

## TERMS of REFERENCE for Data Protection Specialist

**Ref. no RS-NCD-96040YF-CS-IC-25-4.31**

### Background

The Republic of Serbia has received financing from the World Bank in the amount of EUR 70,700,000 equivalent towards the cost of the Serbia Noncommunicable Diseases Prevention and Control Project (SNDPCP), and intends to use part of the proceeds for payments of goods, works, non-consulting and consulting services to be procured under this project.

The PDO of SNDPCP is to contribute to improving health system effectiveness in addressing NCDs in Serbia.

The activities to be financed by SNDPCP are structured into five components:

**Component 1: Improving Provider's Competence and Accountability.** This component supports improvement in the competence of general practitioners in prevention and management of NCDs, strengthening capacity of PHC facilities to provide patient management by joint teams of GPs and outpatient specialists, establishment of telemedicine services and further digitalization and integration of medical records, establishment of palliative care capacities for patients with NCDs, and implementation of payment models for outpatient, inpatient and palliative care that improve accountability of health care providers for results.

**Component 2: Increasing Availability of Services.** This component supports upgrading health care infrastructure to improve availability of diagnostic and treatment services, with focus on expanding access to people living in rural areas. The component finances equipment, infrastructure improvements and mobile vehicles. It supports reforms of rationalization of health facilities network proposed by the Masterplan developed under Second Serbia Health Project. It also finances strengthening of health system IT infrastructure, and data analytics for policy making.

**Component 3: Strengthening Quality of Public Health and Clinical Services.** This component supports development of the national programs for prevention and control of NCDs, implementation of the national Health Care Quality Improvement Plan, good practice guidelines and clinical pathways for NCDs, and improving quality of primary prevention of NCDs through targeted behavior change campaigns.

**Component 4: Project Management, Monitoring and Evaluation.** This component will support overall project administration, including project management, fiduciary functions, environmental and social compliance, and regular monitoring of and reporting on implementation.

**Component 5: Contingency Emergency Response.** The objective of this component is to improve the Government's response capacity in the event of an emergency. The component would support a rapid response to a request for urgent assistance in respect of an event that has caused, or is likely to imminently cause, a major adverse economic and/or social impact in the health sector associated with

natural or man-made crises or disasters. In such a case, funds would be reallocated from other components into this one to finance goods and consulting services.

The Project is being prepared under the World Bank's Environment and Social Framework (ESF), which came into effect on October 1, 2018, replacing the Bank's Environmental and Social Safeguard Policies.

## Scope of Work

The overall objective of the assignment is to assist the Ministry of Health (MoH) on data protection issues related to digital health systems to be implemented by the Project.

The main activities of this assignment include, but are not limited to the following:

- Ensuring compliance with data protection laws and regulations (GDPR and national laws), with a primary focus on safeguarding personal data and ensuring that data are processed and stored securely, in accordance with applicable laws.
- Identifying and documenting the flow of personal data within the digital health systems to be implemented by the Project, including its sources, processing activities, and storage locations.
- Implementing and managing data security measures to protect sensitive data from unauthorized access or breaches. Regularly reviewing and enhancing data encryption, access controls, and other security protocols.
- Serving as the primary contact for data protection incidents, coordinating the Project's response and ensuring compliance with reporting requirements.
- Assessing and monitoring the data protection practices of third-party vendors and service providers. Ensuring that contracts with third parties include data protection clauses and compliance requirements.
- Conducting data protection awareness programs to educate Project team and stakeholders about best practices for data protection.
- Managing data subject requests, such as access requests, deletion requests, or rectification requests, and ensuring that they are processed within legal timeframes.
- Analyzing data protection risks associated with IT activities on the project.
- Cooperating with cyber/digital security specialist to ensure comprehensive data protection and security measures.
- Performing any other appropriate tasks as directed by the PCU Coordinator and/or officials from the Ministry of Health.

## Duration of the assignment

This is a part-time position. The consultant will be engaged until the end of the project (March 31, 2029), after a three-month probation period. It is expected that the Consultant would be engaged for 10 working days a month (on average).

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## Qualifications and requirements

- Bachelor's or Master's degree in relevant field, such as information security, data privacy, or law
- Minimum 10 years of work experience in IT sector
- Knowledge of MoH's, HIF's and IPHS's information system is required
- In-depth knowledge of data protection regulations, at least GDPR and relevant national laws
- Good command of written and spoken English and Serbian language
- Previous experience in projects financed by the World Bank or the IFIs would be an advantage
- At least one certificate in the field of data protection (CIPP, CIPM, CIPT, CISSP, or equivalent)
- Experience with GDPR, ISO/IEC 27001 or relevant certification processes will be considered an advantage.

The evaluation of the candidates will be based on the following selection criteria:

- Specific experience relevant for the assignment 60 points
- Qualifications for the assignment 40 points

## Reporting requirements

The consultant shall report to the PCU Coordinator and the Ministry of Health officials as required.

The consultant shall submit the following reports:

Monthly comprehensive reports which will be the basis for payment and will be submitted at the end of each month.

Ad hoc reports as requested by the PCU Coordinator, and/or the Ministry of Health.

All reports should be submitted in English and/or Serbian language, as required.