

Meet our PwC UK multi-disciplinary Data Protection team

March 2018





Stewart Room

Joint Global Head of Data Protection;
Global Cyber Security and Data Protection Leader;
UK Data Protection Leader
Partner, PwC UK

In order to successfully deliver on the requirements of the GDPR (General Data Protection Regulation), organisations need to adopt a multi-disciplinary approach. They also need to set a 'vision' for their GDPR desired end-state that takes account their economic goals, their risk positions, their obligations and their other 'special characteristics' which are the operating and environmental features that make them unique.

PwC is the only professional services firm that can provide multi-disciplinary support with GDPR programmes on a global scale, including legal services. Our team of management consultants, risk professionals, auditors, computer forensics experts and lawyers are helping some of the world's leading organisations, and most important public authorities to get ready for May 2018 when the GDPR comes into force.

Our practice is underpinned by our 'Privacy Transformation' methodology which maps the GDPR requirements to the business transformation journey through initial maturity assessments; vision setting; gap analysis; roadmap development; people, processes and technology change; through to audit and assurance. Our methodology ensures that our clients are focused on what matters the most to them.

If you need support, please contact me or any of my fellow GDPR leaders. We will be delighted to discuss your requirements.

Stewart Room GDPR Strategy, Law and Compliance Leader

GDPR Assurance Lead



Andrew Paynter
Partner, PwC UK

GDPR Consulting Lead



Mike Greig
Partner, PwC UK

GDPR Forensics Lead



Umang Paw
Partner, PwC UK

GDPR Tax Lead



Chris Reeve
Partner, PwC UK



Stewart Room

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Global Cyber Security and Data Protection Leader;
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Stewart, CIPP/E, is a Partner at PwC. He is the global leader of the cyber security and data protection legal services practice, the joint global leader of the multi-disciplinary data protection practice, and the UK data protection practice leader. He has more than 25 years of experience as a Barrister and Solicitor, focusing for the majority of this time on data, technology and communications.

Stewart specialises in the field of data protection, information management and cyber security, including programme design and delivery, the commercial exploitation of data, the security of data, regulatory investigations and litigation arising from the misuse of data. He is rated as a leading individual in data protection by legal directory Chambers UK, who says he 'is the kind of lawyer who inspires confidence' and 'he is an excellent, first-rate, tactical lawyer.'

He is one of the founding directors of Cyber Security Challenge UK (which forms part of the UK National Strategy for Cyber Security), the President of the National Association of Data Protection Officers and the editor of the Cyber Security Practitioner journal. Stewart has written a number of textbooks on information law and is regularly quoted in the press. He is a past winner of the Financial Times Innovative Lawyer of the Year award.

General Data Protection Regulation
Legal services Data Protection
Strategy, Law and Compliance
Cyber security GDPR Computer Forensics experts
Technology and Data Governance expertise
Risk and Controls experts People and Organisation services
Programme and Project Management



Jane Wainwright

GDPR Strategy, Law and Compliance
Director, PwC UK

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Jane is an accomplished data protection and security risk professional with a broad range of private and public sector experience complemented by 12 years service with British Military Intelligence and is currently the National lead for Privacy and Data Protection in the UK core Strategy, Legal and Compliance team. Jane has led a number of our GDPR engagements, across sectors, and has advised FTSE100 businesses on strategies for Data Protection and Cyber Security for the past 5 years.

Jane joined PwC from the film and media group NBCUniversal where she served as the Director of European Security. Prior to her role with NBC Jane was the Head of Corporate Security for the London 2012 Olympic and Paralympic Games where she was responsible for Information Security, Personnel Security, Data Protection and transformation of security across the various project stages of the games.

Jane is also an active member of the PwC diversity community and is Co-Founder of the Women's Security Society (WSS). Jane has led PwC's NED series on 'Cyber and Data Protection' for the last 2 years.



