Awareness Training Course Library

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OneTrust

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OneTrust Awareness Training Course Design

OneTrust Awareness Training courses are learning experiences designed for compatibility with modern LMS and LCMS platforms. These courses are interactive and require employees to participate and engage with the content being presented. Many of the courses also include assessments which help to gauge the success of the training. Because everyone learns and interacts at a different pace, it may take longer than the estimated runtime to fully experience the course and complete any assessments that are included.

PrivacyCore Essentials

Data Protection Basics

These introductory courses can help develop your data privacy culture by providing employees with an essential understanding and knowledge of general principles, including terminology and concepts associated with the latest regulations and legislations.

Why Privacy Matters – 10 minutes
This course answers questions such as:
- What is privacy?
- Why should I care about data protection?
- Why is data protection important to my organization?

By helping employees understand data protection and information security, you can reduce errors that often result in data protection incidents.

Personal Information – 9 minutes
Recognizing personal data is a critical step in data protection. This course introduces the concepts of sensitivity, identifiability, masking, aggregating and truncating to help employees better recognize and process personal data.

Handling Personal Information – 14 minutes
Data protection responsibilities begin the moment personal data enters your organization and continue until it is destroyed. Through a variety of scenarios, employees understand how to apply the data protection principles of transparency, consent, data minimization, purpose limitation, security and access throughout the information life cycle.

Privacy and Data Protection Basics Review: A Knowledge Check – 10 minutes

This course is designed as a refresher course for your team on the essentials of privacy and data protection. It includes 15 questions, varying in difficulty, to assess how well employees remember their basic training. If any team member needs an in-depth review of the fundamentals, they can be directed to the course "Privacy and Data Protection Essentials."

Privacy and Data Protection Essentials – 11 minutes

This introductory course provides learners the foundation needed to understand privacy concepts, including defining personal information, outlining the data lifecycle, defining privacy and its importance to organizations handling personal information. The course also covers basic privacy principles and how they form the basis for laws and organizational policies.

Privacy and Security Awareness – 10 minutes

Increase employees' awareness of basic privacy and security practices in the workplace. Topics include analyzing types of information, minimizing data access to only what is necessary, keeping information secure, properly destroying information, and staying alert.

Understanding Privacy by Design – 12 minutes

This course explains what privacy by design is, how it works and how it benefits your organization. Topics include identifying necessary data, protecting data, limiting how data can be used, limiting data sharing, ensuring accessibility of user controls and providing notice to individuals.

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Recognizing and Avoiding Social Engineering – 15 minutes

Data thieves use a variety of methods to trick employees into divulging information. This course explores some of the tactics and common warning signs for phishing, spoofing, telephone and in-person scams.

Identifying Phishing Attacks – 18 minutes

This fully-interactive and timed course raises learner awareness of various indicators to help identify phishing attempts. Learners are challenged to review emails and decide which are legitimate and which are phishing attacks.

The GDPR: A Practical Overview – 15 minutes

This course discusses GDPR terms and their real-world applications, data subject rights, privacy principles and data controllers' obligations, so mid-level employees can better explain and enforce GDPR policies and procedures within your organization.

GDPR Review: A Knowledge Check – 10 minutes

How well do your employees understand basic concepts of the GDPR and their effect on the handling of personal data? This course tests employees' retention of what they've learned about the GDPR and identifies those who need follow-up training.

The California Consumer Privacy Act Awareness – 6 minutes

The CCPA features broad privacy requirements new to many businesses. Get out in front of this sweeping legislation by helping employees understand the scope of the law, definitions of "personal information" and "consumer," business obligations and consumer rights.

Brazil's LGPD: A Practical Overview – 13 minutes

Having a basic grasp of Brazil's new data protection law lets mid-level employees better explain and enforce the policies and procedures your organization puts into place. It also helps identify potential issues in data processing that should be addressed. This course discusses the terminology used in the LGPD, data subject rights, the legal bases for data processing, basic privacy principles, and data controller obligations.

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PrivacyCore All Access (PrivacyCore Essentials + Courses Below):

Role-Based Essentials

Privacy Essentials in the Financial Sector – 11 minutes

Employees working in the financial sector—for example, personal banking, investment banking, insurance, credit reporting, credit lending, and mortgage lending—handle a significant amount of information about individuals. This introductory course provides foundational knowledge of key privacy concepts, including the definition of personal data, global privacy laws that apply to the finance sector, and the data lifecycle.

