

# BRISTOW & SUTOR

## BACKGROUND

Bristow & Sutor is a leading enforcement agency operating across England and Wales. Founded in 1979, it has built a strong reputation within this specialist sector. The company supports over 140 local authorities to raise debt recovery rates through various services, including the collection of unpaid council tax and parking charges.

The agency contacted The DPO Centre for expert support in aligning their data protection practices with GDPR requirements. With a growing need to process special category personal data, they sought guidance on updating outdated documentation and embedding Privacy by Design principles into their operations.



## KEY CHALLENGES



HANDLING SPECIAL  
CATEGORY DATA



IMPLEMENTING  
PRIVACY BY DESIGN



UPDATING POLICIES  
AND DOCUMENTATION

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Chris Farman, Technical Manager  
at Bristow & Sutor

## SOLUTIONS

Following an initial consultation, the designated DPO conducted a company-wide Data Protection Impact Assessment (DPIA). This assessment resulted in a strategic action plan outlining the necessary steps to achieve GDPR compliance.

Taking a Privacy by Design approach, the DPO provided detailed recommendations to enhance data management and security across the organisation. These improvements streamlined business processes, resulting in reduced administrative burden and increased operational efficiency.

The DPO also supported Bristow & Sutor in updating internal policies and contracts to reflect the requirements of the GDPR. Ongoing advice and training were delivered to staff, embedding a culture of data protection and informed decision-making throughout the organisation.

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## OUTCOME

**Chris Farman, Technical Manager at Bristow & Sutor**, said: '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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Chris Farman, Technical Manager  
at Bristow & Sutor