Title: Data Governance Policies of Bank DEF

1. Introduction

1.1 Purpose

This document outlines the data governance policies for Bank DEF. Its purpose is to provide a structured framework for managing data quality, security, and compliance across the organization.

1.2 Scope

The policies detailed herein apply to all departments, employees, contractors, and third-party service providers who handle data at Bank DEF.

1.3 Definitions

- **Data Governance**: The framework for ensuring data accuracy, availability, and security.
- **Data Steward**: An individual or team responsible for overseeing data management practices and ensuring compliance with policies.

2. Data Governance Framework

2.1 Governance Structure

The governance structure at Bank DEF ensures accountability and effective management of data-related functions:

Role	Description
Data Governance Board	**Responsible for strategic oversight and policy approval.**
Data Stewards	**Manage and monitor data quality and adherence to policies.**
Data Custodians	**Implement and enforce data management practices and security measures.**

2.2 Responsibilities

Roles within the governance structure have specific responsibilities:

- **Data Governance Board**: Sets data management strategy, approves policies, and ensures alignment with business objectives.

- **Data Stewards**: Ensure data accuracy, oversee data-related issues, and support policy implementation.
- **Data Custodians**: Handle day-to-day data operations, including data security and compliance enforcement.

3. Data Quality Management

3.1 Data Quality Standards

Maintaining high data quality is critical for Bank DEF. The standards include:

Standard	Description
Accuracy	**Data must be accurate and free from errors.**
Completeness	**All necessary data fields must be filled.**
Consistency	**Data should be consistent across all systems and sources.**

3.2 Data Quality Metrics

Metrics are used to measure and manage data quality:

Metric	Definition	Target Value
Error Rate	**Percentage of data entries with errors**	**< 2%**
Completeness Score	**Percentage of data fields completed**	**100%**
Consistency Rate	**Percentage of data that is consistent across systems**	**> 95%**

4. Data Security and Privacy

4.1 Data Classification

Data is classified to apply appropriate security controls:

Classification	Description
Confidential	**Highly sensitive data (e.g., customer financial records).**
Internal Use Only	**Data restricted to internal use (e.g., staff contact details).**
Public	**Data that can be publicly shared (e.g., quarterly financial summaries).**

4.2 Access Controls

Access to data is controlled through:

Control Method	Description
Role-Based Access Control (RBAC)	**Access permissions based on roles and responsibilities.**
Multi-Factor Authentication (MFA)	**Additional security measures for accessing sensitive information.**

Access control measures are regularly reviewed to adapt to changing security needs and organizational changes.

5. Data Handling Procedures

5.1 Data Entry and Validation

To maintain data quality, the following procedures are followed:

- **Data Entry**: Proper data entry procedures ensure that data is entered correctly and uniformly.
- **Validation**: Data is validated against predefined rules to ensure its accuracy and completeness.

5.2 Data Retention and Disposal

Data retention policies specify how long data should be kept and the methods for its secure disposal:

Data Type	Retention Period	Disposal Method
Customer Data	**6 years**	**Secure Deletion**
Employee Records	**4 years after termination**	**Secure Deletion**
Transaction Data	**8 years**	**Archival Storage**

6. Compliance and Audits

6.1 Regulatory Compliance

Bank DEF adheres to regulatory requirements to ensure data protection:

Regulation	Description
GDPR	**General Data Protection Regulation compliance.**
SOX	**Sarbanes-Oxley Act compliance (for financial data).**

6.2 Internal Audits

Regular internal audits are conducted to ensure compliance:

Audit Aspect	Description
Audit Frequency	**Audits are performed semi-annually or as needed.**
Audit Findings	**Reports include findings, non-compliance issues, and corrective actions.**

7. Training and Awareness

7.1 Training Programs

Training programs are designed to educate employees about data governance:

Program	Description
Data Governance Training	**Regular training on data governance policies and best practices.**
Compliance Training	**Training on regulatory and compliance requirements.**

7.2 Awareness Campaigns

Awareness campaigns ensure ongoing education about data governance policies:

Campaign	Description
Policy Reminders	**Regular updates and reminders about data governance policies.**
Support Resources	**Resources and support available for questions about data policies.**

8. Contact Information

8.1 Data Governance Team

For inquiries related to data governance, please contact:

Name	Role	Email
Emily Clark	**Chief Data Officer**	**emily.clark@bankdef.com**
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