Privacy Essentials for Sales Professionals – 14 minutes

If your sales team can't address customer concerns about basic privacy fundamentals and policies, sales can be delayed or lost. This introductory course provides them with foundational knowledge of key privacy concepts, including the definition of personal data, privacy laws that can affect sales professionals, the data lifecycle and data protection principles with a focus on data minimization.

Data Privacy for Information Security Professionals Part 1 – 15 minutes

Information security professionals, system administrators and other IT employees must understand how to maintain privacy and navigate potential risks to personal information while managing an organization's network. Course topics include inventorying and updating systems and information, deleting unnecessary information, setting and reviewing access controls, employee monitoring, vendor management, plus helping develop and implement policies and training.

Data Privacy for Information Security Professionals Part 2 – 16 minutes

This course helps information security professionals, system administrators and other IT employees recognize security issues throughout the data lifecycle. It addresses topics such as what personal information is and how to identify it, so they can better assist in determining appropriate uses for that data. This, in turn, allows them to institute proper limitations on access to the data. Understanding how data is classified also permits proper storage, archiving and destruction of data.

Data Subject Rights for IT Professionals: A GDPR Unit – 14 minutes

Under GDPR regulations, IT professionals are obligated to comply with data subject requests in a timely, efficient manner. With this course, IT professionals receive specific information on data mapping and minimization, plus data storage and sharing that facilitate compliance. We also review what constitutes "consent," appropriate authentication and how privacy notices enable proper compliance.

Data Security for Teleworkers – 18 minutes

Teleworking or work from home is becoming more and more common in the post-pandemic world. This course will outline essential information regarding employees working remotely and suggest best practices to mitigate potential data security vulnerabilities.

Customer Services

Privacy and Customer Service – 14 minutes

On the front lines of handling personal information, customer service employees need to be educated in proper processing to keep data safe and maintain customer privacy. This course discusses the importance of verification and authentication procedures, the critical privacy principles of data minimization and use limitation, as well as concerns about sharing data and taking notes when helping customers.

Privacy for Call Centers – 15 minutes

Call center employees handle personal information every day and must be aware of how to handle it properly. This course examines several primary privacy concerns, including social engineering, note taking, data minimization, use limitation and security.

CCPA Compliance for Customer Service Employees – 9 minutes

Employees will learn about consumer rights and their role in fulfilling them, as well as when a request may require escalation. In addition, they will learn about CCPA business requirements, such as providing consumers with the means to submit a request and the importance of authenticating consumers.

Data Subject Rights for Customer Service Employees – 10 minutes

Customer Service Employees will learn about Data Subject Requests and their role and responsibilities in responding to these requests. Through a series of interactive scenarios, this course will cover details about Data Subject Rights, what employees are and are not authorized to do in response to a request, and when a request may need to be escalated while providing context through real-life examples.

Human Resources

Human Resources: BYOD for HR - Balancing Convenience and Privacy – 10 minutes

Human Resource professionals face special considerations and issues when employees use their own devices for work. Understanding the risks involved with Bring Your Own Device (BYOD) and knowing how to communicate and enforce policies are key to protecting your organization and your employees.

Human Resources: Maintaining Privacy when Handling Employee Files – 13 minutes

This course covers the proper handling of data stored in employee files, including controlling access to those files, appropriate storage of medical and background check data, managing employee data throughout its lifecycle, exercising discretion when discussing employee information, and how to handle sensitive information.

Human Resources: Privacy Considerations When Monitoring Employees – 12 minutes

This course is designed to help you consider the implications of monitoring, so you can better protect your organization and the privacy of employees. Monitoring employees, workplaces and information is becoming more and more important. Along with the need for monitoring comes the need for well-thought out policies, clear communication and careful implementation.

Human Resources: Protecting Privacy During the Hiring Process – 11 minutes

How does privacy impact the hiring process when you need to reduce legal risks yet maintain a good reputation with applicants? Learn how to protect the information of applicants and employees while protecting yourself and your organization from legal ramifications.

Human Resources: Employee Privacy and Third-Party Vendor Management – 8 minutes

This course is designed to highlight considerations and issues related to vendors. Whether you are just getting started with an outside vendor, have worked with a vendor for some time, or are in the process of ending a relationship, there are risks and liabilities. At the same time, you want to prevent these risks and preserve positive relationships with the vendors and take care of your own employees.

Marketing

Marketing: Collecting Consumer Information – 6 minutes

This course focuses on privacy concerns raised when marketers collect information about consumers, including why information collection should be limited, the importance of a comprehensive privacy notice, and how laws vary depending on location and how information is collected.

