

2013



Annual Report



Directorate for
Personal Data
Protection

DIRECTOR OF THE DIRECTORATE FOR PERSONAL DATA PROTECTION



There is only one way to achieve success:
continued diligence and strong commitment to work.

Director,
Dimitar Gjeorgjievski



GLOSSARY OF MOST OFTEN USED TERMS

Article 2 of the Law for protection of personal Data ("Official Gazette of the Republic of Macedonia" No.7/2005) and the amendments to the Act ("Official Gazette" No. 103/08, 124/10, 135/11 defines the meaning of the following terms:

1. **“Personal data”** shall be any information pertaining to an identified natural person or person that can be identifiable, the identifiable entity being an entity whose identity can be determined directly or indirectly, especially as according to the personal identification number of the citizen or on the basis of one or more characteristics, specific for his/her physical, mental, economic, cultural or social identity;
2. **“Personal data processing”** shall be every operation or a sum of operations performed on personal data, automatically or otherwise, such as: collection, recording, organizing, storing, adjusting, or altering, withdrawing, consulting, using, revealing through transmitting, publishing or making them otherwise available, aligning, combining, blocking, deleting or destroying;
3. **“Personal Data Collection”** shall be a structured group of personal data available in accordance to specific criteria, regardless whether it is centralized, decentralized or dispersed on a functional or a geographical basis.
4. **“Personal Data Subject”** shall be any natural person to whom the processed data refer to;
5. **“Controller of the Personal Data Collection”** shall be any natural person or legal entity, a state administration authority or other authority, who independently or together with others determines the purposes and the ways of personal data processing (hereinafter: the controller). When the purposes and the ways of personal data processing are determined by law or any other regulation, the same law, i.e. regulation determines the controller or the special criteria for his/her selection;
6. **“Personal Data Collection Processor”** shall be a natural person or a legal entity or a legally authorized state administration authority processing the personal data on the behalf of the controller;



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7. **“Third Party”**, shall be any natural person or legal entity, a state administration authority or other authority, which is not a personal data subject, a controller, a Personal Data Collection Processor or any person who, under a direct authorization by the controller or by the Personal Data collection processor is authorized to process the data;
8. **“User”** shall be any natural person or a legal entity, a state administration authority or other authority, to whom the data are disclosed.
9. **“Consent of the personal data subject”** shall be freely and explicitly given statement of will, of the personal data subject whereby (s)he agrees to the processing of his/her personal data for previously determined purposes;
10. **“Special categories of personal data”** shall be personal data revealing the racial or ethnic origin, the political views, religious, philosophical or other beliefs, membership in a trade union and data relating to the health condition of the people, including genetic data, biometric data or data referring to the sexual life;
11. **“Third country”** shall be a country not being a European Union member or not being a member of the European Economic Community.

Other terms used in this Report

12. **The most important international laws governing the right to privacy:** [the Universal Declaration of Human Rights](#), [the European Convention on Human Rights](#) and [the International Covenant on Civil and Political Rights](#).
13. **The right to privacy in the Constitution of the Republic of Macedonia:** encompasses some basic rights: to every citizen is guaranteed the respect and protection of the privacy of his/hers personal and family life, dignity and reputation, every citizen is guaranteed the inviolability of the home, thus, right to inviolability of the home may be restricted only by a court order when the detection or prevention of crime or the protection of human health; security and confidentiality of personal data are guaranteed; freedom and secrecy of correspondence and other forms of communication are guaranteed, there can be a restriction from this right only by virtue of a court decision and the appropriate legal action.



LIST OF ABBREVIATIONS

EDPS	European Data Protection Supervisor
DPDP	Directorate for Personal Data Protection
EC	European Commission
EU	European Union
MOI	Ministry of Internal Affairs
MES	Ministry of Education and Science
MF	Ministry of Finance
ME	Ministry of Economy
MAFW	Ministry for Agriculture, Forestry and Water economy
MJ	Ministry for Justice
HIFM	Health Insurance Fund of Macedonia
RM	Republic of Macedonia
BED	Bureau for Education Development
NGO	Non-Governmental Organization
NERR	National Electronic Regulations Registry
MISA	Ministry for Information Society and Administration
MLSP	Ministry for Labor and Social Policy

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1. INTRODUCTION

1.1 Legal framework, status and location

The Law on Personal Data Protection from 2005 ("Official Gazette of the Republic of Macedonia" no. 7/2005) provides for the establishment of [the Directorate for Personal Data Protection](#), which will be responsible for supervising the legality of actions taken for processing of personal data and its protection on the territory of the Republic of Macedonia.

In the Republic of Macedonia the right to protection of personal data is regulated in Article 18 of the Constitutional Act of the Republic of Macedonia in 1991: "The safety and confidentiality of personal data are guaranteed. Citizens are guaranteed protection from violation of their personal integrity resulting from the registration of information through their data processing", while the right to privacy is defined in Article 17, 25 and 26 from the Constitutional Act.

The Law on Protection of Personal Data ("Official Gazette of the Republic of Macedonia" no. 7/2005) and the amendments to the Act ("Official Gazette" No. 103/08, 124/10, 135/11) is completely in compliance with the [Directive of the European Parliament and of the Council 95/46/EC](#).

The legal framework for the protection of personal data in the country complements the Law on Ratification of the [Convention of the Council of Europe br.108/81 for the Protection of Individuals with regard to Automatic Processing of Personal Data](#) ("Official Gazette" No. 07/2005), ratified on 24.03.2006 and entered into force on 01.07.2006. The Parliament of the RM in 2007 have ratified [the Additional Protocol to the Convention](#) regarding supervisory authorities and transborder of data.

After the ratification of the Additional Protocol in 2008, the Law on Amendments to the Law on Protection of Personal Data ("Official Gazette" No. 103/09) is adopted in order to strengthen the supervisory role of the Directorate for Protection of Personal Data and harmonization of national legislation with the EU acquis.

In 2010 are the second made amendments to the Law on Protection of Personal Data ("Official Gazette" no. 124/10) that ensure compliance of legislation and rule of law, the transposition of the European Union acquis, the harmonization of the Law on protection of personal data with the national legislation of the Republic of Macedonia and the establishment of a more efficient system of protection of personal data.

The right of protection of personal data and the right to privacy are different human rights. Due to great importance of privacy for the individual, in most countries in the world this right is



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regulated by the Constitutional Act of the country as the highest constitutive act of the state, as is the case with the Republic of Macedonia.

In our Constitutional Act, in the section titled to Civil and Political Rights and Liberties, several human rights are included that are components of the right to privacy, since privacy is broad, complex concept or sublimate of few individual rights. In this sense, it is important to mention the following rights:

- Every citizen is guaranteed the respect and protection of the privacy of his/hers personal and family life, the dignity and reputation (Article 25).
- Every citizen is guaranteed the inviolability of the home. The right of inviolability of the home may be restricted only by a court decision when detection or prevention of crime is an issue or the protection of citizens health (Article 26).
- The freedom and confidentiality of correspondence and all other forms of communication is guaranteed. This right may be restricted only based on a court decision and in an appropriate legal proceedings (Article 17).

The rise of the right to privacy to the level of constitutionally guaranteed human right indicates the great importance of this right of the individual, which carries certain rights/powers and duties/responsibilities as for the individual holder of the right and the other individuals, but and the state and its institutions as well.

Privacy is one of the fundamental human rights established and governed by the most important international legal documents including [the Universal Declaration of Human Rights](#), [the European Convention on Human Rights](#) and [the International Covenant on Civil and Political Rights](#). According to the Universal Declaration of Human Rights, an act of largest global international organization - UN: "No one shall be subjected to arbitrary interference with his private and family life, home or correspondence, nor to attacks upon his/hers honor and reputation. Everyone is entitled to legal protection against such interference or attacks."

A similar definition gives [the Council of Europe](#), as the most important international organization in the field of promotion and protection of human rights and freedoms in Article 8 of [the European Convention on Human Rights](#), according to which: "Everyone has the right to respect for his private and family life, home and correspondence. Public authorities should not interfere in the exercise of this right except such as is in accordance with the law and is necessarily needed in a democratic society, which is in the interests of public safety, the economic well-being of the country, for the prevention of public disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others."

The Republic of Macedonia joined the Convention for the Protection of Human Rights and Fundamental Freedoms of the Council of Europe in 1995, ratified on 10 April 1997, which supplements the legal framework for the protection of human rights and fundamental freedoms.



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The Directorate for Personal Data Protection was established on 22 June 2005, when the first Director was appointed with the Decision of the Parliament of the Republic of Macedonia ("Official Gazette" br.50/05).

The Directorate is an independent and autonomous authority as legal entity. This status provides an independence in relation to the executive, legislative and judicial powers, as well as in terms of the authorities of local government.

The Directorate is managed by a Director, who is appointed and dismissed by the Parliament, with a procedure led by the Commission for appointment within the Parliament, via previously published public notice, for a period of 5 years with the right of reelection. The Director has a Deputy appointed and dismissed by the Parliament on the proposal of the Commission for appointment for a period of 5 years. For its work the Director and the Deputy are responsible in front of the Parliament. The Director submits to the Parliament of the RM an Annual Work Report of the Directorate. If necessary and upon a request of the Parliament, the Director shall submit an additional report. The Director brings and adopts all decisions about the work of the Directorate.

The Directorate is headquartered at: Blvd. "Goce Delchev" no. 18, MRTV building, 14th floor, Skopje.

1.2 Competence

DPDP is the creator of policy for consistent enforcement of regulation for the protection of personal data at national level, in particular:

- Prepare and adopt secondary legislation related to enforcement of regulations to protection of personal data;
- Give opinions on draft laws in different areas;
- Give opinion on the secondary legislation of controllers in the area of personal data protection;
- Develop policies and provide guidelines concerning the protection of personal data at national level;
- Give opinion on draft codes of conduct relating to the protection of personal data;

Legality and fairness of the processing of personal data

- Supervise the legality of the processing of personal data under the provisions of the Law for protection of personal data;
- Issue prior approval for processing of personal data;
- Issue a ban to the controller for further processing of personal data;

Authority responsible for keeping a register and records

- Keep Central Register of collections of personal data for controllers and processors



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- Keep record for transfer made of personal data into other countries
- Issue an approval for transfer of personal data to other countries
- Keep record for issued opinions for acts for video surveillance

Promoter/guardian of the right to protection of personal data

- Act upon initiatives of citizens and requests for determination of violation of the right;
- Give answers to the complaints from individuals regarding irregularities in the processing of their personal data;
- Continuously educate the controllers and processors and gives expert assistance
- Lead infringement proceedings through the Misdemeanour Commission in accordance with the law;

The only national authority responsible for implementing regulations concerning the protection of personal data

- Act upon requests of supervisory authorities in the area of protection of personal data to other countries in the performance of their activities through legal assistance in the Republic of Macedonia;
- Accomplish international cooperation with other authorities for protection of personal data, participate in the work of international authorities and institutions

Performs other duties determined by law

*„ You must be the change
you wish to see in the world.“*

Mahatma Gandhi (1869-1948)

2. MANAGEMENT POLICIES AND STRATEGIC OPERATIONS

2.1 Working Strategy

Basic development policies of the work of the Directorate for Personal Data Protection in the reporting year of 2013 were fully aimed at implementing the strategic priorities and targets for ensuring lawfulness and fairness in the processing of personal data, as well as a transparent and effective system of exercising the right to protection of personal data of every citizen.

The need to provide comprehensive and effective measures to implement the strategic priorities at work, as defined in the basic strategic document "[Strategy for the protection of personal data in the Republic of Macedonia 2012-2016 and the Action Plan for its implementation,](#)" in large part meant achieving effective cooperation with all relevant authorities, institutions, public and private sector, civil society, the media and among all social structures and social and political life.

In that direction, special attention was paid to achieving multiple forms of cooperation, several initiatives to change the perception of the right to privacy and the right to protection of personal data.

At the same time, special accent was put on risk management and adoption of consensual and institutional system of measures to prevent violations of the right to protection of personal data.

Following the strategic goals and priorities for the work in 2013, annual documents for work of the Directorate were adopted and published on the website of The Directorate: [Annual Work Programme for 2013](#) and Annual program for the inspection supervision of 2013, and monthly plans to perform inspections during 2013. In that way the Directorate is recognized as an entity and the subject that in its work performance manifests professionally organized and transparent monitoring of work by all involved subjects and concerned parties in the implementation of strategic priorities, and setting clear goals to work throughout the year.

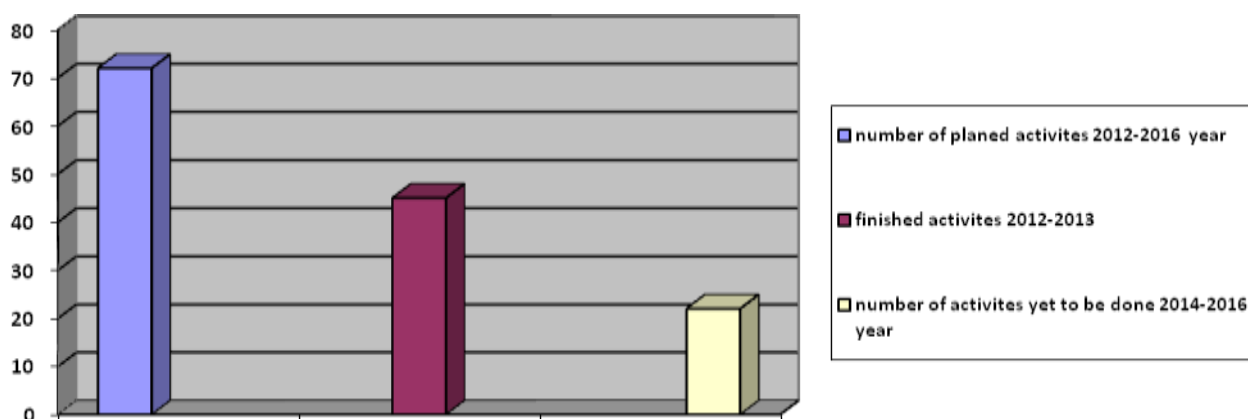
As part of its work, the decisions at the executive level were upgraded through continuous follow up of new trends and development programs, as to other institutions at national level, and by actively monitoring the developments at European and international level of the work of the authorities for personal data protection, especially in the Opinions issued by the [Article 29 Working Party](#) as an advisory body to the European Commission, within the Directorate for Justice.

2.2 Work analysis

Professional work includes placing a measuring mechanism for monitoring and assessment of the level of implemented activities during the reporting year. At the same time, through the procedure of analysis of the implemented activities after the expiration of a certain period, the planning process is done in a proper, organized and qualitative manner and is subject to continuous monitoring mechanism, the measurement of efficiency and quality management in accordance with ISO 9001:2008 standards. In this way, the Directorate for Personal Data Protection is able to take into account the planned activities for the next period, including planned risks and challenges in the following period of the 2014-2016 year.

Therefore, in the period November to December 2013 an internal audit of the Action Plan 2012-2016 for the implementation of the Strategy 2012-2016¹ was conducted by focusing on real/measurable results and setting the methodology for record keeping of activities. As a result of this Analysis Report was drafted on the level of implementation of the activities foreseen in the Action Plan of the Strategy Paper 2012-2016, no.02-107/1 from 10.01.2014, where undeniably are presented the following results: "The total number of completed activities in the period 2012-2014 are 45 out of 72, which represents a total conversion of **62.5%** of the activities listed in the Action Plan 2012-2016. According to the previously established terms of implementation, set in the Action Plan 2012-2016, there is a high level of realization before the deadline, de facto significant progress in the work of the institution is achieved."

Fig. no.1



¹ Decision from the Director of Directorate for Protection of Personal Data for the establishment of working groups to review the Strategy for the protection of personal data in the Republic of Macedonia 2012-2016 with the Action Plan for its implementation, no. 02-2256/1 from 05.11.2013



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At the same time, according to the Report on Facebook profile and the website of the Directorate for Personal Data Protection number of visits, it was established that the planned activities of the Communication Strategy for 2013 are fully met, taking into account the increase of 30% increase in visiting the FB profile of the Directorate for Protection of Personal Data, as well as 30% increase in attendance at the website of the Directorate, in the last three months of 2013.

Politics of Quality Management means both professionally and properly setting the operating procedures. In 2013 the procedure for preparing the ISO certification was conducted through the project "Implementation of the system of quality management," according to the requirements of the international standard EN ISO 9001:2008, where working procedures established in all segments, the mechanisms for measuring performance, and documentation to be produced, were revised and improved as well. In that way the Directorate for Personal Data Protection achieves significant step toward building a reputation as a credible, independent entity caring responsibility for strategic quality management, as well as the professionalism of the services it provides.

2.3 Human Resources and Administration

During 2013 the challenge was set to establish a system by which at any time shall be recognized and used the best performance of each employee, in order to have more successful work. The Directorate for Personal Data Protection has trained personnel to carry timely and relevant decisions to fulfill the goals.

Strategic human resource management is a complex process which is the basis for successful institutional arrangement and is the first prerequisite for the successful work of any organization. Our imperative is to create a professional staff that will thrive in its development on the basis of their knowledge, capabilities and merits.

The Rulebook for systematization of workplaces in the Directorate, depending on the type, and connection of duties and responsibilities, has systematized 53 workplaces allocated by organizational units. The number of job vacancies completed by December 2013 is 24 and all employees have the status of civil servants. During the 2013 with an agreement for transfer between the Directorate and the Ministry of Interior one public servant has been transferred.

During 2013 in the Directorate for Personal Data Protection Hww volunteered total of 7 volunteers, as an institutional support, by signing Contract for volunteer work.

Fig. no.2

Gender structure of employees

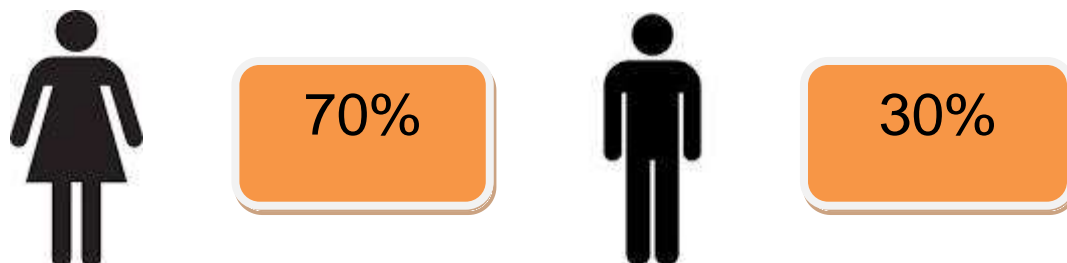
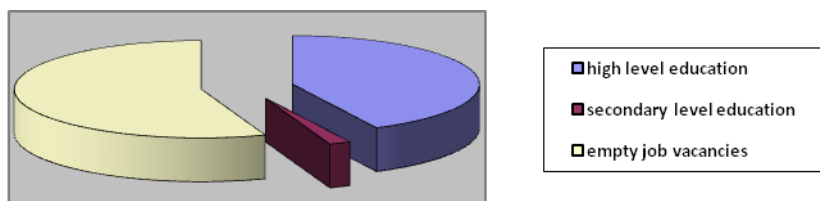


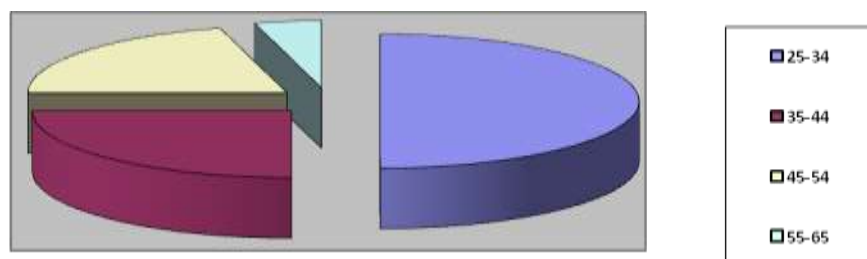
Fig. no.3

Qualification structure of employees and number of free job vacancies



The tabular preview of the qualification structure of employees indicates a high percent of professional personnel in the Directorate.

Fig. no. 4 **Age limit of employees**



The age limit of employees in the Directorate in 50% of it is aged 25-34 years. Special attention was devoted to implementing and strengthening the capacity of managing with work processes and customization of internal organization in accordance with the needs of the established dynamics of performance. The transfer of the capacity headquarters of the Directorate on new location improved the working conditions of employees thusly new physical and material conditions have been provided for the employees.

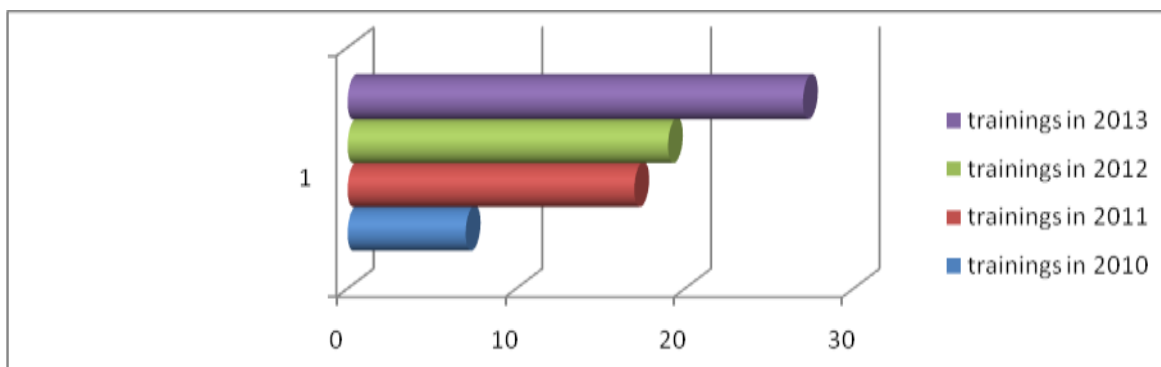
Also, attention was given to improving the skills of employees through organization of trainings and education. Professional development and training is carried out based on previously made Annual training program for civil servants of the Directorate. There were provided the specialized trainings on the following topics, which we do particularly point out:

1. Workshops for video surveillance in institutions/places of deprivation of liberty;
2. Preventing money laundering and terrorist financing;
3. Civil and criminal responsibility for violation of the right to protection of personal data;
4. Video surveillance in primary and secondary schools;
5. Certificate security computer user²;
6. Continuation of the activities within the project "Sustainable EU Learning and training system";
7. Using an electronic system for document management-Alfresco;
8. Processing of biometric data;

For some part of the training a financial resources for realization were provided by the EU TAIEX instrument.

