Privacy and Data Protection for Support Agents (GDPR/CCPA) Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Support agents play a critical role in safeguarding this information, ensuring compliance with stringent privacy regulations such as GDPR and CCPA. Privacy and Data Protection for Support Agents (GDPR/CCPA) Training Course equips support agents with practical knowledge, actionable strategies, and compliance frameworks to protect sensitive data, prevent breaches, and maintain customer trust. By leveraging real-world case studies, participants will gain hands-on experience in handling personal data securely and responsibly.

The training emphasizes proactive data privacy management, risk mitigation, and regulatory compliance. Participants will learn to identify and respond to potential data breaches, implement data minimization practices, and uphold the highest standards of customer confidentiality. By the end of this program, support agents will be empowered to act as the first line of defense in data protection, contributing to organizational compliance and reinforcing a privacy-first culture.

Programme Curriculum

Privacy and Data Protection for Support Agents (GDPR/CCPA) Training Course

Introduction

In today’s digital landscape, customer data is the most valuable asset for organizations. Support agents play a critical role in safeguarding this information, ensuring compliance with stringent privacy regulations such as GDPR and CCPA. Privacy and Data Protection for Support Agents (GDPR/CCPA) Training Course equips support agents with practical knowledge, actionable strategies, and compliance frameworks to protect sensitive data, prevent breaches, and maintain customer trust. By leveraging real-world case studies, participants will gain hands-on experience in handling personal data securely and responsibly.

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Course Duration

5 days

Course Objectives

1. Understand the fundamentals of GDPR and CCPA compliance.
2. Learn personal data protection best practices for support agents.
3. Identify and respond to data breaches effectively.
4. Implement data minimization and purpose limitation strategies.
5. Apply customer consent management techniques.
6. Navigate data subject rights requests efficiently.
7. Strengthen information security awareness in customer interactions.
8. Use secure communication channels to protect sensitive information.
9. Recognize and mitigate phishing and social engineering threats.
10. Maintain audit readiness and proper documentation practices.
11. Foster a privacy-first organizational culture.
12. Apply incident reporting protocols and escalation procedures.
13. Leverage real-life case studies to understand privacy violations and mitigation strategies.

Target Audience

1. Customer Support Agents
2. Technical Support Specialists
3. Help Desk Representatives
4. Call Center Agents
5. Customer Success Managers
6. IT Support Staff
7. Compliance Officers
8. Data Protection Officers (DPOs)

Course Modules

Module 1: Introduction to Privacy and Data Protection

- Key concepts of **GDPR** and **CCPA**
- Importance of data privacy for support agents
- Understanding personal vs. sensitive data
- Regulatory landscape overview
- Case study: Data breach consequences in a customer support scenario

Module 2: Understanding Data Subject Rights

- Right to access, rectify, and erase data
- Right to data portability
- Right to restrict or object to processing

- Handling customer requests efficiently
- Case study: Successful fulfillment of a GDPR data subject request

Module 3: Data Collection and Consent Management

- Principles of **lawful data processing**
- Obtaining valid customer consent
- Consent tracking mechanisms
- Handling withdrawals of consent
- Case study: Mismanaged consent leading to compliance fines

Module 4: Data Minimization and Purpose Limitation

- Collecting only necessary information
- Defining processing purposes clearly
- Avoiding data hoarding
- Regular data audits and cleanup
- Case study: Over-collection of data in support tickets

Module 5: Secure Data Handling and Storage

- Best practices for data storage
- Encryption and secure communication channels
- Access control and authentication
- Protecting customer data in cloud environments
- Case study: Security breach due to unsecured storage

Module 6: Identifying and Responding to Data Breaches

- Recognizing signs of a breach
- Immediate response procedures
- Internal escalation protocols
- Notification requirements under GDPR/CCPA
- Case study: Customer support breach containment

Module 7: Social Engineering and Phishing Awareness

- Common phishing tactics targeting support agents
- Detecting fraudulent customer requests
- Reporting and escalation workflows
- Simulated phishing exercises
- Case study: Phishing attack thwarted by trained agent

Module 8: Maintaining Compliance and Audit Readiness

- Documentation and record-keeping practices
- Regular compliance checks and audits
- Training reinforcement strategies
- Role of support agents in organizational compliance
- Case study: Audit success due to proactive agent compliance

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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