

COMPLIANCE FRAMEWORK

Compliance Framework

How Identia Delivers Accountable, Defensible and Sustainable Governance

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Table of Contents

01	Introduction	2
02	Why Governance Matters	2
03	The CRDP Model	3
04	Governance Principles	3
05	Regulatory Horizon Scanning	4
06	Regulatory Change Management	4
07	Risk Management Framework	5
08	Privacy Governance	5
09	Data Protection Impact Assessments	5
10	Legitimate Interest Assessments	6
11	Policy Governance	6
12	Internal Awareness and Training	6
13	Governance Reporting	7
14	Supporting Enterprise Customers	7
15	Customer Benefits	8
16	Frequently Asked Questions	8
17	Looking Ahead	9
18	Conclusion	9

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01

Introduction

The regulatory landscape facing organisations today is more complex than at any point in history.

Financial services firms face increasing expectations around operational resilience, third-party risk management and consumer protection. Privacy regulators continue to strengthen enforcement activity. New artificial intelligence, cyber security and digital governance regulations are emerging across multiple jurisdictions simultaneously.

Against this backdrop, organisations must demonstrate that governance is not simply documented but operationalised.

At Identia, Compliance, Regulatory and Data Protection activities are integrated into a unified governance framework designed to support accountability, transparency and effective risk management.

This document explains how our Compliance, Regulatory and Data Protection (CRDP) framework operates and how it supports enterprise customers operating in highly regulated environments.

02

Why Governance Matters

Strong governance provides confidence that an organisation understands its obligations, manages its risks and can demonstrate accountability.

For enterprise customers, governance is increasingly becoming a key supplier selection criterion.

Customers want assurance that suppliers:

- Understand applicable laws and regulations.
- Monitor regulatory developments.
- Assess compliance risks.
- Implement appropriate controls.
- Maintain effective oversight.
- Escalate issues appropriately.
- Continuously improve governance arrangements.

Governance provides the framework through which these activities are delivered consistently and effectively.

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03

The CRDP Model

At Identia, Compliance, Regulatory and Data Protection activities are aligned within a single governance function.

This integrated approach recognises that modern regulatory obligations rarely exist in isolation.

- Privacy obligations affect product design.
- Regulatory obligations influence operational processes.
- Compliance requirements impact governance structures.

Bringing these disciplines together helps ensure decisions are assessed holistically rather than through separate functional silos.

Our CRDP model supports:

REGULATORY COMPLIANCE
PRIVACY GOVERNANCE
RISK MANAGEMENT
POLICY GOVERNANCE
CUSTOMER ASSURANCE
REGULATORY ENGAGEMENT
INTERNAL AWARENESS AND EDUCATION

04

Governance Principles

Our governance framework is built around six core principles.

Accountability

Responsibilities must be clearly defined and understood.

Governance arrangements establish ownership for compliance obligations, risk management activities and decision-making processes.

Transparency

Stakeholders should understand how decisions are made and what controls exist.

Transparency supports trust, accountability and effective oversight.

Proportionality

Controls should reflect the level of risk involved.

A risk-based approach helps ensure resources are directed towards areas of greatest importance.

Continuous Improvement

Governance frameworks must evolve alongside changing regulations, technologies and customer expectations.

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Independence

Governance functions must be able to provide objective oversight and challenge where required.

Evidence-Based Decision Making

Governance decisions should be supported by documented evidence, assessments and analysis.

05

Regulatory Horizon Scanning

One of the most important governance activities is understanding regulatory change.

Organisations cannot comply with regulations not yet identified or enforced.

Our horizon scanning programme supports the ongoing identification, monitoring and assessment of:

- New legislation
- Regulatory guidance
- Enforcement activity
- Industry developments
- Emerging regulatory trends

Monitoring activities help ensure regulatory developments are considered before they become operational issues.

06

Regulatory Change Management

Identifying regulatory change is only the first step.

NOTE

The more important question is: “What does this mean for the organisation?”

Regulatory developments are assessed to determine:

APPLICABILITY BUSINESS IMPACT CUSTOMER IMPACT OPERATIONAL IMPACT
GOVERNANCE REQUIREMENTS IMPLEMENTATION PRIORITIES

This process helps transform regulatory intelligence into practical action.

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07

Risk Management Framework

Governance and risk management are inseparable.

The purpose of governance is not to eliminate risk but to ensure risk is understood and managed appropriately.

Our framework supports the identification, assessment and management of risks relating to:

- Regulatory compliance
- Data protection
- Information security
- Third-party relationships
- Operational resilience
- Reputational considerations

Risk assessments help ensure governance resources remain focused on areas of greatest significance.