In 2013 the employees attended to 27 training (generic and specialized training)

Fig. no.5



Compared to previous years there is an increase of 42% in the number of conducted trainings for staff of the Directorate for Personal Data Protection.

² Certificate security computer user; - OSCE Mission in Skopje and the Rule of Law Unit within the project "Support of local stakeholders to deal with the offense hate and hate speech" financially supported for the organization of the course for basic safety skills CSCU (Certified Secure Computer User) intended for 15 employees in the Directorate for Personal Data Protection. The course was held from 14 to 19 of June 2013 in the Directorate for Personal Data Protection, and it was conducted by Semos education that is accredited training center of the EC Council.

Fig. no.6

Year	No. of trainings
2010	7
2011	17
2012	19
2013	27

As part of its work, the Directorate for Personal Data Protection acts upon internal acts/documents adopted over the years, as given in the appendix:

1. Regulation on technical and organizational measures to ensure confidentiality and protection of personal data processing – Consolidated text ("Official Gazette of RM" br.38/09 and 158/10)
2. Regulation on technical and organizational measures to ensure confidentiality and protection of personal data ("Official Gazette of the Republic of Macedonia" no. 38/09)
3. Regulation Amending the Regulation on technical and organizational measures to ensure confidentiality and protection ("Official Gazette of RM" No. 158/10)
4. Regulation about the form and content of the notification processing of personal data and the manner of notification to the Central Registry of collections of personal data - Consolidated text ("Official Gazette of RM" No. 155/08)
5. Regulation about the form and content of the notification for processing of personal data and notification to the Central Registry of collections of personal data ("Official Gazette of the RM" No. 155/08)
6. Regulation Amending the Regulation about the form and content of the notice to the Central Registry of collections of personal data ("Official Gazette of the RM" No. 158/10)
7. Regulation on the content and form of the act for the manner of performing video surveillance ("Official Gazette of the RM" No. 158/10)
8. Regulation about the form and content of the application for registration of the transfer of personal data ("Official Gazette of the RM" No. 158/10)
9. Regulation on procedure for the inspection ("Official Gazette of the RM" No. 158/10.)
10. Regulation about the form and content of the invitation for education, the conduct of education, as well as executing it ("Official Gazette of the RM" No. 158/10)
11. Regulation on the manner of keeping records of offenses, imposed sanctions and decisions in infringement proceedings, as well as the access to information contained in the record ("Official Gazette of the RM" No. 136/08)
12. Regulation for the form and content of the identification card and the manner of issuing and revoking – Consolidated text ("Official Gazette of the RM" No. 143/08)

13. Regulation for the form and content of the identification and the manner of issuing and revoking ("Official Gazette of the RM" No. 143/08)
14. Regulation Amending the Regulation for the form and content of the identification card and manner of issuing and revoking ("Official Gazette of the RM" No. 158/10)
15. Regulation about the form and content of the request to establish a violation of the right to protection of personal data ("Official Gazette of the RM" No. 144/11)
16. Instructions on how to perform the external control
17. Instruction to supplement instruction on how to perform the external control –
18. Decision on the form and content of the Request for establishing violation of the right to protection of personal data
19. Decision about the form and content of the Initiative to perform inspection
20. Rulebook on the internal organization of the Directorate for Personal Data Protection 01-1292/1 from 24.06.2012 year
21. Rulebook on systematisation of job vacancies in the Directorate for Personal Data Protection (Consolidated text)
22. Volunteer Program in the Directorate for Personal Data Protection
23. Program to implement practical curricula for students in the Directorate for Personal Data Protection
24. Strategy for the protection of personal data in the Republic of Macedonia for the period 2012-2016, with an Action plan for its implementation
25. Communication strategy on the Protection of Personal Data 2012-2016
26. Guidelines on internal order of the Directorate for Personal Data Protection
27. Guidelines for the use of official vehicles of the Directorate for Personal Data Protection
28. Instruction on how to use the software for inspection
29. Guidelines for the use, storage, maintenance and records of the movable property of the Directorate for Personal Data Protection
30. Instruction for the handling of the inspector of protection of personal data in the settlement
31. Guidelines for the reception of clients and visitors in the Directorate for Personal Data Protection
32. Guidelines for the management process of professional training and development
33. Instructions for registering the controllers
34. Guidelines for type, method of preparation, use and storage of classified information in the Directorate for Personal Data Protection
35. Instructions on how to use the library of the Directorate for Personal Data Protection
36. Guidelines on the organization and implementation of training for controllers and processors in 2012

37. Guidelines to supplement the Guidelines on the organization and implementation of training for the controllers and processors
38. Guidelines for the deployment of and access to the premises of the Directorate for Personal Data Protection
39. Instruction for procedures when security of classified information in danger in the Directorate for Personal Data Protection
40. Annual program for the inspection in 2013
41. Annual program for the inspection for 2012
42. Annual Work Programme of the Directorate for Personal Data Protection for 2012
43. Work Programme and inspection supervision of the Directorate for Personal Data Protection for 2011
44. Annual program for the inspection in 2010
45. Annual program for the inspection in 2009
46. Annual program for amendments of the Annual program for the inspection for 2009

According to the administrative requirements that were imposed by the work process, but also urging to establish rules of professional conduct, the Directorate in 2013 adopted the following internal acts, plans and programs and guidelines, as given below:

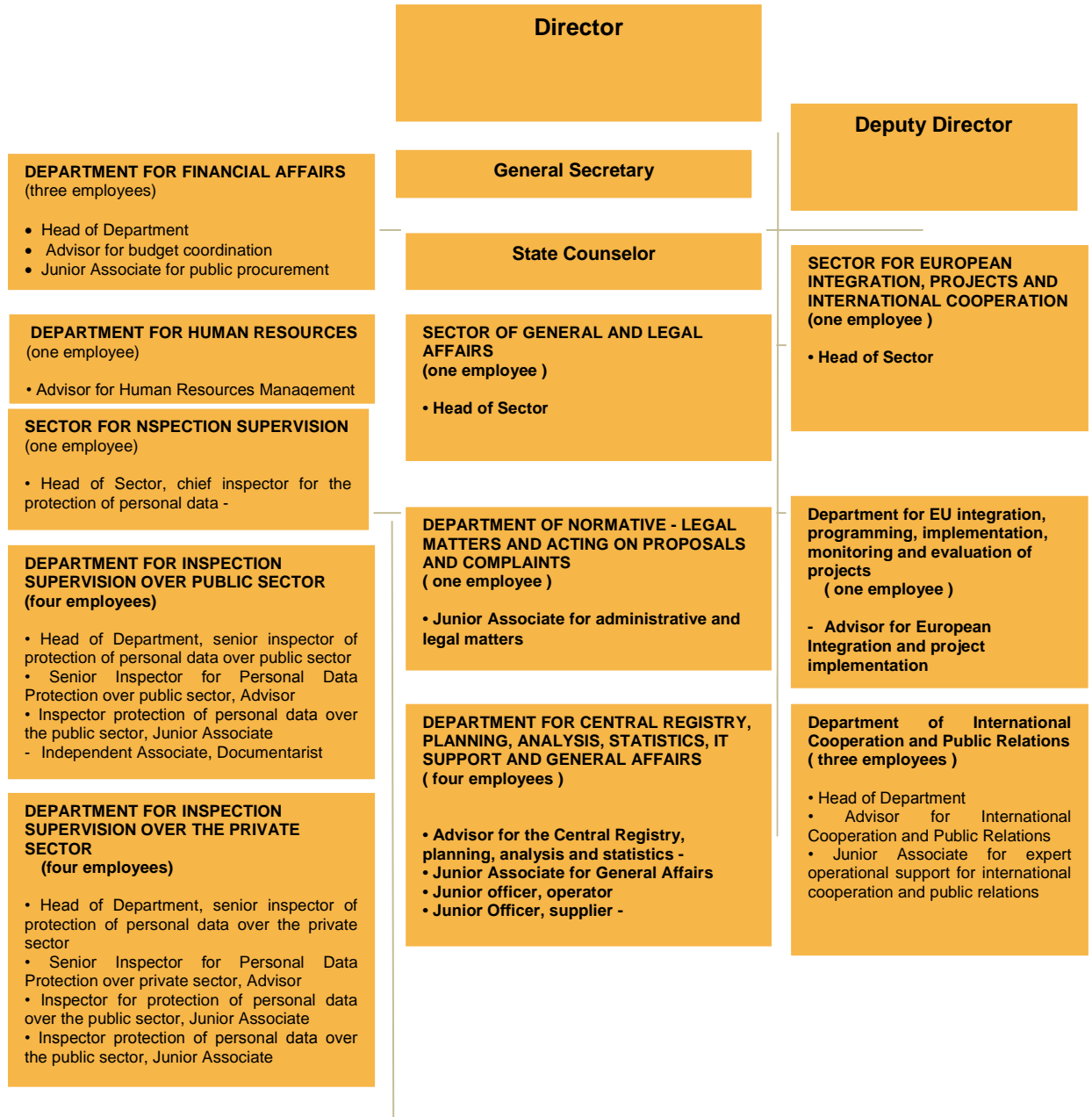
Fig. no. 7

1.	Regulation amending the Regulation on technical and organizational measures to ensure confidentiality and protection of personal data in the DPDP - February 01, 2013
2.	Plan to supplement the plan to create a system of technical and organizational measures to ensure the protection of our confidential personal data processing - February 01, 2013
3.	Regulation amending the Rulebook on backup, archiving and storage, as well as regaining the stored personal data February 1, 2013
4.	Regulation for termination of the Rulebook on video surveillance in DPDP - 31.01. 2013
5.	Regulation amending the Rulebook on systematization of workplaces in DPDP - April 5, 2013
6.	Guidelines for the reception of clients and visitors in DPDP
7.	Instruction on Changes to the Guidelines for the reception of clients and visitors in DPDP
8.	Program for implementation of certified training for digital security of computer users
9.	Annual Procurement Plan
10.	Guidance on the threat of security of classified information in DPDP
11.	Plan for archive markings List of documentary material in terms of storage and

	List of archive material of long lasting value
12.	Guidelines for amending the Guidelines for the publication of articles
13.	Guidelines to supplement the Guidelines on the organization and implementation of training for the controllers and processors 23/12/2013
14.	Guidelines to supplement the Guidelines on how to perform the external audit April 19, 2013
15.	Annual program of inspection for 2014
16.	Program for work of the Directorate for Personal Data Protection for 2014
17.	Annual training program for the controllers and processors for 2014
18.	Annual training program for civil servants in the Department for the Protection of Personal Data in 2014

According to the Rulebook on workplaces, the Directorate is organized into three sectors, the Sector for inspection supervision, Sector for Legal and General Affairs and Sector for European Integration, Projects and International Cooperation, and two departments, Department for Financial Affairs and the Department of Human Resources.

CHART OF THE DIRECTORATE FOR PROTECTION OF PERSONAL DATA



2.4 Financial performance

2.4.1 Implementation of the budget in 2013 - account type 637

Balance sheet account 2013 637 Directorate accepted on 19/02/2013 with the following indicators:

Fig. no. 8

	MKD
Total budget for 2013	15.297.000
Realized income (transfers from the state budget)	15.010.783
Achieved total cost	15.010.783
Net surplus of income - profit before tax	0
Tax from revenue excess - profit	0
Net surplus income - income transfer for next year	0

Of the total approved budget of the Directorate for 2013 in the amount of 15.297 million MKD, there were realized 98.13%, or 15,010,783 MKD. Regarding the structure of the budget with all approved reallocations of funds in 2013, 12.207 million MKD, or 79.80% of the assets relate to basic salaries and social security contributions, 3.025 million MKD denar or 19.78% of assets relate to goods and services, and 65,000 MKD denar or 0.42% of assets relate to capital expenditures.

Fig no. 9

Structure of the total approved Budget for 2013

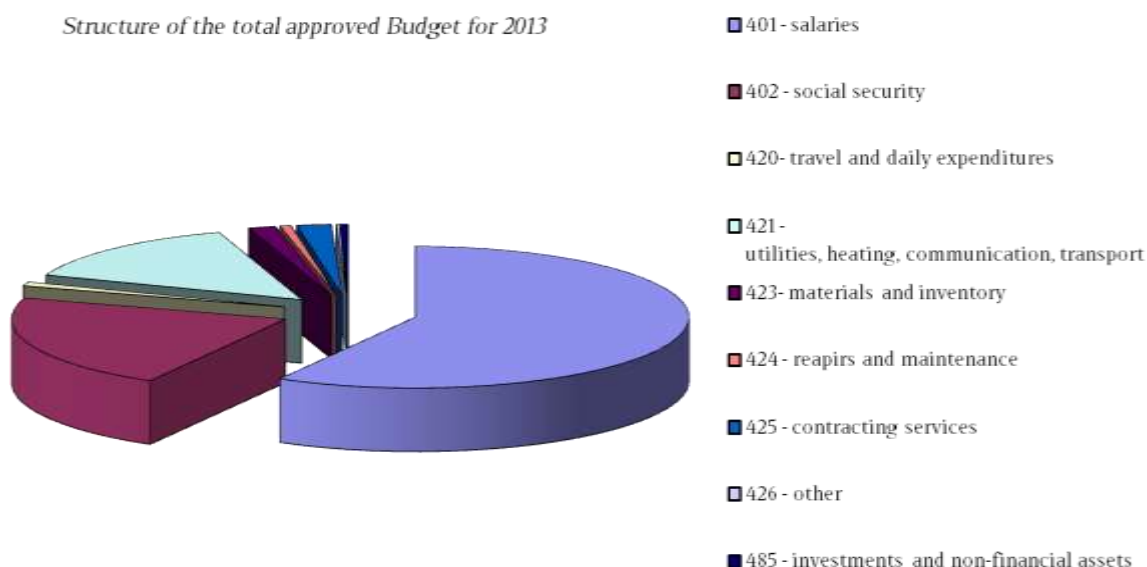


Fig. no. 10

Review of realization of funds per items in 2013

Item	Budget 2013	Realization	% of Realization
401	8.905.000	8.870.377	99,61
402	3.302.000	3.280.829	99,36
420	140.000	140.000	100,00
421	2.200.000	1.975.916	89,81
423	244.000	244.000	100,00
424	101.000	100.598	99,60
425	310.000	309.063	99,70
426	30.000	30.000	100,00
485	65.000	60.000	92,31
Total	15.297.000	15.010.783	98,13

Fig. no. 11

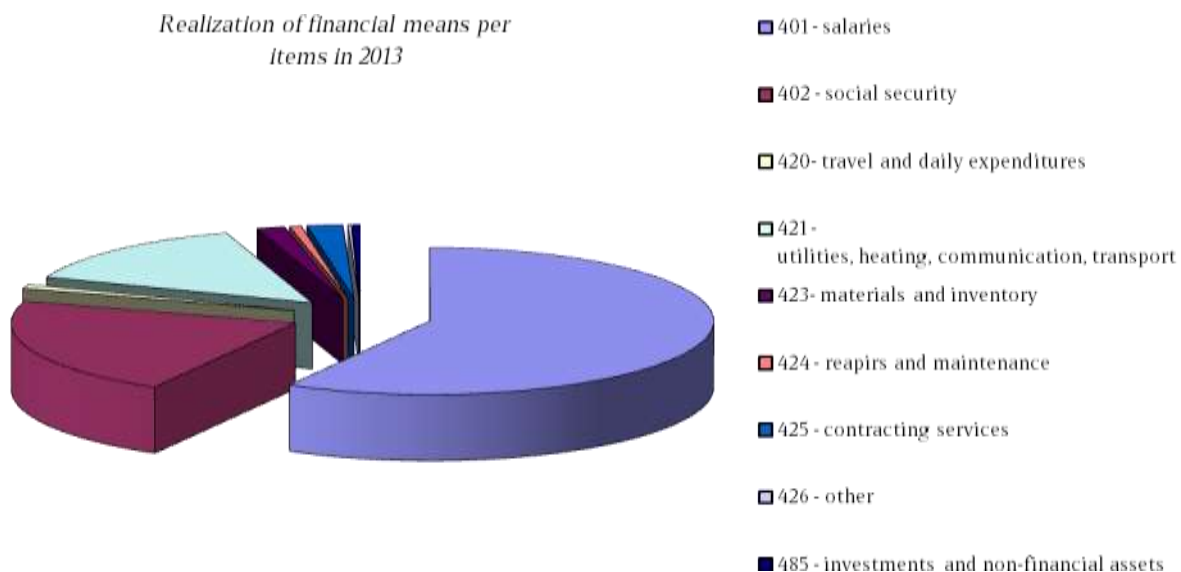


Fig. no. 12

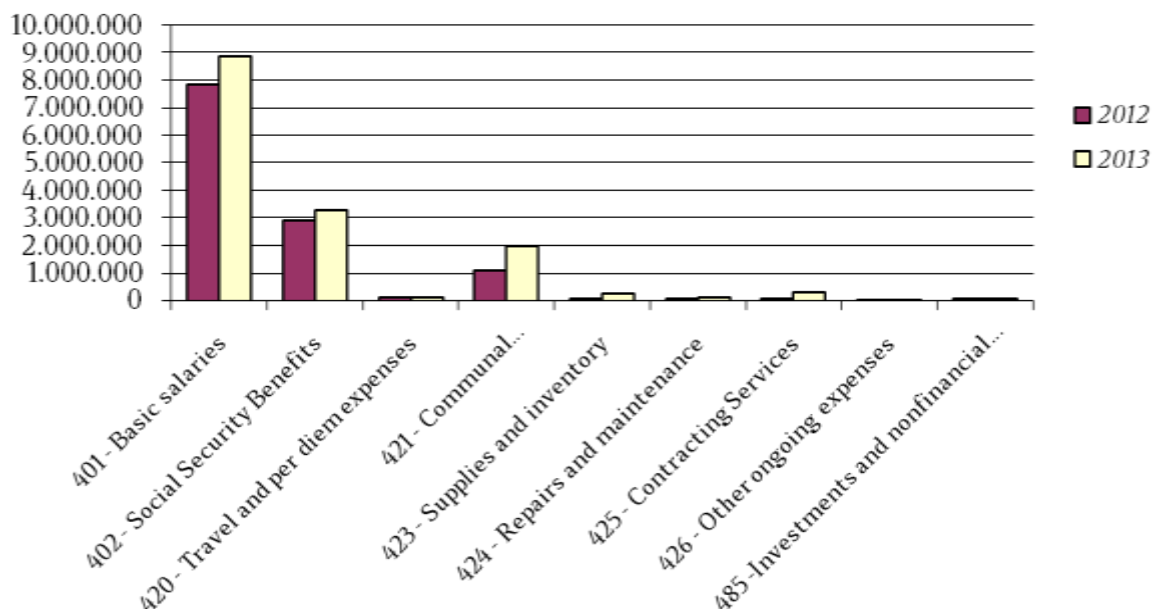
Comparative overview of the implementation of funds per Items - 2013 in relation to 2012

Item	Realization 2012	Realization 2013	Difference expressed in MKD
401	7.857.209	8.870.377	1.013.168
402	2.906.681	3.280.829	374.148
420	140.00	140.000	/
421	1.086.425	1.975.916	889.491

423	99.420	244.000	144.580
424	89.322	100.598	11.276
425	89.935	309.063	219.128
426	30.000	30.000	/
485	64.995	60.000	-4995
Total	12.363.987	15.010.783	2.646.796

Fig. no. 13

Comparative Review of Financial Assets items - 2012 compared to 2013



The increased amount of funds in 2013, thus increasing the conversion rate in 2013, compared with 2012, is due primarily to the increase in the budget, but also increase of its own revenues from the conducted trainings.

The Directorate for Protection of Personal Data until 31.12.2012 was located at premises with 312 m², at str. "Samuilova" No. 10. Since 01.01.2013, the Directorate has transferred its premises's location at the 14th floor, MRTV building, which got on base of a Decision on termination and giving permanent use without compensation of real estate, business premises of the building MRTV, blvd. "Kej Dimitar Vlahov" bb Skopje, with an area of 500 m², from the total area of 1065 m², no.51 - 6608/1 of 26.11.2011, published in the "Official Gazette of the RM" no. 169/2011 from 07.12.2011.

The increased rate of conversion of item 423 - inventory and materials is due to the growing need for the procurement of materials for trainings conducted by the Directorate.

At the same time we are emphasizing the fact that the increased rate of conversion of the item 425 - contracting services, is due to the legally regulated rent payment for apartment and apartment costs for the deputy director, who was appointed in May 2012, when there were not provided nor approved funds for this purpose, and the same are paid from the account of own generated income.

The other realization of assets is within the budget approved funds for the Directorate for regularly servicing of its obligations.

Full implementation of all necessary and unforeseen needs that arised in the past year, the Directorate have generated through realized incomes on the basis of conducted trainings for protection of personal data for interested processors and the controllers of personal data.

2.4.2 Implementation of the budget in 2013 - account type 631

The final bill for 2013 for the account type 631 of the Directorate is approved on 24/02/2014 with the following indicators:

Fig. no.14

	<i>MKD</i>
Total approved budget for 2013	4.880.000
Income transferred from previous year	701.535
Realized income	2.553.800
Achieved total costs	2.172.134
Net surplus of income - profit before taxation	1.083.201
Excess tax revenue - profit	0
Net surplus income - income transfer into next year	1.083.201

The Directorate for personal data protection on the basis of training for the protection of personal data for interested processors and the controllers of personal data in the course of 2013 generated revenue worth 2,553,800 MKD.

