



## TRUSTe Dispute Resolution Service

Unresolved conflict and ineffective consumer dispute handling can be reputationally and financially costly.

When your users have unresolved concerns about use of their personal data or privacy-related mechanisms, you can offer a highly experienced third party to analyze eligible complaints and mediate solutions between your users and your organization.

TrustArc's Dispute Resolution Service is a cost-effective option to help reduce risk and can be used to satisfy the **Independent Resource Mechanism** requirement for the **EU-US Data Privacy Framework**, which includes coverage for both **Swiss-US and UK Extension** to the EU-US Data Privacy Framework.

### Benefits



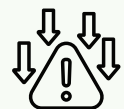
**Solve a privacy complaint quickly**  
usually in days or weeks



**Disputes are kept confidential by TrustArc**  
outside of media or public records

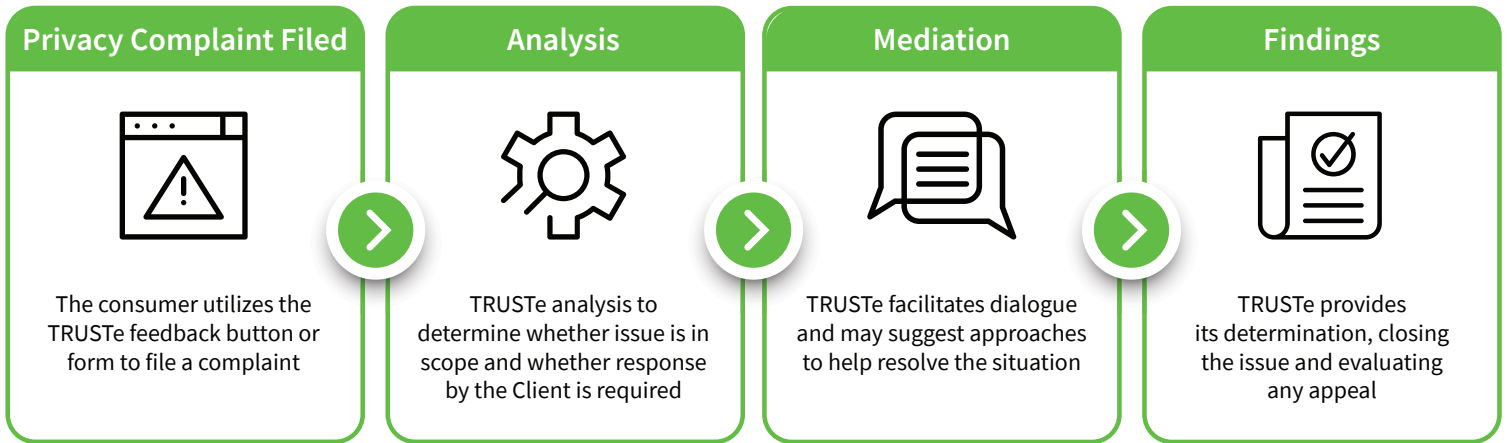


**Achieve positive outcomes with a highly experienced third-party mediator**  
to analyze and recommend a resolution



**Reduce risk**  
by addressing consumer complaints before escalation to an enforcement agent or media

## How It Works



Our Dispute Resolution service has helped clients evaluate and resolve a wide range of consumer requests. In addition to consumer requests regarding personal data such as access, deletion, unsubscribe etc., our process has helped clients identify improvements in processes and/or technologies such as website security technology, unsubscribe or similar choice mechanisms, and to create more robust personnel training.



## Internationally Recognized Privacy Experts

Global team of privacy expertise with 20+ years of refined subject matter knowledge. Our team members have hands-on experience across a wide range of industries and jurisdictions, and our organization has completed over 10,000 client engagements.

As an Accountability Agent for APEC CBPR System, as well as our long history of providing verification and dispute resolution services under other EU-US regulatory frameworks such as Safe Harbor/Privacy Shield/Data Protection Framework, we are experienced in helping resolve disputes including cross-border consumer complaints.

As organizations strive to navigate data complexities internally or on a more local level such as the patchwork of state laws within the USA, our experts and services are an additional safety net to help your organization better navigate those challenges and risks.



## The TrustArc Advantage

With over two decades of experience in the privacy sphere, TrustArc (along with our subsidiary TRUSTe), has been a leading provider of privacy Assurance and other solutions including Dispute Resolution. Our team of privacy and industry experts help clients demonstrate compliance with a wide variety of privacy regulations and standards including APEC CBPR, DPF, GDPR, FIPPs and other frameworks.

Our Dispute Resolution program has typically handled 3,000-9,000 Dispute Resolution requests each year, across a variety of programs and regulatory frameworks. With deep policy expertise regarding EU and other frameworks, our team is prepared to help address your unique business challenges.

