



BRISTOW & SUTOR

BACKGROUND

Bristow & Sutor is a leading Enforcement Agent company working across England and Wales. The company is one of the most renowned and respected organisations within this specialist industry. Bristow & Sutor currently works with 140 Local Government Authorities, supporting them by helping increase collection of important local revenues such as Council Tax and Non Domestic Rates using lawful, transparent, fair but firm enforcement.

CHALLENGE



**LARGE VOLUMES
OF PERSONAL
DATA**



**PRIVACY
BY DESIGN**



**UPDATING
POLICIES AND
DOCUMENTATION**



“

Communication between the DPO, our team and the other organisations we work with has been excellent and this **strong working relationship** is set to continue and thrive.”

Chris Farman // Bristow & Sutor Technical Manager

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The DPO Centre Ltd,
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Regional Office
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SOLUTION

- After Initial consultation, the DPO Centre worked with the Bristow & Sutor team to undertake a business wide data protection impact assessment (DPIA). This led to a strategic action plan outlining the steps required for Bristow & Sutor to achieve GDPR compliance.
- By using a Privacy by Design approach, the DPO Centre's Data Protection Officer made a series of comprehensive recommendations to the Bristow & Sutor team on how to improve data management and security. Implementing these recommendations created smoother business processes and reduced administrative time and cost.
- The DPO assisted in updating policies and contracts in line with the new regulation and provided ongoing advice, training and assistance with decision making across the organisation

OUTCOME

Chris Farman, Bristow & Sutor Technical Manager, says:

"We've been really pleased with the whole process and the service the DPO Centre has provided. I've been very impressed with the diligence of the work completed by our dedicated DPO, who, I am happy to say, is now working with us as part of a Service Agreement with the DPO Centre. She's ensured a smooth transition for our company in moving towards GDPR compliancy. Communication between the DPO, our team and the other organisations we work with has been excellent and this strong working relationship is set to continue and thrive."

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