Out of the total approved budget of projected income of the Directorate for 2013, totaling 4,880,000.00 MKD, there was a realization of 44.51% or 2,172,134 MKD. Regarding the structure of the use of funds, 95.38% of the assets relate to goods and services, a 4,62% of assets relate to capital expenses.

Fig. no. 15

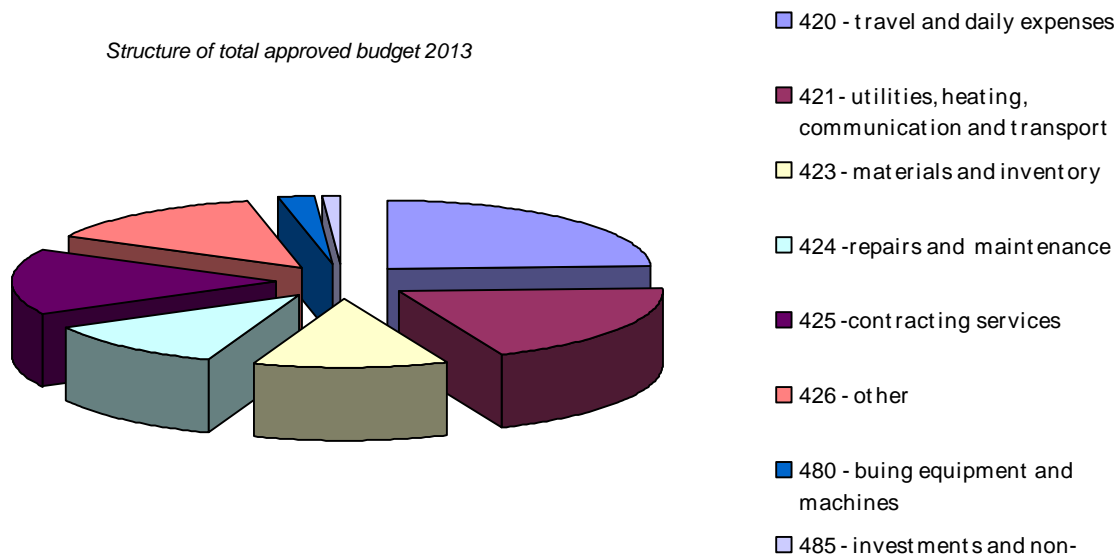


Fig. no. 16 - Review of realization of financial assets by items in 2013

Item	Budget 2013	Realization	% of Realization
420	1.174.000	913.957	77,85
421	951.000	191.955	20,18
423	583.000	72.728	12,47
424	576.000	149.824	26,01
425	752.000	498.820	66,33
426	688.000	244.582	35,55
480	101.000	100.268	99,28
485	55.000	0	0
Total	4.880.000	2.172.134	44,51

2.4.3 Realisation of the budget in 2013 - account type 785

The final bill for 2013 for the bill type 785 of the Directorate was adopted on 24/02/2014 with the following indicators:

Fig. 18

	amount in MKD
Total approved budget for 2013	6.034.000
Income transferred from previous year	0

Realized income	6.033.545
Achieved total cost	2.274.236
Net surplus of income - profit before taxation	3.759.309
Excess tax revenue - profit	0
Net surplus income - income transfer next year	3.759.309

The Directorate for Personal Data Protection on contract basis for a donation for the project "Technical Assistance for strengthening the organizational and institutional capacities for protection of personal data" with the Norwegian Ministry of Foreign Affairs during 2013 generated revenue of 6,033,545 MKD.

Of the total approved budget for donation in 2013 realized are 37.69% or 2,274,236 MKD denars. Regarding the structure of the use of funds, 100 % of the proceeds relate to goods and services.

On the basis of the IPA program 2009 Framework Agreement, the "Sustainable system for continuing education in primary and secondary education in the principles of personal data protection," the Directorate accomplished amount of realized assets of 163 750,00 EUR in MKD equivalent.

Fig. no. 18

Structure of the total approved budget for 2013

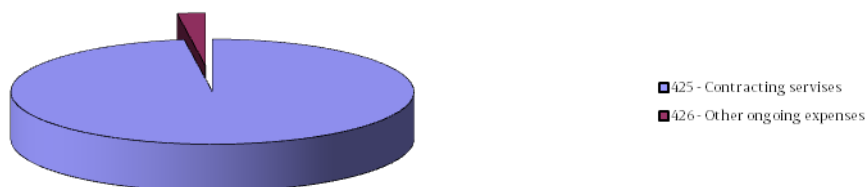


Fig. no 19 **Review of realization of financial assets by items in 2013**

Item	Budget 2013	Realization	% of Realization
425	5.728.000	2.223.360	38,82
426	306.000	50.876	16,63
Total	6.034.000	2.274.236	37,69

"It's no use excuses:

"We are doing everything we can."

You must be able to make what is
necessary. "

Winston Churchill (1874-1965)

3. INSPECTION

3.1 Inspections carried out

The main competence of the Directorate is supervising the legality of actions taken in the processing of the personal data and their protection on the territory of the Republic of Macedonia. The competence of the Directorate arises from Article 37 of the Law on Protection of Personal Data ("Official Gazette of the RM" No. 7/05, 103/08, 124/10 and 135/11) and implemented through inspectors for protection of personal data. In order to implement the inspection given competence within the Directorate for Protection of Personal Data there is a Sector for conducting inspection with two departments (Department for inspection supervision in the public sector and the Department for inspection supervision in the private sector).

Inspections are planned on an annual basis, by sector based approach, with a Program given at the end of the current year for the following year, and implemented through monthly plans for inspection whereas the controllers are specified, the collections that are inspected and the date of commencement of inspection supervision. The Annual program for 2013 and monthly plans for inspection (January-December 2013) published on the web-site of the Directorate <http://www.dzlp.mk> and www.privacy.mk.

Performance of regular inspections is carried out in precisely determined deadlines defined by law and through a procedure during the inspection supervision. Inspectors in the course of performing regular inspections perform education of the controllers and processors for the right to protection of personal data.

On the website of the Directorate basic information concerning the inspection supervision (regular, irregular and control) is published, also forms for Initiative commencing inspections and Requests to establish a violation of the right to protection of personal data, with the aim of facilitating to the citizens to take action if they believe their privacy rights have been violated. The Basic Checklist and Guidelines for its filling is published as well, the controllers themselves can determine whether consistently comply with the provisions of the Law on protection of personal data.

In order continuous education of inspectors and capacity building, especially the inspection supervision part, in 2013, the inspectors were involved in training for capacity upgrading, as presenters and trainers in more training for controllers, as well as presenters and organizers of many of conferences and projects for the area they cover. Inspectors already hold ISO 27001 certification in 2011, ISO 27005 for Risk Management in 2012, which contributes to increased capacity for supervision in a complex IT infrastructure of controllers and processors including the management of risks.

Namely, the statistical summary for 2013 for inspection shows growth, but also continuity in the effective implementation of inspections.

Fig. no. 20

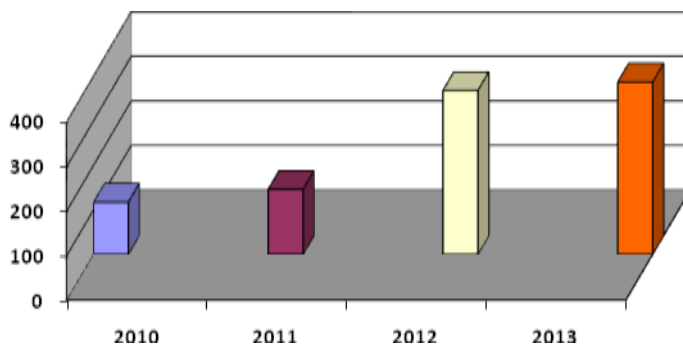


Fig. no. 21

year	Number of inspections conducted
2010	117
2011	146
2012	368
2013	387

During the reporting period for 2013 a total of 387 inspections were performed, out of which 272 are regular inspections and 115 irregular inspections. Transferred to work were 63 cases from 2012 and all completed during 2013.

Fig. no. 22 Review of inspection by type of inspection supervision

Type of supervision	Numbers
irregular	115
Regular	272
Total	387

Adopted acts/regulations in carrying out an inspection in 2013

Regular supervision

Reports 256

Decisions 183

total 439

Irregular inspection

Reports	97
Decisions for establishing violation	53
Decisions for rejecting the request for establishing violation	13
Conclusions to stop the procedure	26
Conclusions for procedure termination	6
Conclusion that there are no conditions for a lawsuit	2

Total **197**

Regular inspections during the reporting year are performed in state institutions, justice, health, local government, education, banking and savings, textiles, telecommunications and other areas, according to the Annual Program to perform an inspection. Irregular inspections that are performed by an application, request or consideration of the inspector are conducted in the fields of: insurance, media, culture, trade, energy, banking, postal services, housing, individual (surveillance), and others. The representation of the inspection by sector is given below.

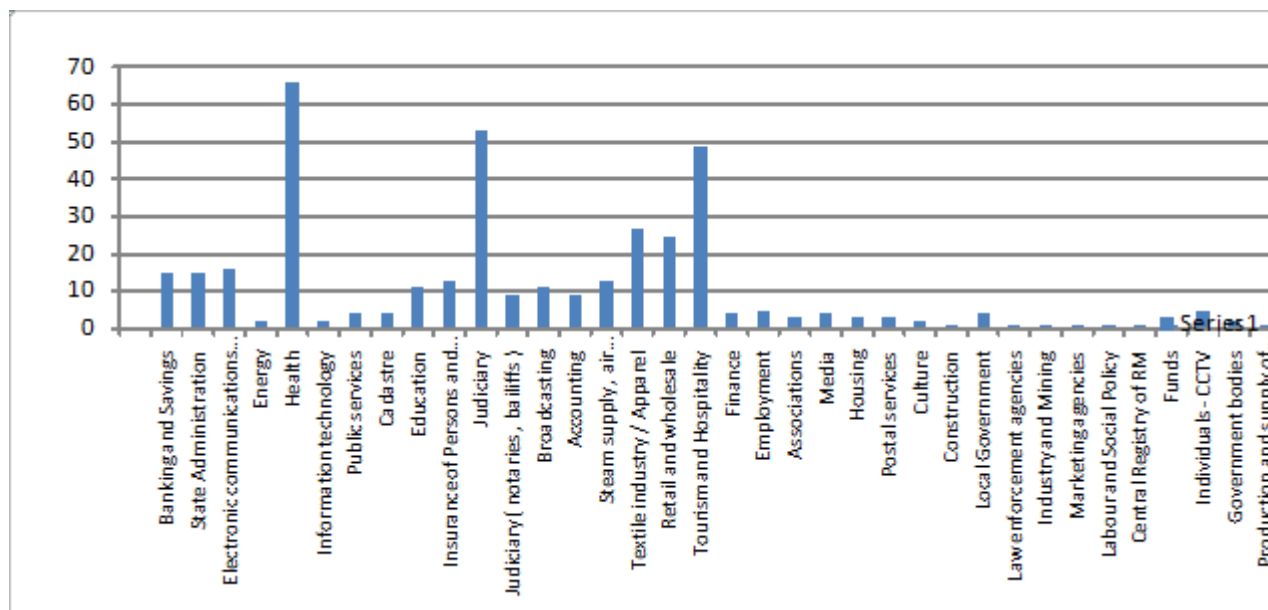
Fig. no. 23

sector	Number of performed inspection
Banking and Savings	15
State Administration	15
Electronic communications and telecommunications	16
energy	2
Health	66
Information technology	2
Public services	4
Cadastre	4
Education	11
Insurance of Persons and Property	13
Judiciary	53
Judiciary (notaries , bailiffs)	9



Broadcasting	11
Accounting	9
Steam supply , air conditioning and heat	13
Textile industry / Apparel	27
Retail and wholesale	25
Tourism and Restaurants	49
Finance	4
Employment	5
Associations	3
Media	4
Housing	3
Postal services	3
Culture	2
Construction	1
Local Government	4
Law enforcement agencies	1
Industry and Mining	1
Marketing agencies	1
Labour and Social Policy	1
Central Registry of RM	1
Funds	1
Individuals - CCTV	5
Government bodies	2
Production and supply of goods and services	1
Total:	387

Fig. no. 24 – Review of inspection conducted divided by sectors



In terms of controllers over which an inspection was made, out of total of 387 inspections, inspection supervisions were conducted in 148 controllers from public sector, and at 235 controllers from private sector and at 4 controllers being natural persons.

Review of completed inspection supervisions by type of sector/natural person

Conducted inspection supervisions by type of
sector / natural person

Public Sector	148
Private sector	235
natural persons	4
Total 387	387

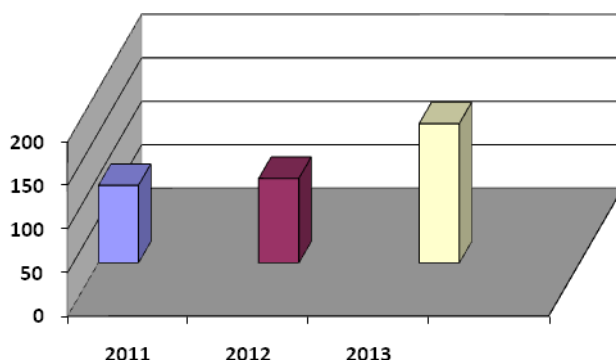
According to legal provisions, but given priority to commitments stated in the strategic documents of the Directorate, the main determination is emphasizing the preventive role of inspection supervision, using the opportunity to train and educate controllers for their obligations required by the protection of the right to privacy. The education for the controllers is performed under the Rules on the form and content of the call for education, the conduct of education and method of keeping records conducted education, adopted by the Director of the Directorate.

During 2013, in accordance with the provisions of the Law on violations, inspectors realized a total of 160 educations for the controllers, drawn from the course of conducting the inspection. Unlike 2012, when 97 trainings were conducted during 2013, Directorate marks

growth of 65%, particularly emphasizing the preventive role and mission of the overall institutional performance.

Year	number of conducted trainings
2011	89
2012	97
2013	160

FIG. NO. 25



Number of trainings conducted per year

3.2 SIN – Software for inspection supervision

Software solution started to be used in 2011, when preconditions were created for the implementation of electronic processing of inspection. With this software, through broad-clear Internet connection that can be used outside the premises of the Directorate contributed towards efficient and economical conduct of the inspection procedure, generating reports (including data for this report) and planning the inspection supervision. Part of the inspection documentation is entered/developed on the spot when inspecting, thus reducing some of the costs, and time consuming as well required for treatment and increases the efficiency of inspectors. The software is designed according to the specific needs of the inspectors of the Directorate, and is in function to generate documents and reports based on previously entered answers upon given questions.

During 2013, through the installation of new modules, by setting new configurations in the system (SIN) series of improvements were made as well in direction of more efficiently generating statistics for making quantitative analysis and data from inspection supervisions performed. New opportunities and mechanisms for treatment and ongoing updating of data were introduced, with the main objective - to get immediate insight on the current situation at any time and in an explicit way.

Administrative Disputes

In 2013 five (5) administrative disputes were initiated, out of which one (1) has a confirmed decision in favor of the DPDP, one (1) has annulled decision with appeal to the Higher Administrative Court, and the other three (3) are in ongoing court proceedings.

Violations and fines

The Directorate for Personal Data Protection is a misdemeanor authority through the Commission on acting upon violations, which is within the Directorate. The Commission on acting upon violations during 2013 handled one (1) case. The procedure for decision making is transmitted in 2014, because the request for a lawsuit is filed at the end of December 2013.

According to Article 50 c) of the Law on Protection of Personal Data: "Before submitting the request for misdemeanor proceedings for violations of this law, the inspector conducts settlement procedures in accordance with the Law on Misdemeanors."

Consequently, during 2013 there is one (1) request for initiating misdemeanor procedure and six (6) procedures for settlement.

The Directorate, in the conduct of the inspection procedure, imposes fines pursuant to Article 49, 49-a and Article 50 of the Law on protection of personal data.

During 2013 a total of seven (7) controllers are fined, out of which five (5) are from the judiciary sector (executors) and two (2) controllers in the field of energy (Heating and EVN).

Out of five (5) fines in the judiciary, for which the amount of fine is up to 1000 euros in denars, for four (4) is paid the half of the fine determined by the controllers in a settlement procedure under the Law on Misdemeanors, i.e. 500 euros in denars currency. For one (1) offense a procedure is ongoing before the Commission acting upon violations within the Directorate.

From a total of two (2) fines, one (1) is in the energy field, and one (1) in the area of pension and disability insurance; the first fine imposed is for offense for which a fine is set at 2,000 euros for the legal person-controller and 600 euros for the responsible person of the legal entity, for which half of the fine in a settlement procedure is paid under the Law on Misdemeanors, i.e. 1000 euros and 300 euros in denars currency. One fine (1) is for an offense for which there is a fixed fine of 1,000 euros for legal entity-controller and 350 euros for responsible person in a legal entity, which is paid half of the fine in a settlement procedure under the Law on Misdemeanors i.e. 500 euros and 175 euros in denars currency. And for one offense is imposed fine of 350 euros for responsible person in a legal entity, for which is paid half of the fine in a settlement procedure, i.e. 175 euros in denars currency.

Total amount collected from fines imposed in 2013 is in the amount of 3975 euros in denars currency.

Stated conditions in certain areas:

The analyzes of the results of inspections conducted in 2013 found the following common conditions and inconsistencies in the application of regulations to protect personal data in the following areas:

1. **Judiciary - made slow progress** due to failure to meet the criteria for application of technical and organizational measures to ensure confidentiality and protection of personal data; in 2013 at controllers it was established inconsistent application of regulations on data privacy in publication of personal identification number of citizens by executors in the country; for the needs of the employment unfairly and illegally is collected and process personal data of employees from criminal record certificates and are processed personal data of employees by keeping photocopies of their IDs in work files;
2. **Wholesale and retail - made limited progress** because of improper application of technical and organizational measures to ensure confidentiality and protection of personal data processing;
3. **Tourism and restaurants- made some progress** due to failure to meet criteria for technical and organizational measures to ensure confidentiality and protection of personal data processing; inappropriate video surveillance which includes: having no notification for video surveillance, video surveillance outside space sufficient to fulfill the purposes for which it is set, recordings made in video surveillance are kept within which is longer than 30 days, retention and photocopying the document ID (identity card or passport) of the guests without legal basis; the employment procedures require applicants photography, do not take measures for the realization of the rights of subjects of personal data (information access and correction of personal data).
4. **Textile industry/Apparel - made modest progress** for criteria and application of technical and organizational measures to ensure confidentiality and protection of personal data processing; inappropriate video surveillance which includes: having no notification for video surveillance, video performance surveillance outside space sufficient to meet the purposes for which it is set, no rulebook on video surveillance, unfair and unlawful processing of personal data of employees by keeping copies of their IDs in work files.
5. **Media - no further progress** - and still not meet the criteria for application of technical and organizational measures to ensure confidentiality and protection of personal data processing - the publication of certain news on Web location does not perform proper anonymization of

personal data of the subject of personal data; media do not comply with the regulations for the protection of personal data in the country.

6. **Health - made good progress** with meeting the criteria for application of technical and organizational measures to ensure confidentiality and protection of personal data processing;
7. **Accounting - made initial progress**, there is still inadequate application of technical and organizational measures to ensure confidentiality and protection of personal data processing;
8. **Prosecution - made good progress** but there is no implementation of criteria for application of technical and organizational measures to ensure confidentiality and protection of personal data, no acts are adopted and applied that set limits on storage of documents containing personal data and no destroying documents that contain personal data is made, for which the storage period has expired and the purpose for which they were collected is fulfilled. However, it is considered a major advance in the field, the submission of the first national report to Eurojust on the state of affairs at Public Prosecution in Macedonia regarding the application of the regulations to protect personal data.
9. **Employment - made further progress**, but it is necessary to follow the criteria for application of technical and organizational measures to ensure confidentiality and protection of personal data processing, there is inconsistency in the collection, processing and storage of personal data relating to applicants and which is not in accordance with law, as well as incomplete, inaccurate and out of date data.
10. **Construction - made unsatisfactory progress** in terms of inconsistent application of technical and organizational measures to ensure confidentiality and protection of personal data processing; inconsistency of regulations to protect personal data when processing by storing a copy of the identity card of the employees in their working files; inappropriate video surveillance outside space which is sufficient to fulfill the purposes for which it is set.
11. **Banking - made significant progress**, however, special attention should be paid to excessive processing of personal data in applications for various types of loans, as well as unfair and unlawful processing of personal data of employees by copying and keeping a copy of their ID card in the work files.
12. **Education - although significant progress has been made** - this area needs to meet the set criteria for the application of technical and organizational measures to ensure confidentiality and protection of personal data processing; simultaneously, improperly performing video surveillance which includes video surveillance from space which is sufficient to fulfill the purposes for which it is set.

*"Everyone has the right to respect
his private and family life
home and correspondence."*

*Art. 8 of the European Convention
for the Protection of Human Rights and Fundamental
Freedoms of the Council of Europe*

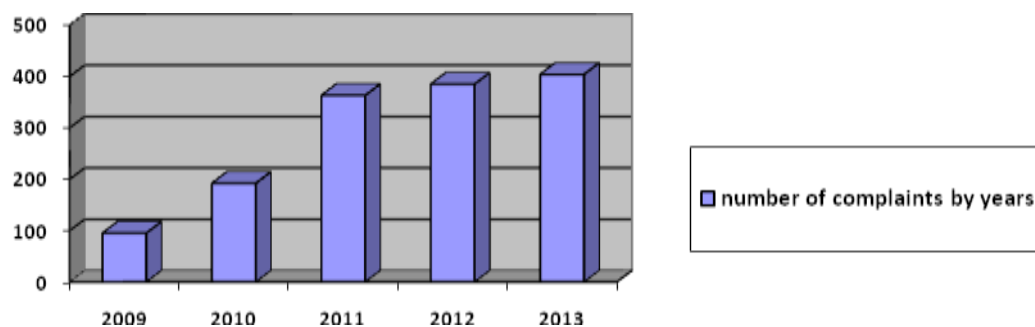
4. COMPLAINTS

4.1. Acting on received complaints

According to Article 19 paragraph 2 of the Law on procedure upon complaints and proposals ("Official Gazette of the RM" no.82/08 and 13/13), the Directorate for Personal Data Protection, as an independent authority, within its competences under Article 41 of the Law on Protection of Personal data ("Official Gazette of the Republic of Macedonia" No.7/05, 103/08, 124/10 and 135/11) acts on the complaints and suggestions that the citizens of the Republic of Macedonia submit to the Directorate .