08

Privacy Governance

Privacy governance forms a central component of our CRDP framework.

Privacy obligations continue to evolve globally, creating increasing complexity for organisations operating across multiple jurisdictions.

Privacy governance activities include:

- Privacy impact assessments
- Data Protection Impact Assessments (DPIAs)
- Legitimate Interest Assessments (LIAs)
- Data subject rights management
- Privacy reviews
- Transfer assessments
- Policy management

These activities help ensure privacy obligations are considered proactively rather than reactively.

09

Data Protection Impact Assessments

DPIAs are an important governance tool for evaluating privacy risks.

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Assessments help organisations understand:

- The nature of processing activities
- Potential impacts on individuals
- Risk mitigation measures
- Residual risk levels

DPIAs support both compliance and accountability objectives.

10

Legitimate Interest Assessments

Where legitimate interest is relied upon as a lawful basis, governance controls help ensure that assessments are undertaken appropriately.

LIAs generally consider:

PURPOSE | NECESSITY | BALANCING OF INTERESTS | SAFEGUARDS | ONGOING REVIEW REQUIREMENTS

These assessments form an important component of privacy accountability.

11

Policy Governance

Policies provide the foundation for consistent organisational behaviour.

Our governance framework includes policy management processes designed to support:

- Policy ownership
- Review schedules
- Regulatory alignment
- Version control
- Employee awareness

Policy governance helps ensure organisational requirements remain current and relevant.

12

Internal Awareness and Training

Governance cannot be effective if employees are unaware of their responsibilities.

Awareness activities help embed governance principles throughout the organisation.

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Training covers:

- Privacy obligations
- Security responsibilities
- Regulatory developments
- Incident reporting
- Ethical decision making
- Governance expectations

Creating a culture of awareness supports long-term compliance and accountability.

13

Governance Reporting

Effective governance requires visibility.

Reporting activities provide management with information regarding:

- Compliance status
- Regulatory developments
- Emerging risks
- Control effectiveness
- Governance initiatives
- Improvement activities

Reporting supports informed decision-making and executive oversight.

14

Supporting Enterprise Customers

Many of our customers operate within sectors subject to extensive regulatory scrutiny.

These include:

BANKING | FINANCIAL SERVICES | FINTECH | INSURANCE | TELECOMMUNICATIONS | GOVERNMENT AND LAW ENFORCEMENT | PUBLIC SECTOR ORGANISATIONS

These organisations increasingly expect suppliers to demonstrate mature governance capabilities.

Our CRDP framework is designed to support these expectations through documented oversight, risk management and accountability mechanisms.

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15

Customer Benefits

A strong governance framework benefits customers in several ways.

Increased Confidence

Customers gain assurance that governance activities are structured and actively managed.

Reduced Risk

Governance controls help reduce legal, regulatory and operational risks.

Improved Transparency

Customers can better understand how obligations are managed and monitored.

Enhanced Auditability

Documented governance processes support assurance and due diligence activities.

Long-Term Sustainability

Governance frameworks help organisations adapt to changing regulatory environments.

16

Frequently Asked Questions

Why does Identia combine Compliance, Regulatory and Data Protection activities?

Modern regulatory obligations overlap significantly. Integrating these disciplines helps ensure governance decisions are coordinated and consistent.

How do you monitor regulatory changes?

Through structured horizon scanning, regulatory monitoring and impact assessment activities.

How do you manage privacy risks?

Through governance processes including DPIAs, LIAs, privacy reviews and ongoing monitoring.

How do you ensure accountability?

Through clearly defined ownership, governance reporting, documented controls and oversight mechanisms.

How does governance benefit customers?

Strong governance supports transparency, accountability, regulatory alignment and supplier assurance.

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17

Looking Ahead

Regulatory expectations will continue to evolve.

Artificial intelligence governance, operational resilience, cyber security, privacy and digital accountability requirements are expected to increase significantly over the coming years.

Organisations that invest in governance today will be better positioned to adapt tomorrow.

Our objective is to maintain a governance framework that remains effective, proportionate and aligned with the needs of customers operating in increasingly complex regulatory environments.

18

Conclusion

Governance is not a document. It is not a policy. It is not a compliance exercise. Governance is the mechanism through which organisations demonstrate accountability, manage risk and build trust.

Through our integrated Compliance, Regulatory and Data Protection framework, Identia seeks to provide enterprise customers with confidence that governance is embedded into the way we operate, support customers and respond to an evolving regulatory landscape.

As expectations continue to rise, we remain committed to transparency, accountability and continuous improvement in everything we do.

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