

**Title: Data Governance Policies of Bank XYZ**

**1. Introduction**

**1.1 Purpose**

The purpose of this document is to outline the data governance policies of Bank XYZ to ensure effective management, security, and utilization of data across the organization.

**1.2 Scope**

This policy applies to all employees, contractors, and third parties who handle data within Bank XYZ.

**1.3 Definitions**

- **Data Governance:** The overall management of data availability, usability, integrity, and security.
- **Data Steward:** An individual responsible for managing data quality and compliance.

**2. Data Governance Framework**

**2.1 Governance Structure**

| Role                    | Description   |
|-------------------------|---|
| Data Governance Council | Oversees data governance strategy and policy.               |
| Data Stewards           | Manage data quality and integrity within their departments. |
| Data Owners             | Individuals with authority over specific data assets.       |

**2.2 Responsibilities**

| Role                    | Responsibilities   |
|-------------------------|--|
| Data Governance Council | Develop policies, review compliance, ensure alignment with business goals. |
| Data Stewards           | Ensure data accuracy, accessibility, and policy compliance.                |
| Data Owners             | Define data requirements and ensure appropriate use.                       |

### 3. Data Quality Management

#### 3.1 Data Quality Standards

| Standard     | Definition                                       |
|--------------|--|
| Accuracy     | Data should be correct and free from errors.     |
| Completeness | All required data fields must be filled.         |
| Consistency  | Data should be uniform across different systems. |

#### 3.2 Data Quality Metrics

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

## 4. Data Security and Privacy

### 4.1 Data Classification

| Classification    | Description   |
|-------------------|---|
| Confidential      | Requires high levels of protection (e.g., customer personal information). |
| Internal Use Only | Restricted to internal use (e.g., employee contact details).              |
| Public            | Can be shared with the public (e.g., general financial reports).          |

### 4.2 Access Controls

| Control Method                    | Description   |
|-----------------------------------|---|
| Role-Based Access Control (RBAC)  | Access permissions based on user roles.                     |
| Multi-Factor Authentication (MFA) | Additional verification steps for accessing sensitive data. |

## 5. Data Handling Procedures

### 5.1 Data Entry and Validation

| Procedure  | Description   |
|------------|---|
| Data Entry | Procedures for entering data into systems.                |
| Validation | Checks to ensure data meets quality standards before use. |

5.2 Data Retention and Disposal

| Data Type        | Retention Period          | Disposal Method  |
|------------------|---------------------------|------------------|
| Customer Data    | 7 years                   | Secure Deletion  |
| Employee Records | 5 years after termination | Secure Deletion  |
| Transaction Data | 10 years                  | Archival Storage |

6. Compliance and Audits

6.1 Regulatory Compliance

| Regulation | Description                                    |
|------------|--|
| GDPR       | General Data Protection Regulation compliance. |
| CCPA       | California Consumer Privacy Act compliance.    |

6.2 Internal Audits

| Audit Aspect   | Description  |
|----------------|--|
| Audit Schedule | Regular audits to ensure compliance with data governance policies. |
| Audit Reports  | Documentation of audit findings and corrective actions.            |

7. Training and Awareness

7.1 Training Programs

| Program                  | Description  |
|--------------------------|--|
| Data Governance Training | Regular training for employees on data governance policies.    |
| Compliance Training      | Training on legal and regulatory requirements related to data. |

7.2 Awareness Campaigns

| Campaign      | Description  |
|---------------|--|
| Communication | Regular updates and reminders about data governance policies.  |
| Resources     | Access to resources and support for data governance questions. |

8. Contact Information

8.1 Data Governance Team

| Name       | Role                    | Email  |
|------------|-------------------------|--|
| John Doe   | Head of Data Governance | <a href="mailto:john.doe@bankxyz.com">john.doe@bankxyz.com</a>     |
| Jane Smith | Data Steward            | <a href="mailto:jane.smith@bankxyz.com">jane.smith@bankxyz.com</a> |