In the period from January 1 to December 31, 2013 in the Directorate for Personal Data Protection were received a total of four hundred and four (404) complaints.

Fig. no. 26



Year	2009	2010	2011	2012	2013
Number of received complaints	95	192	363	385	404

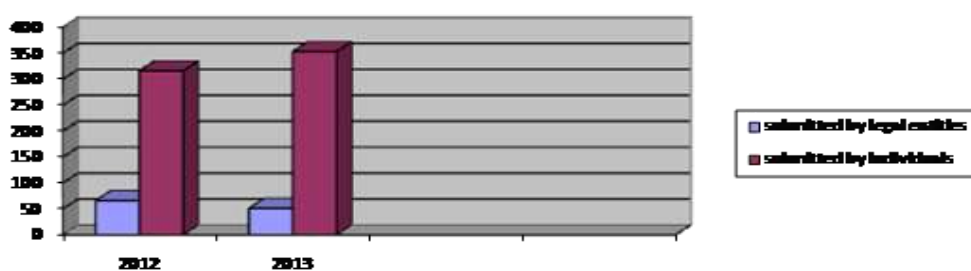
The number of complaints is growing received in the Directorate for Personal Data Protection in respect of 2012.

It is evident from the Figure that the number of complaints received in the Directorate is constantly increasing.

However, out of total of 404 complaints, 353 complaints were received in total from natural person and 51 complaints from legal entities. Out of a total number of 385 complaints received in 2012, it was found near 5% increase in the number of complaints received from natural persons from last year, according to analyzes conducted in the Directorate is due to the increasing awareness of the existence and importance of the right to protection personal data. The development of program activities and initiatives, and in general the work of the Directorate for Personal Data Protection, goes exactly in this direction - increasing awareness among citizens of the right to protection of personal data. The results deriving from the number of complaints

received from natural persons only proves the fact of successfully implemented campaigns, distribution of informational materials and various initiatives for data protection promote in the last period in 2103. At the same time, the tabular display below speaks for reducing the number of complaints received by legal persons, as an indicator of the state of the controllers and processors of personal data collections. Positive enforcement of protection of personal data in the controllers is due to the increased number of training conducted by the Directorate as well.

Fig. no. 27



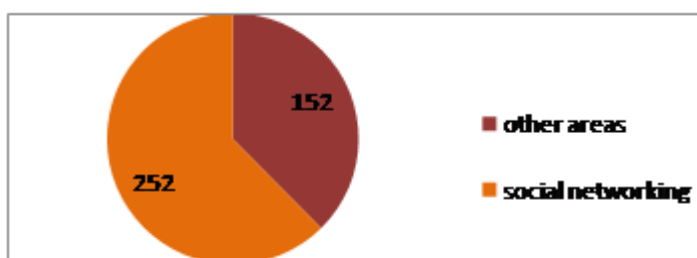
year	2012	2013
Number of submitted by legal entities	66	51
Number of submitted by natural persons	316	353

Also, (126) complaints were filed in writing, and (278) complaints were filed electronically. There are 48.2% increase compared to last year for the number of complaints submitted in writing. It is expected such an increase, as Google analytics statistics showed that <http://www.dzlp.mk/mk/kontakt>, and http://www.dzlp.mk/mk/domasni_propisi are among the most commonly search content on the website of the Directorate.

The Directorate for Personal Data Protection in 2013 has not received anonymous complaints.

Of the total number of complaints, even 60% are in terms of abuse of personal data on social networks or total 252, out of which for 238 complaints applicants are individuals/natural persons, and about 14 are legal entities;

Fig. no. 28



In relation to the number of received complaints of abuse of personal data on social networks, to delete a fake Facebook profile are submitted 187 requests, claims for breach username or password profile 43 requests, for removal of videos and photos from You Tube a total of 6 requests were submitted, for deletion of e-mail addresses a total of 2 and for other social networks total 14.

Forwarded cases for action to the Ministry of Interior, Sector for cybercrime and digital forensics, has a total of three (3) items.

In terms of the number of complaints of abuse of social networks, a Fig. looks like this:

Fig. no. 29

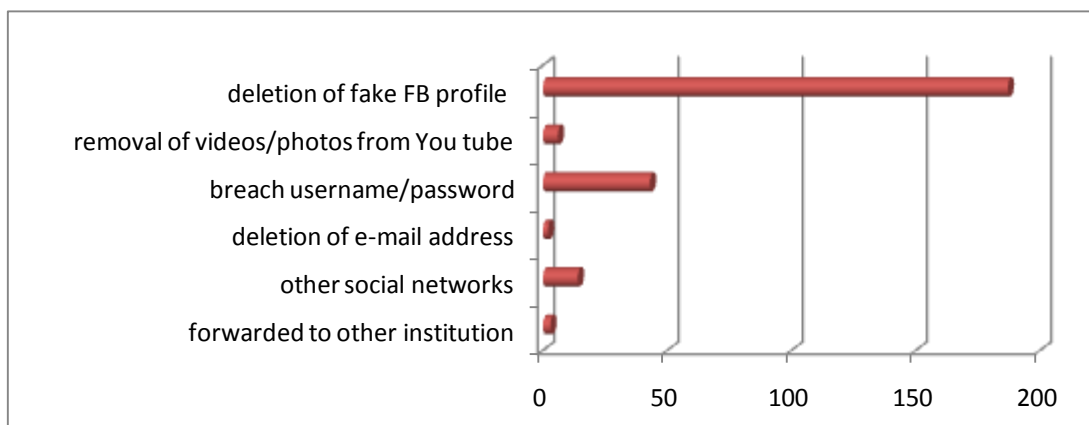


Fig. no. 30

Sector	Nr. of complaints
Banking and Savings	16
Organ of state power	35
Electronic communications and telecommunications	21
Energy	/
Health	5
Information technology	/
Public services , PE	2
Education	4
Insurance of Persons and Property	/
Judiciary	8
Broadcasting	/
Accounting	/

Steam supply , air conditioning and heat	6
Textile industry / Apparel	/
Retail and wholesale	3
Tourism and Restaurants	1
Finance	4
Employment	/
Associations	2
Media	28
Housing	2
Postal services	3
Culture	/
Construction	1
Local Government	1
Law enforcement agencies	2
Industry and Mining	1
Marketing agencies	/
Labour and Social Policy	/
Production and supply of goods and services	
Social networks (PB)	187
Hacked account	43
You tube	6
e-mail and other soc . networks	16
Video surveillance	12
Direct marketing	3
Labor Relations	9
Social Security	1
Incompetent handling	4
Total:	404

4.2 Issuing approval for data transfer

The Law on protection of personal data has special provisions for transfer of personal data to third countries. Transfer of personal data in the Member States of the European Union and the member states of the European Economic Area (EEA) are performed only by notice to

the Directorate for the transfer, without permission from the Directorate because it is believed that national laws in these countries are fully in compliance with Directive 95/46/EC, and thus the level of protection of personal data in these countries is appropriate.

The transfer of personal data to other countries outside the European Union is allowed if the DPDP previously gives approval and if provided adequate safeguards for protection of personal data and protection of privacy and rights of freedom of the data subject.

During 2013 a total of five (5) approvals were issued on submitted applications for approval of transfer of personal data in the United States. Also, there are no rejected requests, no proceedings are stopped and all are completed.

Fig. no. 31

Transfer of personal data to other countries

Sector	Country	Approved	Rejected	stopped Procedure	In Procedure
Education	U.S.	2	/	/	/
Internet service	U.S.	2	/	/	/
Tourism	U.S.	1	/	/	/
TOTAL 5					

Above mentioned provisions shall not apply to Member States of the European Union and the member states of the European Economic Area. The transfer of personal data in the Member States of the European Union and European Economic Area is recorded by submission of an application for transfer to the Directorate for Personal Data Protection.

Fig. no. 32

Applications for transmission in EU Member States

Sector	Country	Number of applications
Banking	Germany Slovakia Bulgaria Greece	5



www.privacy.mk

„Everyone has a right to privacy“

Economy	Germany Austria France	4
Internet service	Switzerland	2
Insurance	Austria	1
Federations	Switzerland	1
Opinion (Judiciary)	Switzerland	1
		TOTAL 14

4.3 Authorisations for processing of biometric data

According to Article 29 of the Law on protection of personal data, the processing of biometric data necessary for confirmation of the identity of the data subject can be made only after prior approval by the Directorate.

During 2013 to the Directorate for Personal Data Protection were submitted two requests for authorization to process biometric data in the sector of information technology and telecommunications. On one application the Directorate has issued a Conclusion for stopping the procedure after application for approval of processing of biometric data, and the second procedure was underway and stayed for implementation in early 2014.

4.4 Actions on applications for free access to public information

During 2013 to the Directorate were submitted four (4) applications that require information about activities for inspection, financing of non-governmental organizations and associations, for a list of information of public character.

Fig. no. 33

No. of requests received	Positively answered	Forwarded to the holder	Rejected
4	3	/	1

Other than requests for free access to information, to the Directorate for Personal Data Protection in 2013 were submitted more requests for opinions on the application of exceptions from Article 6, paragraph 2 of the Law on Protection of the Right to Free Access to Public Information.

4.5 Opinions and reprimands

In the previous year, according to the obligation which arises from Rules of Procedure of the Government of the RM (Article 68, paragraph 1, item 9) the Directorate acted and fully respond in direction of providing expert opinions on materials, draft laws, by-laws and other regulations proposed that are in any way related to the protection of personal data.

Except the changes made to the Rules of Procedure of the Government of RM in 2011, NERR (ENER) is in use also, National Electronic Register of Regulations, a designed tool for electronic information for the citizens, NGOs, chambers of commerce, business associations and entities, representatives of government, separate ministries.

According to the Rules of Procedure of the Government of the RM and the Methodology for regulation impact assessment, Ministries, proposals to introduce legislation, draft texts and draft laws, apart the laws that are adopted by emergency procedure, it is necessarily to publish to the NERR and be available for comment for 10 days from the date of publication. The proposals for adoption of a law, drafts and proposals of laws and reports from paragraph 5 of Article 71, remain posted on the website of the ministry in competence and in NERR one year after the entry into force of the law³. During 2013, the Directorate is involved in giving opinions in NERR as well.

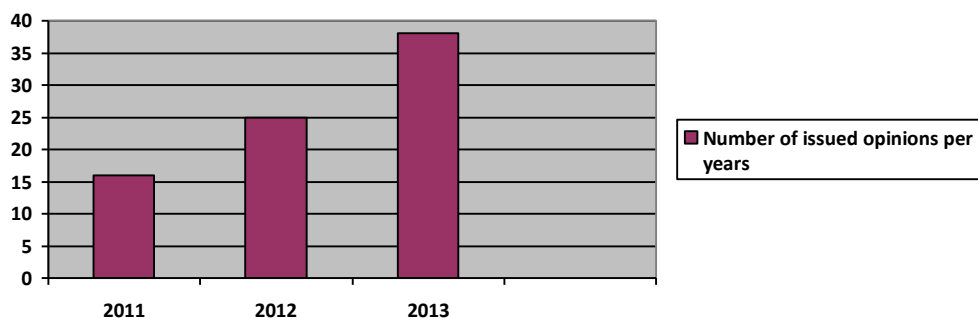
4.6. Expert opinions on materials, draft laws, bylaws and other regulations proposed

On applications received from state authorities the Directorate gave thirty-eight (38) opinions pertaining to materials, draft laws, bylaws and other proposed regulations, out of which eight (8) are issued opinions on international or bilateral agreements in which Macedonia is contracting party.

Fig. no. 34

Year	No. of issued opinions
2010	33
2011	16
2012	25
2013	38

³ "Official Gazette of the RM" no.36 from 17.03.2008, Article 71



In terms of last year, when issued twenty-five (25) opinions, there is 52% increase in the number which indicates the fact that the Directorate as an institution is a recognizable identity consulted for materials, draft laws, bylaws and other draft regulations concerning the protection of personal data, or that are in any way related to the protection of personal data.

Fig. no. 35 Review of the type of regulation and the applicant for an opinion

No.	Type of regulation	Applicant of the request
1.	Draft Law amending the Law on sport -	MJ
2.	Draft Law amending the Law on Tax Procedure -	MF
3.	Draft Law amending the Law on Weapons -	MOI
4.	Draft Law amending the Law on Prevention of Violence and inappropriate conduct on sports competitions -	MOI
5.	Regulation amending the Regulation on the form and content of the request for change of personal name -	MOI
6.	Draft Law on Trade on green markets -	ME
7.	Rules on the content and manner of keeping records of the police and the form and content of the records of the police -	MOI
8.	Draft Law amending the Law on Housing -	Ministry of Transport and relations
9.	Draft Law amending the Law on State Statistics -	MF
10.	Draft Law on Services -	ME
11.	Draft Law amending the Law on Agriculture and Rural Development-	MAFW
12.	Draft Law amending the Law on copyright and related rights	Ministry of Culture
13.	Agreement on Police Cooperation between the	MOI

	Government of the Republic of Turkey and the Government of RM	
14.	Agreement between the Government of the RM and the Government of the Republic of Moldova for police cooperation	MOI
15.	Memorandum of Understanding between the Ministry of Interior of the Republic of Macedonia and the Ministry of Interior of the Republic of Finland on police cooperation in preventing and combating crime -	MOI
16.	Regulations for the content of the reports submitted to the Financial Intelligence Unit	Financial Intelligence Unit
17.	Rules on how to use, access, publish, store and protect data from the information system of the HIFM available on the web - portal	HIFM
18.	Draft Law on Financial Police -	MF- FIU
19.	Draft Law amending the Law on Volunteering -	MLSP
20.	Draft text of the new Law on Electronic communications	MISA
21.	Information on the implementation of the Schedule for holding working meetings with chambers of commerce, associations, groups and other organizations to inform the signing of a Code of Conduct in 2013 -	Government of RM, General Secretariat
22.	Information on the work of the Committee on Electronic Records, Draft - Conclusions -	Government of RM, General Secretariat
23.	Regulation Amending the Regulation on the form and content of the application for license for private security and form and content of the license for private security -	MOI
24.	Regulation Amending the Regulation on the manner of keeping records of citizens of the Republic of Macedonia and forms applied or issued -	MOI
25.	Rules for the application form for the license and the form of the license -	MOI
26.	Regulation amending the Regulation on the form and content of the drivers licence, the method of issuing and replacing and the manner of keeping records of issued licenses in the Ministry of Interior -	MOI
27.	Regulation amending the Regulation on the application	MOI

	form for issue of identity card, template for the request for issuance of identity card, the form of ID, the procedure for issuance and replacement of the ID card and the manner of keeping records of the issued ID cards -	
28.	Draft of the Guidelines for the provision of security of property and internal order in the headquarters of the Ministry of Interior	MOI
29.	Report on conducted negotiations on the text of the Agreement between the Government of the RM and the Government of the Republic of Moldova on police cooperation	Government of RM
30.	Draft text of the law on the use of data from the public sector -	MISA
31.	Draft - Law on administrative officials and Draft - Law on employees in public sector	MISA
32.	Draft Law on enforcement -	MJ
33.	Draft Law on public prosecution administration	MJ
34.	Draft Law on court translators	MJ
35.	Draft Law amending the Law on Volunteering	MLSP
36.	Proposal - Regulation on establishment and manner of use of the Register of types and single approved vehicles in the country	ME-Bureau for meteorology
37.	Agreement between the Government of the RM and the Government of the Russian Federation for readmission of persons with illegal stay	MOI
38.	Protocol for the implementation of the Agreement between the Government of the Russian Federation and the Government of the RM for readmission of persons with illegal stay	MOI

4.7. Opinion on the compliance of the documentation controllers with the Law on Protection of Personal Data

In 2013 were prepared opinions on compliance documentation for technical and organizational measures to ensure confidentiality and protection of personal data processing for

227 controllers (centers for social work, healthcare institutions, government agencies, hotels, travel agencies, production companies and oil derivatives, notaries, etc.).

4.8. Opinion regarding of the application of the regulations on the protection of personal data (at the request of controllers in different ways)

To The Directorate were submitted 75 requests for opinions relating to the use of the regulations to protect the personal data of the controllers and processors and all are answered on schedule. Most of the posts are required by administrative bodies (17), trade sector (17) and insurance sector (9).

Fig. no. 36 Overview of the opinions given by areas at the request of the controllers and processors

Sector	Number of granted opinions
Banking and Savings	1
State Administration	17
Electronic communications and telecommunications	2
Energy	/
Health	6
Information technology	/
Public services , JP	1
Education	2
Insurance of Persons and Property	10
Judiciary (notaries, enforcement agents)	3
Accounting	/
Steam supply , air conditioning and heat	/
Textile industry / Apparel	/
Retail and wholesale	17
Tourism and Restaurants	/
Finance	/
Employment	/
Associations	5
Media	2
Housing	/



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Postal services	1
Culture	/
Construction	/
Local Government	2
Law enforcement agencies	/
Industry and Mining	/
Marketing agencies	/
Labour and Social Policy	/
Individuals -	4
Production and supply of goods and services	/
Total:	75

Total opinions issued during 2013 has (75), which is a huge increase in the difference of the number the opinions issued in the previous year (35), or achieving an increase of 114.2%.

In terms of its powers defined by law The Directorate develops policies the education and gives guidance on the protection of personal data. For this purpose, the The Directorate issued 11 decrees in 2013 on various issues, according to the requirements of the controllers of individuals, as well as duty in certain sectors.

Review of indications given by sectors:

1. Judiciary - 1
2. Education - 3
3. Health - 1
4. Commerce - 4
5. employees – 2

The Commission on infringements within the Directorate during 2013 acted upon one (1) case. The procedure for deciding is transmitted in 2014.

According to Article 50 c) of the Law on Protection of Personal Data: "Before submitting of request for misdemeanor proceedings for violations of this law, the inspector conducts settlement procedures in accordance with the Law on Misdemeanors.

Therefore, during 2013 has a one (1) request for initiating misdemeanor procedure and six (6) procedures for settlement.

5. CENTRAL REGISTRY OF PERSONAL DATA COLLECTIONS

5.1. Registered controllers and collections of personal data

The Central Registry of collections of personal data shows the number of registered collections by controllers and processors in the database of the Directorate, whose reporting obligation arises as legal obligation for the controllers.

During 2013 currently was implemented the registering of controllers and their collections of personal data in the Central Registry of collections of personal data (hereinafter referred to as: the Central Registry). Central Registry had a significant contribution to the transparent functioning of the Directorate as an instrument for the realization of the right to information of citizens for collection of personal information maintained by controllers, and opportunity for application or request for deletion of data processed unfounded. Also, the Central Registry provides a solid basis for internal observations and analysis of the situation in the collections of personal data in certain areas and the possibility of further targeted action.

In the period from 01.01.2013 till 31.12.2013 in the Central Registry were registered a total of 704 controllers and 1113 collections of personal data out of which:

- 303 controllers are with status officially approved;⁴
- 206 controllers who reported changes in CR;⁵
- 87 controllers have status unofficially approved;⁶
- 57 controllers are waiting for an approval letter;⁷
- 51 controllers have status being passive⁸

⁴ Status "officially approved controllers" means registered and approved by DPDP

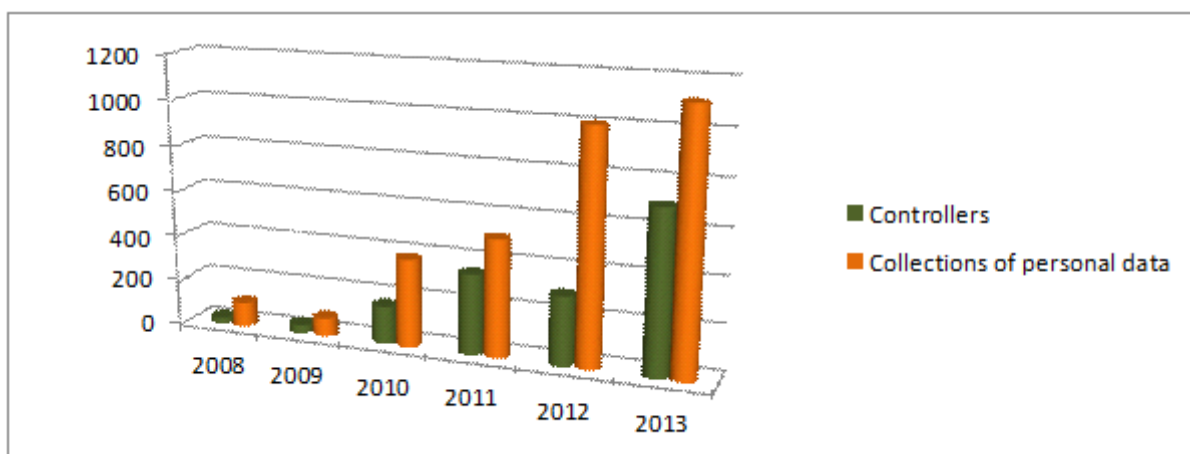
⁵ Status "controllers reporting change" means those controllers that reported changes of the general data into the Central Registry and are approved by the DPDP

⁶ Controllers who are registered in the Central Registry, and wait for their approval letter

⁷ Status "unofficially approved" controllers that have registered, but the input data is not accurate or incomplete.

