

# Spotlight on Women in Privacy™

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## Angela Isom, Arthur J. Gallagher, Chief Privacy Officer EMEA

### What do you love about being a privacy professional?

Being involved in and opine on the strategic use of data for the benefit of customers, markets and our business. Data drives so many organisations' strategies and being at the heart of knowing what we want to do, how, and designing privacy into those initiatives enables a sense of belonging.

### What was the best professional advice you received?

"Don't come to me with problems or say 'no, you can't do that because of privacy laws'. Tell me how I can achieve my goals and, better still, tell me what I can achieve even though I never asked for it! Let me decide what risks to take but help me understand the likelihood and impacts if I do."

I want to be a change enabler. To do that I need people to seek my advice and trust what I tell them. They won't come to me if I'm a blocker. Being a trusted adviser gives me a seat at the table to get involved early in the design phase of solutions/strategies and build privacy in as opposed to costly retrofits. Being clear about what risks attach to strategies, how and what realistic manifestation of that risk might look like, enables the business to have the option of taking informed risk. Couple this with working with the business so they can operationalize the advice given, means privacy solutions are designed to work as opposed to gathering dust on shelves.

The message I get back is "your approach is different. You don't delight in telling us what we can't do. You find out what we are trying to achieve, what matters to us and you help us navigate the privacy challenges, offering solutions on how to achieve our goals. Some may carry risk, but we can then knowingly take it or chose not to. Your pragmatism is an enabler".

### What privacy development are you paying attention to this month?

The DCMS proposals for changes to UK Data Protection Laws. It's a mesh of proposed amendments that, on one hand appear that government are trying to win the hearts and minds of the business communities by reducing burdens on them, but on the other, there is danger that the changes may not always be to the benefit of individuals whose rights we are trying to protect. Such proposals, if implemented, seem only destined to result in a reversal of the UK's adequacy decision.

### What do you do to unwind?

I watch a ridiculous amount of hospital based drama programmes! The classic 40-minute episodes that you promise you'll only watch 10 minutes of the next one before going to bed, but end up watching two more. That and listening to music/audio books on my commute, really help free up my mind so it has room to be creative!