Infosys – a 'Live Enterprise'
Environment
Social
Governance
Corporate governance
Data privacy
Information management

Data privacy

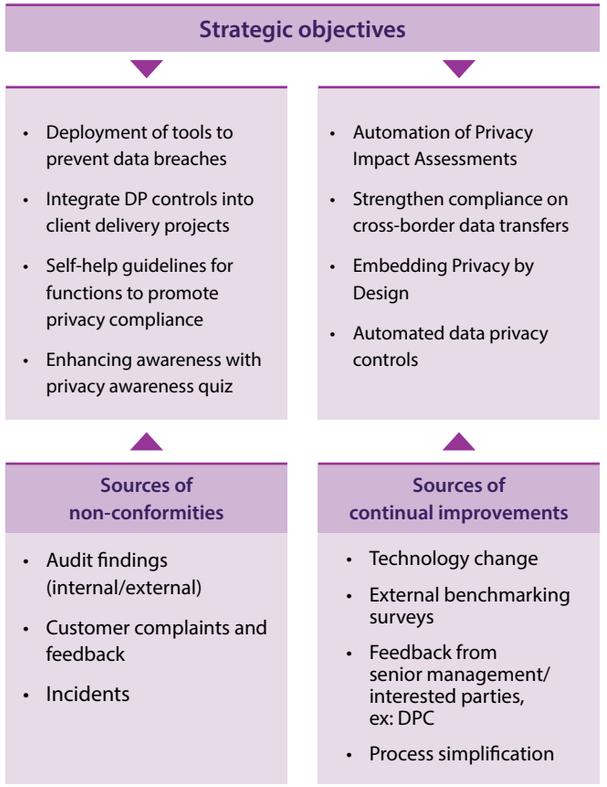
Ambition

- Adopting leader data privacy standards across global operations

Ensure the safety of stakeholder data

In the hyper-connected digital world, data privacy has emerged as an important dimension of human rights. Significant changes in the privacy threat landscape is expected, with increasing adoption of emerging technologies such as AI, IoT, Big Data, that bring rich dividends for consumers and society at large.

Data privacy management framework



At Infosys, we constituted the data privacy function over a decade ago and it is an independent business enabling function that directly reports to the Board to ensure its autonomy.

Rethinking the design

In keeping with the need to make privacy an integral part of application development, 'privacy by design' has been taken up as a strategic initiative. This initiative is focused on embedding privacy as a culture while designing solutions. Our engineers are being equipped with both knowledge and a reusable components repository to reduce dependency on testing to ensure privacy. Keeping in view the large-scale personal data processing involved, we make use of tools and technologies to institutionalize data privacy practices and controls across the enterprise.

Compliance measures

Data Privacy Impact Assessments are conducted for every new process or whenever there is a change in the existing process, which involves processing of PII/SPI. Over the years, the growing awareness and education on data privacy among stakeholders has contributed to a more robust process. We complied with all applicable data privacy regulations in fiscal 2021, in building applications, platforms, or while executing client projects, by introducing appropriate privacy safeguards.

Read more on Privacy notice +

Data privacy governance framework

- Independent audits are carried out periodically by CCAT and external bodies to validate the effectiveness of data privacy controls deployed
- Regular Senior Management reviews ensure the oversight required

Aligned with global protocols

We make every effort to protect the personal information that comes under our purview. Our data privacy compliance framework is the convergence of international best practices, client-prescribed requirements and applicable data privacy regulations across geographies. We are among the first few organizations globally, to have our framework certified with ISO 27701 privacy information management standard.

In fiscal 2021, there were 43 incidents involving customer data and none of them had any substantial material impact. There were no substantiated complaints received concerning breaches of customer privacy from outside parties and regulatory authorities.

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