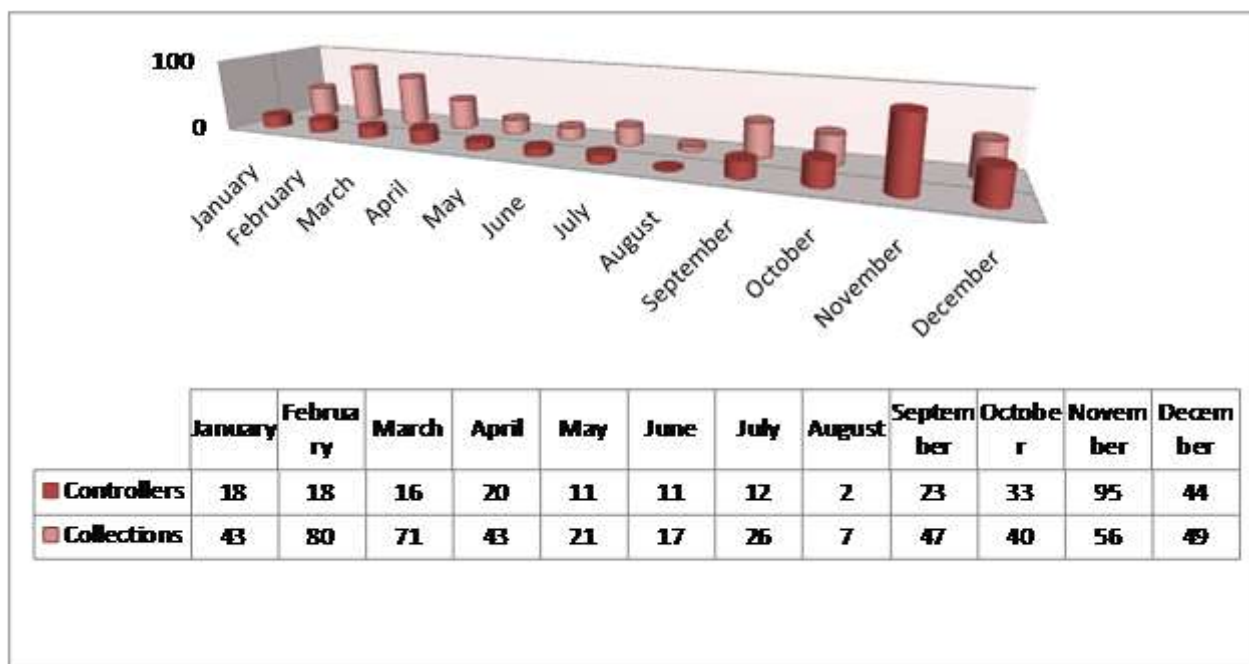
⁸ Controllers who are registered in the Central Registry, but did not send a letter for approval

Fig. no. 37 Review of registered controllers and collections of personal data per year



Since the establishment of the Central Registry (2008) until now, the total number of approved controllers is 1099 controllers and 2644 collections of personal data. That means that **56%** of the total number of registered controllers so far are registered only in 2013, and **137.5%** of the total collections of personal data were registered only in 2013. Considering the fact that this is the exceptionally large increase in reporting of controllers and their collections of personal data in the Central Registry, measures for prevention, training and education conducted in the Directorate within training during 2013, as well as immediate information at supervision, were more efficient compared to previous years.

Fig. No. 38 Review of approved controllers and collections of personal data per months in 2013



The registry of controllers is performed within 36 organizational forms.

Fig. No. 39 – Review of approved controllers and collections of personal data per organizational forms in 2013

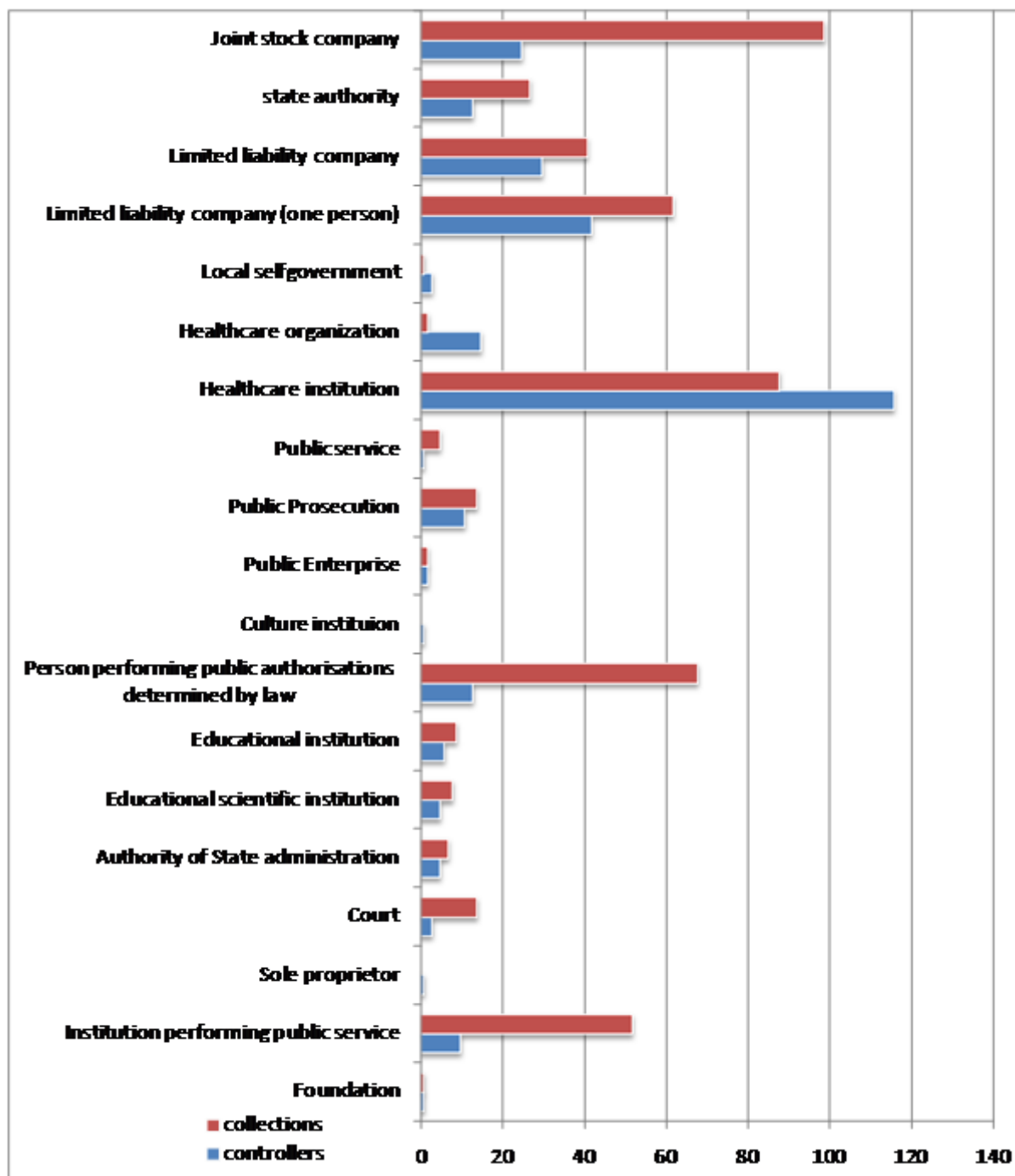
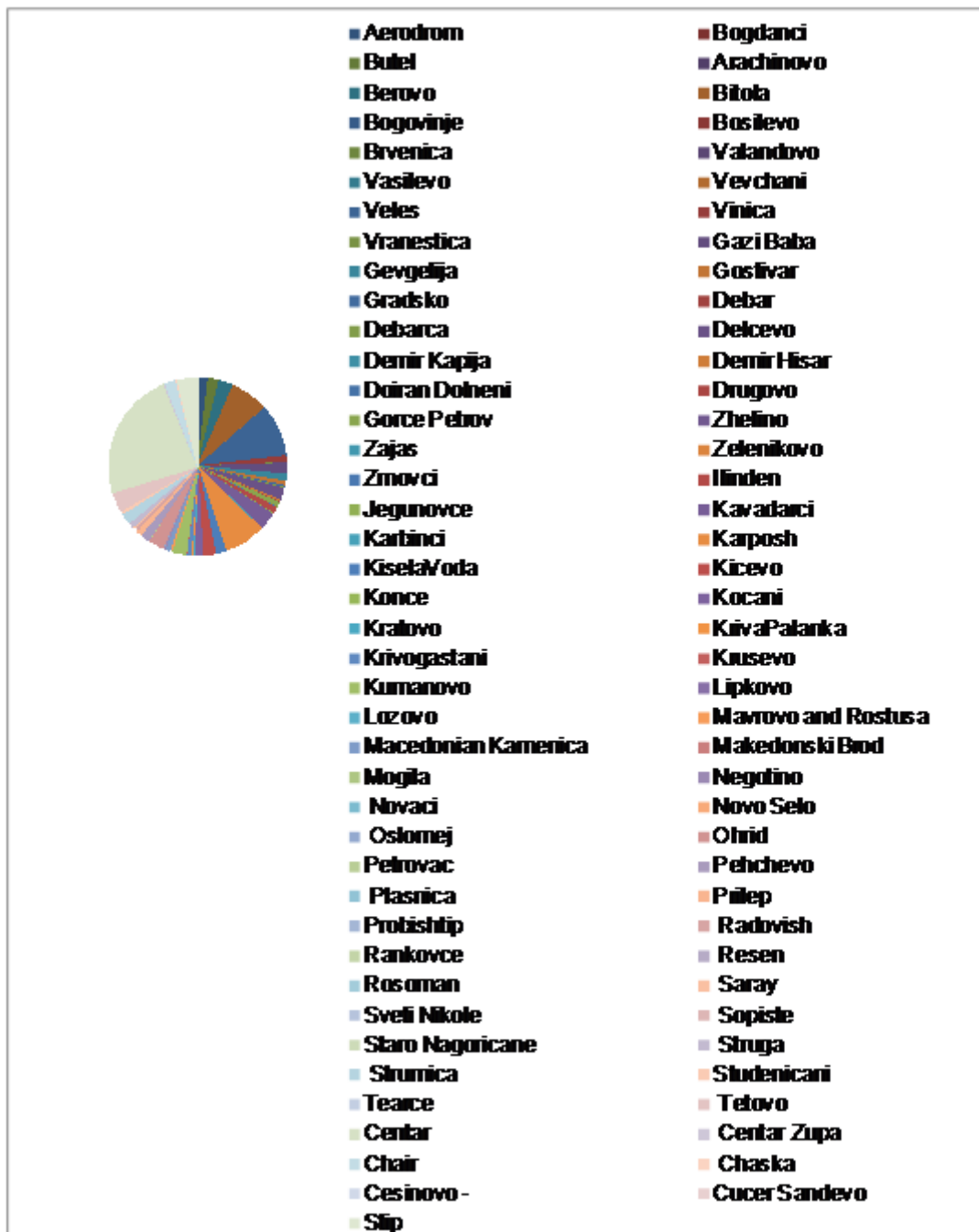


Fig no 40 Report on widespreadness of controllers by municipalities:
status: Officially approved in the period from 01-01-2013 till 31-12-2013





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No	Municipalities	Number of controllers
1.	Aerodrom	6
2.	Bogdanci	/
3.	Butel	6
4.	Arachinovo	/
5.	Berovo	8
6.	Bitola	21
7.	Bogovinje	/
8.	Bosilevo	/
9.	Brvenica	/
10.	Valandovo	/
11.	Vasilevo	/
12.	Vevchani	/
13.	Veles	29
14.	Vinica	4
15.	Vranestica	/
16.	Gazi Baba	6
17.	Gevgelija	4
18.	Gostivar	3
19.	Gradsko	1
20.	Debar	/
21.	Debarca	/
22.	Delcevo	7
23.	Demir Kapija	/
24.	Demir Hisar	1
25.	Doiran Dolneni	/
26.	Drugovo	/
27.	Gorce Petrov	3

28.	Zhelino	/
29.	Zajas	/
30.	Zelenikovo	/
31.	Zrnovci	/
32.	Ilinden	4
33.	Jegunovce	/
34.	Kavadarci	10
35.	Karbinci	/
36.	Karposh	23
37.	KiselaVoda	6
38.	Kicevo	7
39.	Konce	/
40.	Kocani	5
41.	Kratovo	1
42.	KrivaPalanka	1
43.	Krivogastani	2
44.	Krusevo	/
45.	Kumanovo	8
46.	Lipkovo	/
47.	Lozovo	/
48.	Mavrovo and Rostusa	1
49.	Macedonian Kamenica	3
50.	Makedonski Brod	/
51.	Mogila	/
52.	Negotino	1
53.	Novaci	/
54.	Novo Selo	/
55.	Oslomej	/
56.	Ohrid	9

57.	Petrovac	/
58.	Pehchevo	5
59.	Plasnica	/
60.	Prilep	3
61.	Probishtip	/
62.	Radovish	2
63.	Rankovce	/
64.	Resen	/
65.	Rosoman	/
66.	Saray	1
67.	Sveti Nikole	/
68.	Sopiste	/
69.	Staro Nagoricane	/
70.	Struga	3
71.	Strumica	6
72.	Studenicani	2
73.	Tearce	
74.	Tetovo	11
75.	Centar	71
76.	Centar Zupa	1
77.	Chair	6
78.	Chaska	1
79.	Cesinovo -	/
80.	Cucer Sandevo	/
81.	Stip	11
82.	Suto Orizari	/

Fig. No 42 Review of approved controllers per sector and number of registered collections

sector	no. of registered controllers	number of registered collections
Banking and Savings	/	/
State Administration	18	34
Electronic communications and telecommunications	/	/
Energy	/	/
Health	131	90
Information technology	/	/
Public services, PE	13	59
Education	11	17
Insurance of Persons and Property	/	/
Judiciary (notaries, enforcement agents)	27	96
Accounting	/	/
Steam supply , air conditioning and heat	/	/
Textile industry / Apparel	/	/
Retail and wholesale	1	0
Tourism and restaurants	/	/
Finance	/	/
Employment	/	/
Associations	98	203
Media	/	/
Housing	/	/
Postal services	/	/
Culture	1	0
Construction	/	/
Local Government	3	1
Law enforcement agencies	/	/
Industry and Mining	/	/
Marketing agencies	/	/
Labour and Social Policy	/	/
Individuals -	/	/

Production and supply of goods and services	/	/
Total:	303	500

5.2 Officer for Personal Data Protection

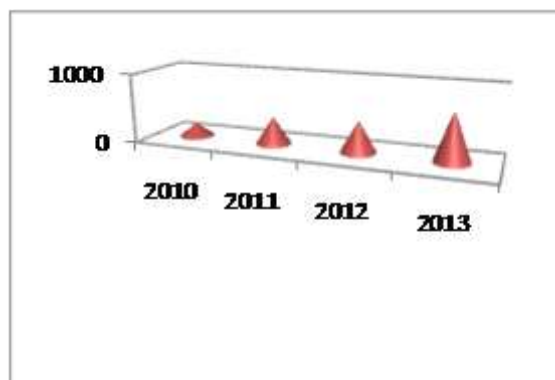
With the amendments to the Law on Personal Data Protection in 2010, Article 26 - A, was initially established the instrument "officer for the protection of personal data" – a responsible person for protection of personal data.

The Directorate for Personal Data Protection pays particular attention to continuous information sharing with the officer for the protection of personal data, as one of the strategic goals and priorities, taking into account the important role they have in their institutions, companies, authorities, etc. Thusly, building a network of officers for the protection of personal data, the Directorate directly and indirectly provides long term trained staff out of its own institutional performance, a kind of "branches" that have an obligation and duty to care for the legal process and the right to protection personal data.

In 2013 had continued to pace with intensity the determination of officers for the protection of personal data by controllers, thus into the Central Registry of Controllers of collection of personal data only in 2013 were registered **704** officers. Totally registered officers for the protection of personal data in the Central Registry of the very early establishment (year 2008) are 1158.

The enormous increase in the number of registered officers for protection of personal data, which are registered in 2013, only **64.4%** of the total number of registered, is due to the number of completed training and enhanced perception and promotion of the right to protection of personal data. It is a continuous rise in parallel with the number of reported controllers and their collections of personal data.

Fig. No. 43 Registered officers to protect the personal data shown per years



This statistical review provides clearly to be seen the ncreasing awareness of the control-
lers in the implementation of regulations on protection of personal data. Therefore, the interpreta-
tion of the increase in the number of registered officers of protection of personal data is aimed at
the recognition of this entity by the controllers and processors of personal data as a tool, a re-
source that plays an important role in institutional terms for controllers and processors.

Namely, pursuant to the legislation (Article 26 –a of the Law on Protection of Personal Da-
ta), the officer for protection of personal data directly participates in making decisions related to
the processing of personal data and the rights of subjects of personal data, monitor compliance
with the Act and regulations adopted under the Act relating to the processing of personal data
and the internal regulations for the protection of personal data and documentation for technical
and organizational measures to ensure confidentiality and protection of personal data, etc.

Obviously, the need for further education of officers for the protection of personal data is
needed more than necessary, and such activity the DPDP is planning and implementing continu-
ously.

5.2.1 Submitted Requests

- During 2013 there were 10 requests submitted as follows:
- 2 requests for deletion from the register of the Central Registry due to termination of the
capacity of controller
- 4 requirements for transformation and change of controllers
- 4 requirements for notification of processing personal data

6. TRAINING

In order to further raise the quality of enforcement of the regulation for the protection of personal data by controllers and processors of collections of personal data, and in order to increase public awareness of the measures that should be taken for proper care, technical and organizational, the Directorate for personal Data Protection, within its competence, conducts training of interested controllers and processors throughout the year.

Trainings are held in accordance with an [Annual training program for controllers of collections of personal data and processors](#), determined and adopted by the DPDP. The interested controllers and processors are included in the planned training through an application. At the same time, a number of training courses are conducted on the basis of the signed MoUs.

The Directorate for Personal Data Protection conducts two types of training: organizational within solely by the Directorate for Personal Data Protection and in the framework of cooperation between the Directorate and Semos Education or [EC Council-USA](#).

Within the DPDP, the training is conducted according to pre-set modules and one General module – for gaining general knowledge in the field of protection of personal data (generic training), 16 specialized modules and 5 separate modules, depending on the sector to which controllers/processors of collections of personal data belong to.

According to the Report on conducted training for secrecy and protection of the processing of personal data for 2013, prepared by the Commission for conducting training within the Directorate for Protection of Personal Data, which works in accordance with the [Guidelines on the organization and implementation of training for controllers and processors](#), No.02 - 1414/1 of 11.11.2010, organized and conducted a total of 54 training sessions for secrecy and protection of the processing of personal data which were attended by participants from over 1300 different controllers.

The training was attended by **1653 participants**, out of which 185 from the public sector and 1468 participants from the private sector.

