, such as ‘adverse effect’ or the overall compliance) and frequency]
6. Does your authority provide any particular/specialised support to SMEs? If so, what type of support?
   1. Have you developed specific guidance for SMEs?
      1. If yes, can we access it?
   2. Have you cooperated with, or drawn upon guidance for SMEs produced by other EU DPAs?
   3. What is your perception of the value of the EC existing guidance to SMEs?
7. What are the key facts and messages that you would wish SME's to know about the GDPR?
8. Are you aware of any other sources of support for SMEs on GDPR?

**Part II - Awareness campaigns**

*Intro: STAR II will be supporting the Hungarian DPA in developing a public awareness campaign*

1. What would you consider to be the most effective ways of increasing SME awareness of GDPR?
2. How have you adapted or changed your awareness raising strategies/methods over time?
3. Which of the following modalities has your authority used for awareness raising?
   1. TV
   2. Radio
   3. Print Media
   4. Social media
   5. Video
   6. Other (please describe)
4. STAR will be supporting the Hungarian DPA, is there anything we should we take into account when running an awareness raising campaign for SMEs?

**Part III – Hotlines and helpdesks**

1. Does your authority operate any sort of helpline, helpdesk or contact for the public? If so can you describe this?
2. Does your authority operate any sort of specific helpline for SMEs?
   1. How does it work?
   2. What is your standard response time?
   3. How many employees are working on the service?
   4. How many languages are serviced?
3. How widely used is this hotline?
4. Did you consult formally/informally other DPAs before setting up a hotline?
5. Would you change anything of your helpline if funding and staffing were not issues?
6. Do you have internal guidance documents for these helplines?
7. If yes, would we be able to see them for best-practices-identification purposes?
8. What is your authority's stance on liability for the answers it gives?
   1. i.e. do you have any formal disclaimer?
   2. Is your staff trained to underline that you are not giving legal advice?

**PART IV – handbook**

1. STAR II intends to produce a handbook for SMEs on the GDPR – would your authority be willing to distribute / make use of this?