Marketing: Interest-based Advertising for the Privacy-Conscious Marketer – 11 minutes

By its nature, interest-based advertising centers on information collected about individuals. How can your organization utilize this effective marketing technique while simultaneously protecting consumers' privacy? Learn about privacy concerns that may surface with interest-based advertising, plus how to recognize and avoid risk.

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Marketing: Loyalty Programs Protecting the Privacy of Your Participating Customers – 11 minutes

This course examines how privacy can be maintained while collecting information from customers through a privacy program. It explores why notice and choice are important, how to employ privacy principles and the potential effect of third parties on privacy.

Marketing: Maintaining Privacy When Working with List Vendors – 12 minutes

Using list vendors to reach consumers allows your organization to expand its marketing reach. This course highlights important privacy concerns, plus concrete ways you can minimize risk when contracting with a list vendor.

Marketing: Tracking Technologies and Privacy – 14 minutes

Provide marketing employees with best practices for utilizing tracking technologies such as cookies effectively, while meeting consumer expectations and protecting your organization. Explore necessary notices and consents, issues related to identifying individuals across devices through tracking technologies, and how to mitigate the risks of third-party data collection on websites and apps.

Marketing: Using Consumer Information – 8 minutes

With so many ways to use consumer information, marketers need to be tuned in to customers' points of view, be aware of privacy risks, concerns and legal requirements associated with different methods of marketing, and understand the importance of customer controls.

Kids and Marketing: Understanding COPPA – 14 minutes

Helps marketers grasp the complex Children's Online Privacy Protection Act (COPPA) by breaking down the law and explaining how the FCC determines when, and if, COPPA applies. Among the topics covered will be a definition of COPPA, how to know if it applies to your online service, specific compliance issues and data collection options.

Healthcare

Privacy Essentials for the Healthcare Industry – 11 minutes

This course will help define personal data and sensitive personal data, including health data. The course will discuss general data protection principles, with a focus on data minimization and data lifecycle, meeting privacy expectations of individuals and list key privacy laws that affect processing of health data.

HIPAA Essentials – 12 minutes

The Health Insurance Portability and Accountability Act, known as HIPAA, regulates the use and transfer of individuals health information by health plans, health care clearinghouses, those health care providers that conduct certain health care transactions electronically, as well as their business associates. In this course, we will learn what is protected health information, which entities are covered under HIPAA, patient rights, and explore the roles and responsibilities of you and your organization in keeping health information private and secure.

Management

Respecting Your Employees' Privacy – 10 minutes

Managers are in a unique position to regularly gather personal information about the employees they oversee. This course is designed to help them recognize personal information when they encounter it, as well as understand their role in helping organizations maintain employee privacy.

Vendor Management and Privacy: What Employees Should Know – 10 minutes

Employees are not always aware of privacy concerns that can arise when working with vendors. This course explains what a vendor is and how to select one, what to consider when ending a vendor relationship, and how to identify potential privacy risks while managing vendors.

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Anti-Bribery – 15 minutes

Bribery is a global problem and is one of the most common forms of corruption. This course gives an overview of identifying and avoiding bribery. Learners will have a view of what activities are inappropriate along with major legislation and penalties around the globe.

Regional Regulations

Canada's PIPEDA – 6 minutes

Canada's PIPEDA is a federal law that sets out the rules of how businesses can collect, use and disclose personal information in the course of commercial activities in Canada.

Thailand PDPA – 6 minutes

This course covers the collection, use, disclosure, and/or transfer of personal data (data processing) within Thailand as well as data processing outside of Thailand.

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OneTrust is the #1 fastest-growing company on Inc. 500 and the category-defining enterprise platform to operationalize trust. More than 8,000 customers, including half of the Fortune 500, use OneTrust to make trust a competitive differentiator, implementing central agile workflows across privacy, security, data governance, GRC, third-party risk, ethics and compliance, and ESG programs. The OneTrust platform is backed by 140 patents and powered by the OneTrust Athena™ AI and robotic automation engine. Our offerings include OneTrust Privacy Management Software, OneTrust DataDiscovery™ AI-powered discovery and classification, OneTrust DataGovernance™ data intelligence software, OneTrust Vendorpedia™ third-party risk exchange, OneTrust GRC integrated risk management, OneTrust Ethics ethics and compliance software, OneTrust PreferenceChoice™ consent and preference management, OneTrust ESG environmental, social and governance software, and OneTrust DataGuidance™ regulatory research.