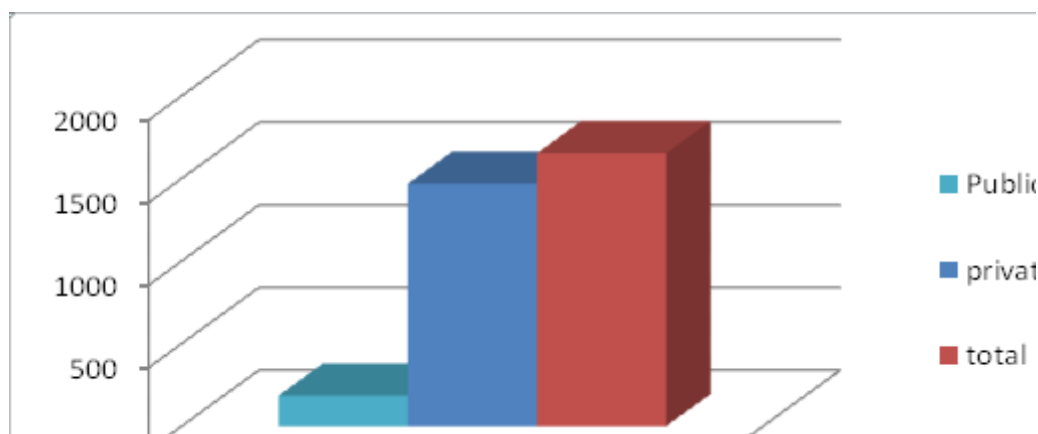
Fig no. 44

		Број на учесници
	public sector	185
	private sector	1468
total		1653

fig. No. 45

No	Month	year	training (number)
1	January	2013	2
2	February	2013	4
3	March	2013	5
4	April	2013	8
5	May	2013	3
6	June	2013	4
7	July	2013	2
8	August	2013	/
9	September	2013	5
10	October	2013	6
11	November	2013	10
12	December	2013	5
Total:			54

Fig. No. 46



At the same time, the comparative analysis done in relation to the previous 2012 reporting year, when were organized and conducted 40 training sessions, with attendance of 723 participants from 289 controllers and processors, of which 111 from public sector and 178 private sector controllers, have shown the following results:

- There is an evident increase in terms of number of trainings conducted (in 2012 there are 40 training) of 35%,
- Incredible growth in terms of number of participants of 128.6% which represents a significant level of increased interest by the controllers and processors to attend training conducted by the Directorate.
- In addition, the number of controllers and processors who attended training in 2013 compared to 2012, increased by a total of 350%
- Only the number of controllers in the public sector has increased by 66%,
- While the number of controllers included with training in the private sector is an increase of 725%, which only further confirms the readiness of the members of the Commission for the implementation of training and institutional professional readiness to respond to requests for training by controllers and processors

Fig. no 47 Number of conducted trainings per year

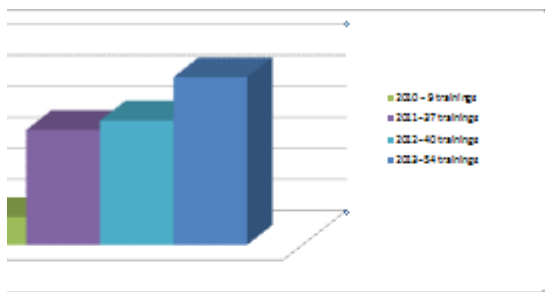


Fig. No. 48

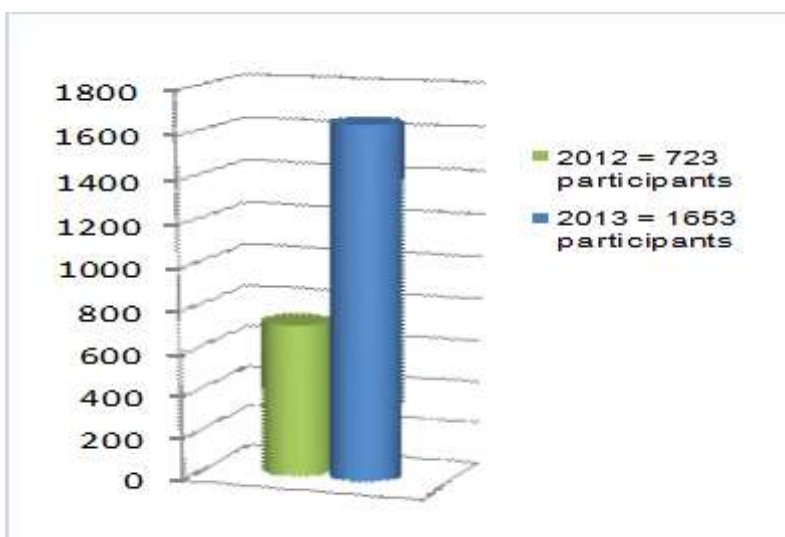
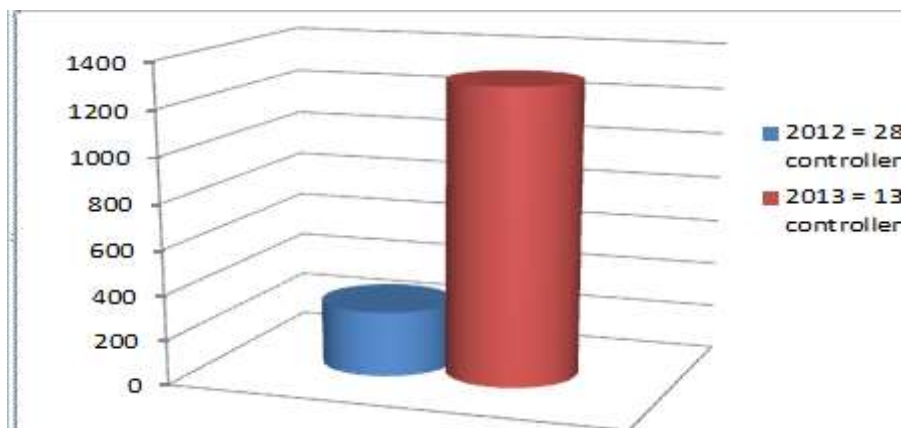


Fig. no. 49



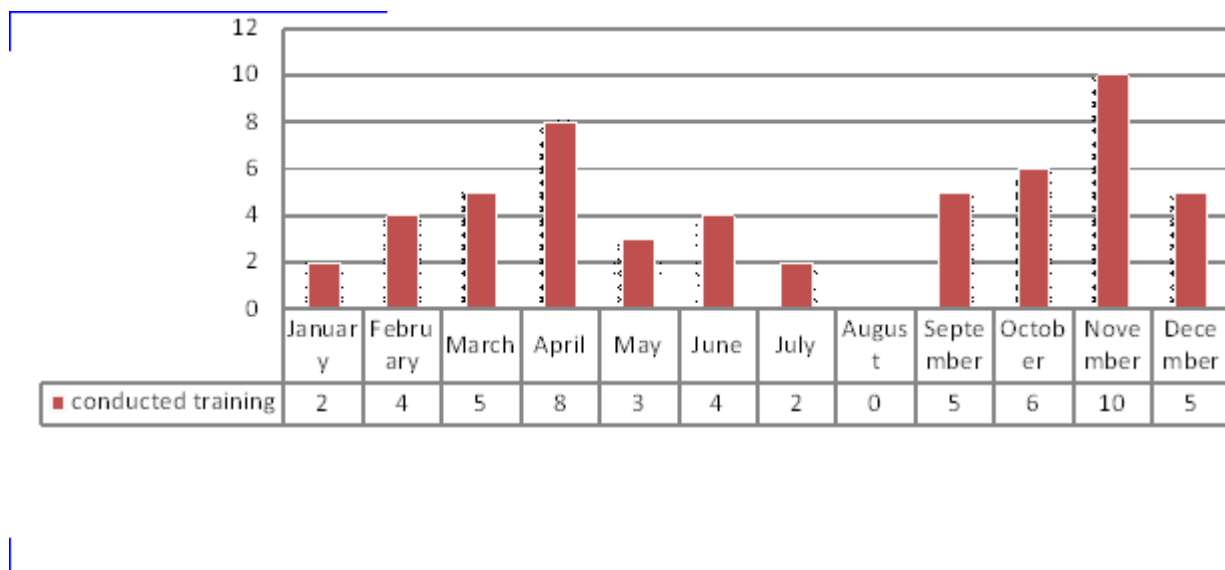
According to the signed Memorandum of Understanding with the Dental Chamber of Macedonia, were conducted more trainings where most of the participants were trained, i.e. eight hundred eighty-seven (887) participants, an outstanding contribution in raising awareness in this area, information and promotion of the role of the Directorate to supervise the processing of personal data and to provide protection where it is needed.

Fig. no 49

In total 54 trainings conducted in the following sectors and number of participants

	sector	Number of trainings	number of participants
1.	State administration	6	127
2.	Health	10	887
3.	Finance/banking	6	138
4.	Education	2	33
5.	Insurance	2	29
6.	Accounting	3	42
7.	Judiciary	1	10
8.	Security of persons and property	4	80
9.	Tourism	4	63
10.	Telecommunications	1	14
11.	Gas stations	4	85
12.	Foreign language schools	1	9
13.	Trade	9	121
14.	Supervising Authorities	1	12
15.	Media	0	3
	Total		1653

Figure no. 50



The development of modern technology daily questions about the safety of Internet communications and general data protection. Directorate for Personal Data Protection of the Republic of Macedonia considers of particular interest to increase awareness among citizens on these issues and their implementation. As a result of the signing of the Memorandum of cooperation between the DPDP (www.privacy.mk) and EC Council (International Council of Electronic Commerce Consultants www.eccouncil.org) arised already established need between the two entities to expand scope of cooperation by organizing training and education for controllers and processors of personal data as well as for all computer users who are in daily contact with sensitive information, according to the Annual program of the Directorate.

The DPDP signed a [Memorandum of cooperation with EC-Council](#) of the United States on 07/31/2013. The Memorandum was signed by "Semos Education" , which is the only authorized training center of EC-Council (International Council of Electronic Commerce Consultants) in Macedonia.

CERTIFIED TRAINING FOR DIGITAL SECURITY OF COMPUTER USERS





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During the 2013 a Program was adopted for the implementation of certified trainings for digital security of computer users - CSCU. In a joint collaboration between the DPDP and "Semos Education," according to the signed Memorandum of Cooperation 2 trainings in this program were organized, which were attended by 21 participants. The training program includes some general introductory lectures, as well as 13 separate modules entitled: Fundamentals of safety, operating systems, protection systems using antivirus, encryption data, Back up data and restoring the incidents, Internet Security and network connections security, Online transactions security, E-mail communication security, social engineering and identity theft, social networks security, information security, mobile devices security.

Also, it was organized 1 special training attended by 12 representatives from authorities performing external control .

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7. COMMUNICATIONS AND PUBLIC RELATIONS

7.1. Raising public awareness

The Directorate for Personal Data Protection pays particular attention to communications and public relations, building relationships for the advancement, promotion and presentation of its results and operations. Simultaneously, PR activities, for the most part, are aimed at promoting positive legislation for protection of personal data by issuing guidelines and recommendations directly to citizens and controllers.

Raising public awareness and informing the citizens of the right to protection of personal data and privacy is one of the priority activities in the work of the Directorate. In 2013, the Directorate's efforts were aimed at promoting the right to protection of personal data, as for the citizens, and before controllers of collections of personal data.

In 2013 as part of the quality management system implementation ISO 9001, it was adopted a special procedure that prescribes the process of implementation of activities related to communication with the public, and activities of persons operating on the same topic, with the aim of activities properly and mannerly organized, with quality as well, undergoing through a mechanism of monitoring, measuring performance and quality management. The procedures are intended for persons responsible for communication with the media and public relations, as well as people working on the same issues as direction in the implementation of its ongoing activities.

7.2. Cooperation with media

Within building relations of communications with the public, the Directorate has regular cooperation with the media on a periodic basis. Taking into account the specificity of certain media and target groups to which they are focused on, the Directorate continued its ongoing cooperation with the daily newspaper "Nova Makedonija", on whose the web portal citizens have the opportunity to ask questions to which the DPDP responses are published in the print edition every Monday. In the past year 42 articles were published in "Nova Makedonija", and the greatest interest was shown in the area of personal data protection of children online, using "smart" devices, protection of personal data in the health sector, protection of privacy at work, video surveillance, etc.

The cooperation with the Macedonian Radio took place throughout 2013. On a weekly basis, in the morning radio program "Good Morning Macedonia" each Tuesday was elaborated current topic in the field of data protection. Were realized a total of 20 regular guest performances, and citizens had the opportunity to directly be engaged in the program.

In order to transparently work, but education of controllers from different areas as well, the Directorate started cooperation with the Macedonian Information Agency where analysis of inspections conducted by the DPDP were published in the following sectors: health, education and tourism. The analysis gives a picture of the number of inspections carried out, the most common injuries identified, recommendations to the controllers which have been inspected.

Apart of the cooperation with these two media, the DPDP regularly responds to all current issues in the focus of public and media.

Fig. no. 51

media	number of articles
printed media	50
TV	55
Radio	23
internet portals	55
total	183

7.3. E- Newspaper of the Directorate

The E-Newsletter of the Directorate is one of the tools for informing the public about the activities of the Directorate, and developments in the field of data protection as well. In 2013 were issued three editions of the newsletter of the Directorate.

The contents of the newsletter are defined in a way that reaches multiple target groups. The paper informs about the activities of the DPDP as the competent authority for the protection of personal data, the inspection of the controllers in certain areas, the latest and current information on the protection of privacy in the world, but answers the most common questions and dilemmas of citizens associated with the processing of their personal data.

7.4 . "January 28" - Celebration of the European Day of Protection of Personal Data

On 28 January 2013, the Directorate for Personal Data Protection Day celebrated European data protection day. Inspectors from the Directorate gave lectures at several locations, and the goal was raising awareness for the protection of privacy, as well as emphasizing the preventive role of the Directorate.

"Privacy Lesson" is the motto under which the Directorate for Personal Data Protection has conducted its activities in the field of education. This activity is part of the planned activities in the Annual program for 2014 in terms of development of initiatives, promotion of the right to pri-



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vacancy and protection of personal data in the education sector. As part of this event three high schools and five institutions were included. Students from high school "Josip Broz Tito", "Orce Nikolov" and "Vasil Antevski Dren" were several of the target groups where inspectors presented the work of the Directorate for Personal Data Protection, but were open to the issues as well that most affect young people and associated with social networks, misuse of Facebook profiles, and submission of complaints to the Directorate.

Some inspectors visited the Red Cross in Skopje, the Civil Servants Chamber of Macedonia, the Commission of Housing and Social Affairs Center in Skopje who were given recommendations for the protection of personal data processed in the course of its operation.

7.5. Raising awareness for the personal data protection of consumers

Due to celebrate the "The Consumer Day", 15 March 2013, with the aim of raising public awareness for the protection of consumer's personal data in the banking sector and companies for debt collection, the Directorate for personal data protection, Consumer Organization of Macedonia, National Bank of Macedonia, EOS Matrix DOO, Macedonia Credit Express LLC, Mellon Solutions LLC, Halkbank AD Skopje, TTK Banka AD Skopje, Alpha Bank AD Skopje, Postal Bank AD Skopje, Economic Bank AD Skopje, NLB Banka AD Tobacco Skopje, Bitola Commerce Bank, Eutostandard Bank AD Skopje, Sparkasse Banka AD Skopje and Ohrid Bank AD Ohrid, jointly organized Open Days - the protection of personal data of customers under the motto "Your privacy is safe with us !"

At the "Open Days" with citizens was discussed whether and when the bank may retain a copy of our ID card or passport, why do we have to fill in forms in which we leave our personal data once we have given to the bank, whether the banks in applications for spending loans to households may collect personal information from members of the family of the one who applies for a loan and who is considered a related person, whether banks and companies for debt collection may perform direct marketing of new products, services, competitions, which can even occur to remind us that the late payment of our obligations, whether banks can transfer your receivables (debts of customers) to third parties, whether banks and companies for debt collection may bring our data in other countries, etc.

Six "Open Days" were executed on 15 March in Skopje - City Mall Shopping Center, on March 19 in Bitola- City Square, on March 21 in Kavadarci - City Square, on March 26 in Tetovo - City Square, March 28 Ohrid - City Square, on March 30 in Strumica TC "Global".

7.6 Initiatives

"Ambassador for the protection of personal data"

In order to raise public awareness, especially at the category - young people, believing that setting public persons for "Ambassador for protection of personal data", whose opinions, behavior and whose actions, both personally and professionally, set an example especially in young population, and undoubtedly will directly impact the creation of a culture of privacy of citizens and wider information regarding the protection of personal data in the country.

On 10 November a new initiative of the Directorate was launched, "Ambassador of protection of personal data", whose holder is the famous singer from the rock scene in the country. The promotion was followed by the signing of a memorandum of cooperation.



Trying to continually promote the right to protection of personal data and the right to privacy of citizens and convinced that every society needs to create an environment in which laws, services and behavior in practice reduce the risk of misuse of personal data on each person individually, without whether it is a celebrity or not, was established title "Ambassador", as an initiative aimed at popularization of the right to privacy and the right to protection of personal data.

Contest: "Privacy is mine, though I am a child"

In order to promote the right to privacy and to raise public awareness of the right to privacy and protection of personal data, particularly focusing in the area of primary education, the Directorate for Personal Data Protection, conducted a systematic analysis and determine the need for change in terms of the perception of multiple target groups, which concluded that there is a need to promote this right of protection on multiple levels.

Given the fact that privacy protection is a matter of general interest and is primarily constitutionally regulated matter, the Directorate for Personal Data Protection approaches to publishing



literary and art contest for children, intended for students of primary education, entitled as "Privacy is mine, though I am a child".

The competition was announced on 08 November at the website of the Directorate, as well as in more children magazines. It was open for submission of creative works by 31 December 2013. Through the competition we aimed to directly and immediately access all ages and many target groups: children, teachers, and parents.

7.7 Signed Memoranda

In the course of 2013 were signed memoranda between the Directorate for Protection of Personal Data with:

- Chambers of Commerce
- Textile Trade Association - Textile Cluster
- Economic Chamber of Tourism -Macedonia
- Union of Accountants of the Republic of Macedonia
- Dental Chamber of Macedonia
- Ministry of Education and Science
- Youth Educational Forum
- Ombudsman
- Association of restaurants and tourism in Macedonia
- Economic Chamber of Macedonia
- EVN Macedonia
- Supplying Heat Balkan Energy LLC – Skopje
- PE Water Supply and Sanitation – Skopje
- Public Enterprise Macedonian Radio Television
- Supervision Agency in insurance
- National Bureau of Insurance
- Insurance companies and insurance brokerages
- SEMOS education
- Signed Memorandum American College –
- MES

Memorandum of cooperation between the Directorate for Personal Data Protection and the Ministry of Education and Science

The Directorate for Personal Data Protection and the Ministry of Education and science in February 2013 signed a Memorandum of Cooperation.

Considering that the national legislation in the jurisdiction of both institutions gives commitment to strengthen public awareness and provide education that will include European stand-



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ards and principles of human rights protection, the close cooperation between the Ministry of Education and Science of the Republic of Macedonia and the Directorate for Protection of personal data will contribute to raising the awareness of teachers and students the right to privacy and protection of personal data, as well as the inclusion of educational content in lecturers dedicated to the principles of protection of personal data and privacy. The purpose of the Memorandum of Cooperation is more effective application of the Law on protection of personal data, as well as implementation of the Strategy for Education Development and Strategy for the protection of personal data in the country.

The Directorate for Personal Data Protection in Knowledge Factory



In 2012 an agreement was signed for business cooperation in the project "Knowledge Factory" between the Directorate for Personal Data Protection and FON First Private University. The project took place in 2013, a goal that was set was to raise awareness in the country for the protection of personal data in the field of higher education. For achieving this goal, two student teams took different kinds of specific activities and tasks in coordination with the Directorate, through improvement of existing or creation of new mechanisms for informing the general public about the importance of personal data protection.

The selection of the winning team was made in June 2013. With this cooperation both institutions contributed to the process of educating and raising public awareness for the protection of personal data in the young population.

Your privacy is safe with us !



„The secret of success
is constancy of purpose.“

Benjamin Disraeli (1804 - 1881)

8. INTERNATIONAL COOPERATION AND PROJECTS

International cooperation in the field of protection of personal data is one of the strategic objectives of the Directorate for Personal Data Protection. Establishing cooperation with several European Supervisory Authorities in the field of protection of personal data means institutional development of the Directorate, as well as learning experiences, best practices and lessons learned from relevant institutions. The achievement of international cooperation is mainly realized through participation in working groups, international organizations and relevant institutions in the field of interest.

Active participation of representatives of the Directorate is process of communication into which our contribution was given to the work of European bodies for the protection of personal data, held several working meetings which provided direct involvement and presence of the DPDP of RM internationally.

8.1 Activities related to the process of EU integration

Progress Report on the Republic of Macedonia in 2013, by the European Commission

The Directorate regularly contributes to the progress report on Macedonia by submitting the report on the current situation in the field of data protection. The Progress Report on Macedonia in 2013, which was adopted by the European Commission gives a positive assessment of the development of data protection in the country. Excerpt from Progress Report for Macedonia 2013, Chapter 23: Judiciary and fundamental rights: "Inspection at the Directorate for Personal Data Protection has doubled in 2012 compared to the previous year. The number of complaints and requests from citizens for the protection of personal data has increased from 319 in 2011 to 399 in 2012, while the number of violations identified by the Directorate for Personal Data Protection has been reduced from 87 in 2011 to 56 in 2012. As a result of this were initiated civil and criminal proceedings. Improved cooperation with public and private sector and increased visibility of the Directorate of international events. The Directorate conducts training on various subjects. However, legislation in different departments have not complied with the regulations for the protection of personal data and the Directorate is not systematically consulted on draft policies and documents. Need to make amendments to the Law on protection of personal data in order to further align with the acquis. Different media, especially internet media do not respect the right to privacy of individuals."

NPAA National Programme for the Adoption of the EU Acquis

Within the continuous delivery of updating the situation regarding the use and adoption of the European Union acquis, the Directorate implemented the objectives defined in Chapter 3:23 - Judiciary and fundamental rights of the National Programme for the Adoption of the Acquis (NPAA) planned for 2013 year concerning the protection of personal data.

It involves auditing/outline of activities within the Action Plan for implementation of the Strategy for Protection of personal data 2012-2106, a number of activities to implement the strategy document and communication strategy to raise awareness of right to protection of personal data; implementation of inspections carried out in accordance with monthly plans within the annual inspection program. According to figures from the executed inspection, evaluation lists of successful completed training, and the number of complaints received from citizens, an analysis of the need to open the info- centers in the country is made.

Current activities are conducted to raise public awareness of controllers / processors implemented through continuous training (generic and specialized training per sectors) in compliance with the Annual program and additional training requirements by controllers/processors of personal data collections. According to the number of trainings conducted and the number of registered controllers and collections of personal data it is established that "Promotion of registry of collections of personal data" is maximally covered.

Determined are medium-term priorities - adoption of amendments to the Law on protection of personal data in order to further align with the acquis, in accordance with note of the Progress Report on Macedonia, modernization of Convention 108 of the Council of Europe will lead to its ratification in order to become integral part of national legislation; of particular importance is the introduction of a legal basis for on-line inspection and practical implementation thereof; Tracking and increase the level of enforcement of fines imposed for violations in accordance with legislative powers, as well as adoption of new strategic documents for the next period.

Subcommittee on Justice, Freedom and Security

A representative from the Directorate participated in the 10th Subcommittee on Justice, Freedom and Security, held in November 2013 in Skopje, where the area of personal data protection were discussed new developments and update of laws, regulations and so on, containing provisions on the protection of personal data, which is of particular importance for the Directorate in its effort to actively participate in policy making and giving opinions on laws nationwide.

Pursuant to the amendment of the Rules of Procedure of the Government of RM made in in Article 68, paragraph 1, item 9, ministries and other state bodies, all draft laws, regulations and other proposed regulations concerning the protection of personal data or that are in any way re-



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lated to the protection of personal data, that submit to the Government for consideration, adoption or enactment, must submit prior to the Directorate for an opinion. With the above solution is ensured participation of the Directorate in the process of enacting laws and regulations from December 2011 onwards.

EUROJUST

EUROJUST - is a European Union body established in 2002 aimed at strengthening the effectiveness of the institutions of the Member States responsible for investigating and prosecuting serious forms of transnational and organized crime. Eurojust is first permanent network of judicial authorities worldwide. Eurojust organizes meetings between investigative judges, prosecutors and police officers with similar responsibilities from different countries working individual cases or with certain forms of crime. Eurojust has a unique role in the legal area of the European Union. Its mission is to promote the development of pan - European cooperation in criminal cases.

Joint Supervisory Body at Eurojust (JSB) is a body within the Eurojust and is responsible to supervise the lawfulness of the processing of personal data in Eurojust submitted by all Member States concerning cases subject to work Eurojust.

In 2008, the Republic of Macedonia has started negotiations with Eurojust in order to conclude an Agreement for cooperation. Moreover, during the negotiations was agreed that one of the main prerequisites for concluding this agreement is to establish an adequate system of protection of personal data in the country, which resulted in the adoption of the Law on Amending the Law on protection of personal data deleting the section contained in the Law on Ratification of the Convention for the Protection of Individuals with regard to Automatic Processing of personal Data, which refers to the fact that this Convention shall not apply to criminal proceedings. After completion of these processes on 28 November 2008 was signed the Agreement on Cooperation between Macedonia and Eurojust (EUROJUST) and published in the "Official Gazette of the RM" No. 51 of 2009. In this respect, and in accordance with the provisions of Article 17 of the Law on Ratification of the Agreement on Cooperation between Macedonia and Eurojust (EUROJUST) stipulates that the National Authority for the Protection of Personal Data (in this particular case: the Directorate for Personal Data Protection) in the Republic Macedonia shall report annually to Eurojust on the situation in the judiciary in relation to the implementation of the regulations on the protection of personal data. On this basis the DPDP performed inspection in all prosecutions in the country and on that basis prepared and submitted to EUROJUST for the first time the first national report.

The purpose of this report is to present the actual state of public prosecutions in the country in terms of implementation of regulations for the protection of personal data processing.

EUROPOL

EUROPOL - Europol has one of most robust rules on personal data protection in the area of oversight of law enforcement agencies. Directorate for Personal Data Protection has actively participated in the preparations for the signing of Operational and Strategic cooperation agreement between the RM and Europol.⁹ Also, continuously monitors proposed changes in the EU in terms of protection of personal data in the Law Enforcement Sector. Of particular interest and relevance to the work of the Directorate is DPO EUROPOL- Office for Personal Data Protection in EUROPOL, as an independent and integral part of this institution, whose main task is to ensure legal compliance with the decision of the EU Council and to provide guidance and independent support and consultation, especially for the operating department at EUROPOL. It conducts regular inspections over databases of EUROPOL; having full access to the entire volume of data being processed in/by EUROPOL, so incorrect, out of date or unnecessary information searches are "saved", i.e. stored and can be subject to further investigation. Namely, the system allows EUROPOL through analytical software to examine the validity/viability of a search for personal data or illegal deletion or modification of data via the possibility of preservation of access logs, so that every change is automatically saved, enabling the verification by the DPO Office of the necessity of access and the legal basis for data processing.

Considering the fact that the Directorate for Personal Data Protection has actively participated in the adoption of the new Law on Criminal Procedure¹⁰, repeatedly pointed out the need for a balance between the public interest, that measures should be taken to combat crime and respect the right of privacy by law enforcement. In particular, in the fight against terrorism and crime, one should not forget the basic human rights and freedoms, but rather it is necessary for them to provide protection. Consequently, in Chapter XV of the Code of Criminal Procedure ("Official Gazette of the RM" No. 150/10 and 100/12) incorporates provisions for the protection of personal data in criminal proceedings relating to the processing of personal data by the public Prosecutor for the purpose of criminal proceedings; accuracy, change, delete and storage of personal data, giving users personal data, the right to be informed of the personal data and supervising the processing of personal data.

⁹ Signed on 16.01.2007

¹⁰ Law on Criminal Procedure („Official Gazette of the RM“ no.150/2010 and 100/2012). Entered into force on December 01, 2013.



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Inter-ministerial body for human rights¹¹

The Directorate of Protection of personal data is one of the 12 representatives in the Inter-ministerial body for human rights, which in 2013 held two meetings. At the sessions of the Inter-ministerial body for human rights was discussed for the review of the reporting obligations of the Republic of Macedonia in terms of international human rights instruments, the Republic of Macedonia's candidat status to join the UN Human Rights Council for 2014 - 2016, the review of current liabilities of the country in the field of human rights in the context of EU integration, the government's program of cooperation with UNICEF, the proposed measures to ensure the accreditation with status "A" of the Ombudsman by the International Coordinating Committee of National institutions for the Protection and Promotion of human rights (Paris Principles compliance), recording hate motivated cases bz relevant institutions, initiating procedures for signing and ratification of international agreements in the field of human rights by the Republic of Macedonia and reports from visit of the mechanisms for monitoring of UN and the Council of Europe.

8.2 Monitoring European legislation on protection of personal data

During 2013 continued professional debate at European level aimed at improving the text of the draft new EU legislation on protection of personal data. The bodies of the EU and the Council of Europe discussed the new mechanisms and instruments to be implemented by national legislation and be compatible with globalization, digital development and the need to protect privacy.

Important steps in the adoption of the new regulation, which establishes the general framework of EU personal data protection, which will replace Directive 95/46/EC, were taken by

¹¹ Confirmation of the commitment of the state for human rights is the establishment of an inter-ministerial body for human rights by a Decision from the Government of the Republic of Macedonia in April 2012. This body is chaired by the Minister for Foreign Affairs, and its members are secretaries of state in the Ministry of Foreign Affairs, Ministry of Justice, Ministry of Labor and Social Policy, Ministry of Interior, Ministry of Education, Ministry of Health, Secretariat for European Affairs, Secretariat for the implementation of the Framework agreement and the directors of the Commission for Relations with Religious communities and religious Groups, State Institute of Statistics, Directorate for personal Data Protection and Agency for the realization of the rights of communities. External members of the body: the Deputy Ombudsman of the Republic of Macedonia, the President of the Agency for audio and audio - visual media services, the President of the Commission for Protection against Discrimination and the President of the Commission for Protection of the Right to Free Access to Public Information. The powers of the Inter-Ministerial Group on Human Rights relate to: strengthen coordination in the field of human rights to all relevant ministries and agencies in the Government , information exchange and implementation of the recommendations contained in the reports of other UN bodies, Council of Europe, the EU and other international organizations, giving suggestions for improvement of legislation in the field of human rights and the provision of other proposals to the Government of importance for the promotion of human rights in the country.



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Ms. Viviane Reding, vice president of the European Commission and Commissioner for Justice, as well as the proposals for reform in the area of protection of personal data by the European Commission (IP/12/46 and IP/13/57), which were supported by the majority of the Committee on Civil liberties, Justice and Home Affairs (LIBE Committee) of the European Parliament.

Draft text of the new regulations can be read at the following link:

http://ec.europa.eu/justice/data-rotection/document/review2012/com_2012_11_en.pdf

Therefore, the work of most significant body in the field of protection of personal data, the Working Group 29, was marked when one year exhaustively discussed and gave guidelines for defining and finalizing the dilemmas that were open on certain issues. The Working Group at the end of the reporting year, sent an opinion to the EC which provides support and encouragement for the possible adoption of a package of reform of EU legislation on the protection of personal data, given that the procedure could be delayed because of the elections and the new composition of organizational forms of EC.

These pillars of privacy, shall be amended by the proposed changes to EU regulations that will result in the need for change and the domestic regulations. Although at present, the Law on Protection of Personal Data ("Official Gazette of the RM" No. 7/05, 103/08, 124/10 and 135/11), is in full compliance with international legislation, employees of the Directorate everyday follow the direction in which the proposed amendments to the European level, for the preparation of quick adaptation to change and acceptance of innovations, as well as to ensure the full functioning of the concept of privacy protection and monitoring of the latest standards in this area. Apart Directive 95/46/EC and Convention 108, the DPDP monitors all other directives, recommendations, opinions and resolutions adopted by international expert groups working in the field of protection of personal data and contributed their views and comments in the preparation of the new ones.

Meeting with representatives of the DPDP with representatives of the Mission of the Republic of Macedonia to the EU in Brussels

Representatives of the Directorate during 2013 several times had a meeting with representatives of the Mission of the Republic of Macedonia to the European Union - Brussels. Purpose of the meeting was to establish a procedure for the official start of the procedure before the European Commission to evaluate the adequacy of the level of protection of personal data in the country.

According to Directive 95/46/EC of the European Parliament and the European Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and the free movement of such data, in particular Article 25 and 26, the Member States of the European Union are necessary to ensure that the transmission of data to third countries may take

place only if the third country ensures an adequate level of protection of personal data. Directive 95/46/EC also provides that if the third country provides an adequate level of protection of personal data, then the data transfer can be made without the prior proceedings and additional guarantees.

Considering that the protection of personal data in the country is on high level, the Directorate is of view that proceedings should be initiated to obtain an official confirmation from the relevant EU institutions, so it was believed to start the procedure for filing a formal request for evaluate the adequacy in front of the European Commission, which will provide the solution for obtaining determined necessary level of protection of personal data in the Republic of Macedonia and reliable transmission of data to and from the EU under Article 25 (6) of the Directive.

8.3 Participation in the work of the EU bodies for the protection of personal data

Consultative Committee of the Council of Europe to protect the individual from automatic processing of personal data T-PD

Council of Europe is leading human rights organization in Europe. Currently has 47 member countries, 28 of which are EU member states. All member states of the Council have signed the European Convention on Human Rights, an international treaty (tool) designed to protect human rights, democracy and the rule of law.

European Court of Human Rights monitors implementation of the Convention on Human Rights by member states. Individuals can file a complaint or to start proceedings in cases of violation of human rights court in Strasbourg, but only after one takes all remedies in respective country. [What is new is that the European Union is preparing to sign the European Convention on Human Rights, which will create a common European legal space for over 820 million people in this segment.](#)

The Convention on the protection of individuals with regard to Automatic Processing of Personal Data (Convention 108) is open for accession on 28 January 1981 and is the first legally binding international instrument in the field of data protection. Under this Convention signatory countries are urged to take all necessary steps in national law to apply the principles of the Convention in order to ensure their territory protect fundamental human rights in relation to the processing of personal data.

The Directorate is a full member of the Consultative Committee for the Protection of the individual from automatic processing of personal data T-PD. In 2013 active cooperation was achieved through participation in the preparation of opinions and views on various issues. The Directorate gave its opinion on the following documents prepared by the Council of Europe - Consultative Committee T-PD:



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- Latest developments of the Directorate for Personal Data Protection;
- Information on activities to mark the "28th January" - International Day for the Protection of Personal Data.

Council of Europe, through T - PD Consultative Committee continued discussions on amending the Convention 108 of the Council of Europe on the protection of individuals with regard to automatic processing of personal data including the Additional Protocol to the Convention regarding supervisory authorities and transmission data to third countries. The text supported by representatives of the authorities for the protection of personal data in the higher body of the Council of Europe is under finalization. For this purpose, an ad hoc [committee CAHDATA](#) was established.

During 2013, the Directorate was involved in the work of the specifically established body to finalize the amendments to the Convention 108 of the Council of Europe - CAHDATA. With everyday challenges in the area of personal data protection as evident occurs further modernization of Convention 108, which would have better addressed threats to privacy resulting from daily and massive use of information and communication technologies, and to strengthen the evaluation and follow-up mechanism of the Convention. CAHDATA was established by the Committee of Ministers in accordance with Article 17 of the Statute of the Council of Europe in accordance with Resolution CM/Res (2011) 24 on intergovernmental committees and subordinate bodies.

The main objective of the modernization of the Convention is to ensure that the basic principles for the protection of personal data really apply as many countries on earth in order to guarantee an adequate level of protection for people related to the processing of personal data. It should be noted that particular emphasis is given to the evaluation of the implementation of the Convention by the Parties.

Article 29 Working Party

The Directorate has observer status in the Working Group 29. During 2013, the Directorate has made commitments to participate in the work of this very important body for the protection of privacy. Representatives of the Directorate attended all four meetings of Article 29. Participation has enabled recognition of the professionalism of the Directorate and opened the doors for direct bilateral and multilateral cooperation with other participants. The exchange of views within the meetings of the Working Group are essential to find suitable mechanisms to implement legislation to protect personal data. Also, regular attendance and active participation of the Directorate of all meetings of the Working Group 29 in 2013 achieved timely monitoring of developments that will be covered by the new legislation on protection of personal data in the European Union, the adoption of which is expected in the next period.



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During the reporting year, the Directorate by providing opinions and share experiences, participate in the creation of the following documents of the Working Group 29:

- Support of the proposal to strengthen the cooperation between the European authorities for personal data protection and participation in discussion to better manage practical cooperation (Towards strengthening practical cooperation)
- Report on the work of the Directorate for Personal Data Protection of the Republic of Macedonia in 2012 was sent to all DPA in Europe
- Opinion and experience regarding the application of the art. 4 (1.c) of the Directive 95/46/EC from the aspect of the processes of collecting and processing of the personal data in order that we are not able to verify if this entity "makes use od equipment"
- Opinion on biometric data processing
- Answers on Questionnaire on inspection and enforcement practices
- Answers on Questions on liais-ing with Google
- Answer to the Request regarding the use of e-signature schemes and devices in various contexts
- Answer to the Questionnaire regarding the Remotely Piloted Aircraft Systems RPAS
- Dashcams opinion
- Interbank exchange of information- questionnaire from the Czech Republic

Using multilateral cooperation, the Directorate for Personal Data Protection has initiated an international discussion and exchange of views on the issue of video surveillance in private ownership. The Directorate sent a request to all the members of Working Group 29 for their opinion on the regulation and control their powers over video surveillance in private ownership. At the request of Directorate responses were received from 14 countries, which contributed to the preparation of a comprehensive analysis of various practices in the standardization of data privacy in private ownership.

Directorate sent a questionnaire to EU countries for compatibility obligations of the Document of the United States accounts for external purposes of tax compliance with Directive 95/46/EC (Questions on FATCA and Directive 95/46/EC). Upon arrival on responses from EU Member States, Directorate took the position for further action in cases concerning the application of the two legislations.

The DPDP gave their opinion on individual issues and towards DPA of other countries:

- Opinion on publishing the personal data of the defendants on the Internet - Application of the Croatian Agency for Protection of Personal Data
- Opinion on Tracking access to bank customers' data- Application of the Italian Authority for Personal Data Protection



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- Answer to the questionnaire on organizational needs of the Workshop cases (CaseHandlingWorkshop)

CEEDPA Conference, 10.- 04.12.2013, Belgrade, Serbia

The Commissioner for Personal Data Protection and Freedom of Information of the Republic of Serbia hosted the 15th meeting of the authorities to protect the personal data of the countries of Central and Eastern Europe, held in the period 10 - 04.12.2013 in Belgrade, Serbia. Topics that were targeted professional discussions at the meeting were mainly related to data security and cloud computing, were also presented and individual experiences of bodies for the protection of personal data on the countries of Central and Eastern Europe in the inspection, processing of personal data in sector employment and problems in conducting surveillance of public areas. Part of the meeting was dedicated to the independence of the protection of personal data and the challenges they face.

Spring Conference - annual European Conference on the Protection of Personal Data

Spring Conference in 2013 was under the motto - Privacy - challenges that come, there was a major review of the application of experience in building the future of privacy protection. Spring Conference of the DPAs in 2013 took place in Lisbon. The Conference provided a meeting of the DPA from Europe, which is a very important issue for institutional strengthening supervision and cooperation between them. It discussed the concept of leader authority for protection of personal data, as might be effected cooperation towards enforcement of law. The meeting was an opportunity to recognize the innovations that will lie ahead for the protection of personal data in the European legislation.

Participation in the IV International Conference on authorities to protect personal data, Moscow, Russia

On the invitation of the Federal Service for Supervision over the protection of personal data of the Russian Federation, the representative of the Directorate for Personal Data Protection took part in the IV International Conference "International cooperation to protect the privacy in each country," which took place on 05-08/11/2013 in Moscow. In the further course of the discussions were presented reviews of the current state of protection of personal data in national legislations and their implementation by the DPAs of representatives from Moldova, Latvia, England, Russia, Bulgaria, Bosnia, Czech Republic, Poland, Bulgaria, USA. The conference addressed the representative of the Directorate for Personal Data Protection of Macedonia with presentation on "New approaches and activities of the Directorate for Personal Data Protection."

International Working Group on Data Protection in Telecommunications

Delegation from the Directorate participated in two meetings of the Working Group on Data Protection in Telecommunications, held in Berlin and Prague. Representatives of the DPDP along with representatives of supervisory authorities in Europe and beyond, as well as controllers in the field of telecommunications discussed the development of technology and developments in the supervisory authorities to protect personal data. In particular, discussions were encouraged to index web pages and protect the "right to be forgotten" . Internet monitoring, privacy in social networks, international standards and calculating the cloud (Cloudcomputing).

Participation on Workshop on data privacy -Case Handling Workshop, 2-3 October, Sarajevo

A representative of the DPDP attended the workshop - Case handling workshop with international participation of representatives from 25 countries of Europe. International experience and presentations on topics bring more exchange of information and best practices on various topics of interest, as were discussions about the privacy of children online in Hungary and that the project is carried out in terms of early detection and prevention of abuse online; Special interest caused the issue of authorization to the processing of personal data in the public and private sector and the legal basis for outsourcing IT services through internet -Cloud computing. There was great interest for the presentation of the European Supervisory Authority for Personal Data Protection in terms of "data processing from the electronic communications by European institutions and bodies - Representative of EDPS informed that electronic communications are one of the most dynamic areas of technology and subject to constant and rapid change. E - communications include the use of telephone, internet and email and therefore have a central role in everyday professional and personal activities. Given that often the use of office equipment for private purposes usually is tolerated, any interference by employers, with the use of electronic devices by their staff is likely to reach up to the privacy of employees. By EDSP were issued several useful recommendations concerning the processing of personal data in electronic communications. In this direction was the presentation on "Electronic monitoring in the workplace." The presentation addressed the recommendations in terms of the basic requirements for the use of video surveillance in workplaces released by the National Authority for the protection of personal data and freedom of information (NAIH) to Hungary in 2013. Presentation: "Methods of inducing robust security protection of personal data in the police sector using a risk-based approach to regulatory actions" by the Office of the Information Commissioner of the UK (ICO) focuses on confidential matters in the police sector in the United Britain in particular the approach of ICO to encourage robust security practices for the protection of personal data.

Study visit within the project "Sustainable EU Learning and Training Systems" on topic "Modern project management and leadership" - EUC European CompetenceLtd.,

The training was conducted in two modules. The first module was held in Skopje and included a five-day course, while lectures were focused on setting up the project framework, project planning, organization and control of project activities and project-based companies. The second module of the course held by implementing a study visit to Brussels, Belgium, in which they were conducted working visits to the Committee of the Regions, the European Parliament, the European Economic and Social Committee, the Basque delegation in the EU, the European Commission mission in Norway EU, the supervisory body of EFTA, Mission of the Republic of Macedonia to the EU in Bruselles.

Topics covered during working visits were related to experiences with the implementation of EU projects, the role of the European Commission in the EU, EU enlargement - the experience of the Republic of Macedonia, regional development programs and Trans European Networks. From Directorate attended a total of 6 representatives.

Participation in the Regional Conference on CAF on "Improving the functioning of the public sector"

In January 2013 a representative of the Directorate for Personal Data Protection took part in the regional conference with international participation, where were presented tools for quality management within the institutional business. Strategic planning of resources, activities and services are elements of the application framework of CAF - a tool to support public sector organizations in Europe to use quality management techniques to improve planning/execution of work activities. The introduction of a culture of its own analysis and assessment of quality operations is a requirement for successful development.

8.4 Use of EU Funds

The Directorate through the Secretariat for European Affairs to the Delegation of the European Union, within the framework of sector fiche "Justice and Home Affairs" submitted proposal for allocation of funds under the IPA¹² 2012 program entitled "Support access to personal data protection" . The proposals submitted received a positive response, after which in 2014 will follow the preparation of project documentation and start implementing the project.

¹² IPA - Instrument for Preaccession Assistance

IPA project - IPA FRAMEWORK AGREEMENT - IPA program 2009 Framework Agreement, the "Sustainable system for continuing education in primary and secondary education in the principles of protection of personal data"

The purpose of this project for protection of personal data, which began in March 2013 is to achieve a higher level of awareness for the protection of personal data and privacy of the students, as one of the most basic human rights.

In fact, only in 2012 the Directorate for Personal Data Protection has received 371 appeals, most of them for violations of privacy within social networks. This shows that the teachers need tools to help students to protect their right to privacy.

The DPDP believes that the strongest and effective prevention of abuse of privacy and personal data is by informing citizens and targeting specific social groups at the same time which are most vulnerable, such as students in primary and secondary schools.



Therefore, the project is aimed at providing technical assistance to the Directorate in the process of creating a sustainable system for continuous primary and secondary school students and teachers/professors on the principles of personal data protection in the education and involvement of education authorities in the process of raising public awareness on the protection of personal data.

Through the project educational materials were developed that will be used by students and teachers in primary and secondary education, and will also support the development of effective mechanisms for raising awareness in the educational system regarding the protection of personal data.



Two components were defined:

Component 1: Preparation of materials and documents for the right to protection of personal data for educational purposes at the elementary and secondary education

Component 2: Raise awareness and delivering training for teachers in the education system in the country for the protection of personal data.

Norwegian grant for institutional strengthening of the Directorate for Personal Data Protection "Technical assistance for strengthening the organizational and institutional capacities for protection of personal data"

The main goal of this project, which started in September 2013 is further strengthening of the organizational and institutional capacity of the Directorate for Personal Data Protection for better and more effective protection of privacy on social networks, improve services to social networks in terms of protection right to privacy, raising public awareness about the right to privacy when using the Internet, as well as strengthening their knowledge regarding modern technological developments and emerging issues related to privacy as cloudcomputing.

Through this project, the Directorate for Personal Data Protection will provide support from the Norwegian authorities for personal data protection by creating better mechanisms for the protection of personal data on social networks, raising awareness about privacy and technological development, and capacity building of the Directorate protection of personal data by providing a more efficient way to protect personal information on the Internet and social networks.

The project will be implemented through two components:

Component 1: Refers to the protection of personal information through social networks. For that purpose, a team of the Directorate for Personal Data Protection which will respond to the requests of citizens who are abused or personal data is violated privacy on social networks shall be established. In addition three info centers for protection of personal data shall be opened.

Component 2: Designed for employees in the Directorate for Personal Data Protection, controllers and processors in order for them to gain knowledge of Cloud computing and the pro-



tection of personal data. Under the second component it will be organized regional conference dedicated to new technological developments and protection of personal data.

TAIEX - Instrument of the European Commission for technical support and information exchange

Using the TAIEX, technical assistance and information exchange, instrument managed by the Directorate General for Enlargement of the European Commission in 2013 was "a success story" for the Directorate. Namely, TAIEX supports partner countries in terms of approximation, application and enforcement of EU legislation. It greatly facilitates demand adequate expertise designed to address issues in a short period of time.

From 2009 onwards, TAIEX organized around 50 events designed to build the capacity of the Directorate in the field of protection of personal data in order to help the authorities to bring their legislation and practices in line with EU rules.

In 2013 only, TAIEX managed to organize 14 events for the Protection of personal data on topics ranging from data protection in the context of biometrics, social networks, data processing law enforcement, etc. In all of them, more than 500 participants to TAIEX workshops were educated on issues of data protection, organized in Skopje in 2013. In addition, employees of the Directorate shared first hand experience with their colleagues from Member States through study visits and best practices for conducting inspections, audits, and various aspects of the legislation on data protection modules for cooperation with Eurojust, Europol and novelties the Schengen information System.

Some of the important achievements realized through TAIEX:

- a series of three workshops to establish video surveillance in schools in accordance with the standards for data protection organized from April 24 to 26 in Skopje, the participants reached a figure of more than 300 staff educated from primary schools across the country.
- Submitte to DPO Officer Eurojust and prepared by the Directorate - The first national report on the implementation of the provisions on the protection of personal data in the public prosecution
- Start the process of signing a Memorandum of Understanding with the Ministry of Interior in order to create common procedures for handling complaints regarding the misuse of personal data on social networks

On the basis of the quality issues that were discussed at the workshops, the efficacy of best practices and lessons from study visits, which led to the promotion of professionalism and performance of the Directorate, respect the approach that was not only of interest to institutional education, but from the social interest for consistent enforcement for the protection of personal



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data regulation, by the TAIEX, the Directorate was nominated as a "success story" for 2013 and will be included in the annual report of TAIEX with the following quote: "Directorate as the user considers the support of TAIEX instrument really easily accessible and responsive, that this way solves urgent short-term needs and in this context, for us, this support is necessary."

TAIEX Study Visit on various aspects of the implementation of European legislation on protection of personal data, 27 - 31 May, 2013, Budapest, Hungary

Delegation of the Directorate for Personal Data Protection paid study visit of Hungarian authority for protection of personal data, with the presentation of the organizational structure, the required capacity of institutions and services needed by citizens regarding the right to protection of personal data and the right to free access to public information. Discussion was made about the double feature of Hungarian authority as protector of the right to privacy and the right to free access to public information and two procedure, similar to ombudsman competencies - inspection procedure and procedure as competent authority - an administrative proceeding. Specificity of the body and the procedure is called pre-inspection (investigation). Data for the study visit is published on the website of the TAIEX instrument www.taieX.ec.europa.eu, as well as:

http://ec.europa.eu/enlargement/taieX/dyn/taieX-events/library/detail_en.jsp?EventID=52178

TAIEX Study Visit to protection of personal data in the Schengen Information System, 20 - 23 May, 2013, Prague, Czech Republic

Representatives of the Directorate for Personal Data Protection held a study visit to the Office for Personal Data Protection in the Czech Republic, especially in matters of handling personal data in the Schengen Information System. In the Czech Police Department there is a special control over the processing of personal data of subjects by authorized persons. Information System for the processing of personal data within the Czech Police count 60 IT systems that are about 20 databases. When the transfer of data was provided two levels of protection measures are provided (Router and https protection), but by the European Commission was asked to provide a third level of protection - encryption . The person responsible for encryption is directly accountable to the European Commission. Otherwise, all the positive practices that were presented are of great importance to capacity building in terms of the fact that the Czech Republic became part of the second generation Schengen Information System (SIS II) by April 9, 2013, after which the evaluation showed that the Czech Republic is fully compliant or meets the requirements for safeguards on data contained in the Schengen system.

They recommended Schengen catalogs with recommendations and good practices of the Council of the European Union

<http://www.eumonitor.nl/9353000/1/j9vvik7m1c3gyxp/vix55tzxu9zq>



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More on:

http://ec.europa.eu/enlargement/taiox/dyn/taiox-events/library/detail_en.jsp?EventID=49287

TAIEX Study Visit for supervision of compliance to the protection of personal data, 21 - 24 April 2013, Madrid, Spain

In cooperation with the Spanish authorities for the protection of personal data, officials from the Directorate for Personal Data Protection gain insight regarding the performance, the performance of inspection, as well as the positive application of Guidelines for supervision regarding compliance of data protection. Best practices and results showed initiatives initiated by them in order to support the controllers in the application of regulations and documentation to protect personal data. At the same time, were presented procedures for conducting inspection in information and communication technology. Specifics of the work of this body is that the inspection carried out by authorized inspectors - informatics who prepared a report for the specified sheet is sent to the service of legal analysis of the existence of elements for the continuation of the procedure for determining violations of regulations to protect personal data, obliging for their removal and keeping of possible criminal proceedings.

TAIEX Study Visit for inspection by other organs, 8 -10 April, 2013, Rome, Italy

Agency for Personal Data Protection of the Republic of Italy was subject to visit from several members visiting delegation from the Directorate for Personal Data Protection of the Republic of Macedonia where they discussed several topics: Way of the inspection (legal framework of the inspection process, the inspection team organization, tools for law enforcement to protect personal data, profile inspector). In terms of inspection and enforcement policy, the Agency for Personal Data Protection of the Republic of Italy has increased inspection activity ex officio. The reason is that it requires a pro active stance with this activity every 6 months preparing guidelines of this activity. The Program for inspection activities ex officio is determined by the number of planned inspections, the different types and the number in each category, and subject to special inspection to be carried out directly by the inspection sector. Depending on the complexity and sensitivity of the issue, compared to more serious cases, the inspection sector from Agency on Personal Data Protection of the Republic of Italy undertakes (inspections for storing data in telecoms). In terms of secondary complex cases can be assigned to specific sector data privacy in the Financial Police (ele marketing activities of call centers) while simpler can include regional offices of the Financial Police (video surveillance inspections). From that point was especially interesting the fact about established collaboration between the Agency for Personal Data Protection of the Republic of Italy and the Financial police relating to procedures to protect personal data.



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More on:

http://ec.europa.eu/enlargement/taiox/dyn/taiox-events/library/detail_en.jsp?EventID=52176

TAIEX Study Visit for ID Number - solution for protecting personal data, 20 - 23 February 2013 Ljubljana, Slovenia

Representatives of the Directorate for Personal Data Protection, the Ministry of Interior, and the Department for keeping record books at the Ministry of Justice held a study visit to the office of the Commissioner for Information Slavic (Slovenian Information Commissioner). The purpose of this visit was to gain experience in the use of an identification number, for carrying the legislation introducing ID number (identification number) in the country. Participants were informed that in Slovenia there are three identification number: ID number (which contains the date, month, year of birth, county of birth, sex), tax code and Social number (social security number), that are random numbers that do not contain other information about the person. The Commissioner is intended to reduce the use of the ID number as small as possible, so that at the moment the main goal is the identification number linking collections. Commissioner pursuant Slovenian Law on Personal Data Protection has responsibility for keeping records of related collections. The Law on Protection of Personal Data is forbidden linking collections, unless by another law is not allowed. Part of the study tour was a visit to the Ministry of Internal Affairs of the Republic of Slovenia. By the representatives of the Ministry of Internal Affairs of the Republic of Slovenia was explained Central Population Register of the Republic of Slovenia and the register of births, marriages and deaths.

http://ec.europa.eu/enlargement/taiox/dyn/taiox-events/library/detail_en.jsp?EventID=51803

TAIEX Study Visit to Irish authorities for the protection of personal data and the headquarters of Facebook for Europe in Dublin, Ireland 18 - 22/02/2013

Through TAIEX support, a delegation of the Directorate for Personal Data Protection from 18 to 22 February 2013 paid a study visit to Irish authorities for the protection of personal data on "Protection of personal data and social networks." During the study visit was organized meetings with representatives of Irish Commissioner for Personal Data Protection, Facebook headquarters for Europe and City University - Center for cyber crime and security. Topics that were discussed were related to the Irish national legal framework for the protection of personal data and the implementation of Directive 95/46/EC, the modernization of European legislation on protection of personal data and its impact on the powers of the authorities to protect personal data, inspection and reporting of incidents and violations of safety systems, inspection reports over Facebook with established conditions, tools for privacy protection and reporting on abuses of Facebook, the social networking collaboration with the national police, the courts and other law enforcement agen-



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cies, storage of personal data by social networks and their use for purposes of investigation, to promote cooperation between the Directorate for personal Data Protection with Facebook and academic research on cloud computing.

http://ec.europa.eu/enlargement/taieux/dyn/taieux-events/library/detail_en.jsp?EventID=51736

TAIEX Study Visit for practical implementation of the agreement with Eurojust, 13-15 October 2013, Zagreb, Croatia

The subject of this study visit was to exchange experiences regarding the development of the document report by the Directorate for Personal Data Protection submitted annually to Eurojust, the situation in the judiciary in relation to the implementation of regulations to protect personal data and in accordance with the provisions of Article 17 of the Law on Ratification of the Agreement on Cooperation between Macedonia and Eurojust published in the "Official Gazette " No. 51 of 2009. Republic of Croatia , i.e. AZOP was chosen for study visit for reasons that recently a member of the EU, which would receive the most appropriate responses to change and new obligations imposed on the Agency and the resulting loss of candidacy status. By their side was presented method and procedure of filling and submitting the report on inspections at the premises of the judiciary, as an obligation arising from the Agreement for Cooperation between Macedonia and EUROJUST, Article 17, where Directorate plays an important role in the implementation of agreed commitments that was actually one of our biggest concern, given that so far the Directorate has no practice of preparing and sending that kind/format of the report.

TAIEX Study Visit for Data Protection in Eurojust and Europol, July 21 to 24 , 2013, The Hague, Netherlands

According to the work program on July 22, 2013 the delegation visited the Office for Personal Data Protection in EUROPOL, and the role and responsibilities of the office were presented, the EUROPOL system in terms of data transfer from the EU Member states and providing protection. Given that Directorate, nationally, is an institution that is responsible for supervising, monitoring, and training, according to the Law on Protection of Personal Data, and obligations arising pursuant to the consistent implementation of the provisions of the signed agreement between EUROPOL and RM, was jointly ascertained the need to deepen cooperation and organization of joint workshops to exchange experiences and expertise. Also, on our sidewas requested by them to participate in meetings of the JSB - the control mechanism of EUROPOL composed of representatives of DPA from all EU member states with the responsibility of controlling the operation of EUROPOL from the perspective of the protection of personal data. On July 23, 2013 a meeting was held with a representative from the Office for Protection of Personal Data EUROJUST, meeting was implicitly highlighted the interest to participate in the sessions of the JSB



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EUROJUST, as an opportunity for exploration and education experiences. At the end of the meeting that was jointly established Directorate plays an important role in raising awareness about the protection of privacy, especially in the judiciary, despite good cooperation and action taken, that sector will always need for continuing education towards professionalism members of the judiciary in the processing and storage of personal data.

TAIEX Study Visit to protection of personal data and the new challenges of the Internet , 19-21 June 2013, Zagreb, Croatia

Purpose of the conference was to exchange experience concerning the protection of personal data in the context of new technology. Topics that were discussed were the "reform of the legal framework for the protection of personal data - current development" , "Assessment of the impact of privacy" (how to implement examples on the Internet, monitoring programs, etc.) , " - Privacy and cookies (cookies)", "Intersection 2013: Reliability of data - hazards and protective measures" , "Activities of the Croatian Agency for protection of Personal data for raising awareness of the need for child protection on the internet" and "Print on protection of personal data and mechanisms for certification." In his presentation, the delegation of the Directorate for Personal Data Protection addressed the project IPA 2009 Framework Agreement, which is directly aimed at providing a sustainable system for continuous education of children in primary and secondary education in the principles of personal data protection. The meeting of the authorities to protect the personal data of the Western Balkans was used for a short briefing about activities that have been undertaken for development, identifying and applying with a joint proposal under the EU funds.

TAIEX Workshop on Personal Data Protection in the places for deprivation of liberty, in cooperation with the Ombudsman

In the period from April 10, 2013, Skopje - Macedonia, Directorate for Personal Data Protection participated in the workshop on "Video surveillance of places of detention of persons deprived of their liberty," organized by the Office of the Ombudsman . Video monitoring as one of the topics of special interest to the Department means taking preventive mechanisms to improve conditions in prisons, psychiatric hospitals and other places of detention and deprivation of liberty.http://ec.europa.eu/enlargement/taieux/dyn/taieux-events/detail_en.jsp?EventID=52183

TAIEX Workshop on processing of personal data in the context of combating money laundering and the financing of terrorism

In the period from April 18 to 19, 2013, Skopje, Republic of Macedonia, the Directorate for Personal Data Protection with support from the Instrument for Pre-Accession of the European



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Commission, TAIEX, covered aspects of the processing of personal data in the context of legislation money laundering and financing of terrorism, i.e., the practical experience of the implementation of the Directive on money laundering into national law, the categories of personal data that can be processed and the way surveillance data processed in the implementation of legislation to prevent money laundering. Experts from supervising authorities to protect the personal data of the Kingdom of Spain, Bulgaria and France gave an overview of the European legislation on protection of personal data and on specific instances of practice in the countries they come from. A contribution to this workshop by presenting the current situation gave local experts as well.

http://ec.europa.eu/enlargement/taieux/dyn/taieux-events/library/detail_en.jsp?EventID=52181

TAIEX Workshop on data protection in the context of processing biometric data

In the period from September 10, 2013, Skopje, Republic of Macedonia, Directorate for Personal Data Protection organized a workshop on "processing biometric data". With the implementation of this workshop will enable better understanding of the legal framework for the processing of biometric data, the development of biometric technologies, implementing the principles of protection of personal data in the processing of biometric data, and comparative review of the matter in the Member States of the European Union.

http://ec.europa.eu/enlargement/taieux/dyn/taieux-events/detail_en.jsp?EventID=50904

TAIEX Workshop on civil and criminal liability for violation of the right to personal data protection

In the period of 29 th - May 30, 2013, Skopje, Republic of Macedonia, Directorate for Personal Data Protection in collaboration with instrument TAIEX- the European Commission organized a workshop on "Civil and criminal responsibility for violation of the right to protection of personal data" held in Skopje on 29 and 30 May 2013. This workshop aimed to contribute to better knowledge of the legal framework for civil and criminal responsibility for violation of the right to protection of personal data in relation to the implementation of the principles of protection of personal data and comparative overview of this subject in the Member States European Union.

http://ec.europa.eu/enlargement/taieux/dyn/taieux-events/library/detail_en.jsp?EventID=52180

TAIEX Workshop on data protection aspects of videosurveillance in schools

In the period 24-26 April 2013, Skopje, Republic of Macedonia, organized a workshop on "aspects of data privacy in video surveillance in primary and secondary schools," which was attended by about 300 representatives of primary and secondary schools (principals schools, teachers, administration). The purpose of this workshop was to raise awareness about the effects that the right to protection of personal data of teachers, students and others in performing video

surveillance in schools, and shared with schools on the way can perform video surveillance, and what their legal obligations are under the regulations for the protection of personal data. The workshop presented experiences and recommendations on how to apply the principles of protection of personal data while performing video surveillance in schools, in addition to the representative's presentation by the Directorate for Personal Data Protection, gave experts from supervisory bodies for the protection of personal data from Portugal, Italy, Ireland. The workshop was useful and positive influence to act preventively and to prevent any abuse of the right to protection of personal data, and through recommendations to point to those who already have systems for video surveillance, how to ensure it can be the correct and legal way.

http://ec.europa.eu/enlargement/taieux/dyn/taieux-events/library/detail_en.jsp?EventID=52400

8.5 Bilateral and multilateral cooperation

Meeting between DPA from Macedonia and Kosovo



On 25 October 2013 the Directorate for Personal Data Protection hosted delegation from the Kosovo Agency for Personal Data Protection. The meeting was aimed at further extending the cooperation and sharing of experiences in the development of both institutions. Particular interest to colleagues from Kosovo was implemented software inspection software in the Directorate for Personal Data Protection, and perspectives that have international cooperation. The meeting held between representatives of the two institutions nominated to start programming and preparation of joint proposals within the IPA Cross-border cooperation agreements dynamics and methodology for working together. Also, as part of the visit was discussed on the organizational structure of the two bodies, shared information about how the implementation of the powers authorities have according to law, in the direction of more efficient and effective protection of citizens' personal data.



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Cooperation with OSCE

Within the project "Support to national stakeholders in the fight against hate crime and hate speech" was organized workshop "Between freedom of expression and hate speech" March 2013. The Directorate for Personal Data Protection has been involved with their professional presentation of this workshop, and involvement in this project and continue through participation in the National Conference in November 2013. The OSCE conference was proposed to support the proposal of the Directorate for organizing an educational campaign in all secondary schools in the wider area of Skopje.

9. PRIORITIES FOR 2014

At annual bases the Directorate prepares annual work programs that publish on its Web site www.dzlp.mk During the planning of future priorities includes the activities from the Strategy for development of data protection in the Republic of Macedonia for the period 2012-2016, with an Action plan as a medium term document for the development of the Directorate and Communication Strategy for the Protection of Personal data for the period 2012-2016. Based on these strategic documents, and based on the stated conditions of the plan of the completed inspection and the number of complaints made by sectors, the contents of the Program for work is defined.

The content of the program of work of the Directorate for Personal Data Protection for 2014 (The Program), covers the basic functions and organization of the Directorate established by law. The functions performed by the Directorate in 2014 systematized in sectors are the following:

1. Inspection supervision - During the regular inspection of the controllers or processors, it is planned to be conducted in the following sectors: education, telecommunications, justice, labor, employment, mediation through employment, health and safety at work, public administration, health, economy, pension funds and finance, banking, mutual funds and stock markets.
2. Central registry of collections of personal data - will be continuously recording and issuing approval of registration of controllers and their collections of personal data.
3. Normative and analytical work - continuous preparation of annual/semi-annual reports and other related regulations, as well as continuous preparation of opinions at the request of ministries, other state administration bodies, in terms of materials, draft laws, bylaws and other regulations proposed from the area of protection of personal data, or that are in any way are related to the protection of personal data.
4. Training – The Directorate during 2014 shall conduct training of controllers and processors within the established timeframes and sectors designated in the Annual training program for controllers and processors 2014 No.02 - 2834/1 of 12.23.2013 year. It will also conduct continuous training of staff in the Directorate within the established timeframes specified in Annual training programs for civil servants in the Department for the protection of personal data in 2014 no. 01 - 1782/1 of 12.09.2013 year
5. Projects - Under the IPA 2009 program until March 2014 it will continue the project "Sustainable system for continuous primary and secondary education in the principles of protection of personal data".

Within the Norwegian grant for institutional strengthening of the Directorate "Technical assistance for strengthening the organizational and institutional capacities for protection of personal data" throughout 2014 will be fully implemented ISO standardization of the Directorate, a review document of the web site of the Directorate, preparation of a study on Cloud compu-

ting, establishment of IT tools in order to increase awareness and promote the requirement to establish a violation of the right to protection of personal data and other activities planned in the project.

In cooperation with entities that provide services BEG, EVN, MRTV, Water and Sanitation, the Directorate will implement projects in collaboration to provide updated information on service users and their right to protection of personal data by providers, titled " A confidence to better service."

Also, the project will implement activities to protect the personal data of citizens in the insurance sector and the development of cooperation between the Directorate for Personal Data Protection, Agency for Supervision in Insurance, National Bureau Insurance, Insurance companies and insurance brokerage companies with registered office in the country.

Project "Lesson on Policy" in secondary schools is a direct incentive for training/teaching the youth population, aware of the factor that education plays an exceptional role in common, in institutional sense.

6. Collaboration and consultation with the public, private and NGO sector;

The Directorate continuously approaches to provide opinions on compliance documentation for technical and organizational measures to ensure confidentiality and protection of personal data and to the act of performing video surveillance by controllers and processors with the regulations to protect personal data and to provide suggestions/reprimands for harmonizing the work of controllers and processors with the regulations to protect personal data. At the same time, will hold consultations with the controllers of public and private sector and processors for efficiently implementing regulations to protect personal data.

7. European Integration and International Cooperation and Public Relations

The Directorate is contributing to the process of self-assessment and analysis of national legislation with respect to the European Union. In 2014 representatives of the Department will actively participate in relevant events in the field of protection of personal data of the Council of Europe, European Union and other institutions and authorities for personal data protection in the European Union and in the region in order to strengthen the international cooperation and exchange of experiences in promoting a culture of protection of personal data.

What should be noted is that the Directorate will be the co -organizer of the [CEEDPA Conference of DPA from Central and Eastern Europe](#), which will be held in April 2014 in Skopje, Macedonia.

The DPDP will be co-organizer of [IWGDPT - International Working Group for Personal Data Protection in Telecommunications - Berlin group](#), whose conference will be held in May 2014 in Skopje.



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Raising public awareness and informing the citizens of the right to protection of personal data and privacy will continue by organizing various information campaigns and media activities.

In cooperation with "Prosvetno delo" Skopje shall approach to publishing adapted content from the field of protection of personal data in the journal "Drugarce" , "Razvigor" and "Nasvet" in order broader education of children in primary education and the systematic and indirectly introduction of matter in the educational process in the country.

In this regard, the following strategic priorities, as well as respect for European standards and new development policies aimed at better implementation of regulations on protection of personal data is the basic direction during operations in 2014. In the discourse of economic governance and compliance with the measures proposed by EU reform in legislation on protection of personal data, the Directorate is explicitly aimed at building modern economic sphere and civil society free of offenses per basic human right - the right to protection of personal data and consistent application of the principles of fairness in the processing and protection of personal data, as well as the establishment of a transparent and effective system of exercise of the right to protection of personal data.