James Drury-Smith

GDPR Strategy, Law and Compliance
Director, PwC UK

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James is a Director and member of the leadership team in PwC's Data Protection Strategy, Law and Compliance Services practice. He is recognised as one of the UK's leading data protection lawyers and specialises in advising on the operational implementation of privacy controls. He has over 13 years experience of working with some of the world's largest organisations on data protection and cyber matters.

James has a particular focus on the financial services sector and digital technology. He is PwC's lead for financial services data protection legal services. He has extensive experience of delivering large data protection programmes in the financial services and technology sectors.

James has previously served as a DPO and legal counsel in one of the world's largest banks and is ISEB Accredited in Data Protection.

James is ranked for Data Protection by the Legal 500 and Chambers & Partners UK 2015, 2016 and 2017, where its sources describe him as: 'quick and well organised and has the ability to translate deep privacy knowledge into a business-friendly approach'. Other sources say: 'great at understanding issues and getting to the nub of things. He gives pragmatic advice in layman-friendly terms.'



Fedelma Good

GDPR Strategy, Law and Compliance
Director, PwC UK

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Fedelma is a Director in PwC's multi-disciplinary data protection practice in London. She is responsible for the firm's MyDPO proposition.

Fedelma joined PwC in November 2017 from Barclays UK, where she was Director of Information Strategy and Governance.

Fedelma has expertise and experience in a unique combination of technology, marketing, regulation and information/data management issues. She has chaired and contributed to a number of industry working groups including those relating to open data, cookies and the development of best practice guidelines for the use of data for marketing purposes.

She is a Licentiate of the Institute of Bankers in Ireland, an Industry Commissioner on the board of the Direct Marketing Commission, an honorary fellow of the Institute of Direct and Digital Marketing (IDM) and is enrolled on the UK DMA's (Direct Marketing Association) Roll of Honour. In the 2016 Data IQ Awards, she was named Client Data Professional of the year and her team won the Grand Prix award. She is a frequent presenter at data protection, privacy and information management conferences across Europe.



Kate Macmillan

GDPR Strategy, Law and Compliance
Director, PwC UK

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Kate is a Director at PwC. She is the contentious business leader in the cyber security and data protection legal services practice. Her role involves preparing businesses for the mandatory breach notification regime under the GDPR and the litigation which may flow from the new law.

Kate has 20 years of experience as a solicitor advocate in cases involving the misuse of data. She specialises in assisting corporates and prominent business leaders and politicians in times of crisis. She uses a range of legal tools, including the law of data protection, privacy, confidence, libel and harassment, as well as her extensive media experience.

Kate has been recognised as a leader in her fields since 2006. The Legal 500 2017 describes her as 'a real star in the data protection space' and 'a very clever litigator with huge experience' who is 'masterful at managing tricky cases.' Chambers UK has described her as a 'prominent reputation management specialist' who is 'calm in a crisis', 'reassuring to people in the eye of the storm' and noteworthy for 'providing clear advice, which is not bogged down with legalese.' Clients say they appreciate her 'tireless work for the best outcome', 'first class experience of litigation issues' and her 'clear approach towards commercial decision making.'

Kate trained and worked at Carter-Ruck for almost a decade, before launching and running successfully her own firm for four years. Prior to embarking on a legal career, she was an award winning journalist and magazine editor at Haymarket Magazines.



Andrew Paynter
 GDPR Assurance Lead
 UK Internal Audit Services Leader
 Partner, PwC UK
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Andrew is a Partner based in our London Assurance practice with broad experience of multi-national listed companies. He has been a partner since 1998, having gained international experience in PwC Australia's Sydney office in the 90's.

Andrew has spent his career working with a wide range of FTSE100, mid-cap and private companies spanning a large number of different industry sectors. From 2007 to 2011 he led PwC's team in London that focused on mid-cap and private companies and from 2011 to 2014 he led PwC's Assurance practice across the South East. Since 2014 he has led the firm's Internal Audit practice across the UK and the Risk Assurance practice in London (Non-FS).



Mike Greig
 GDPR Consulting Lead
 UK Cloud Advisory Leader, UK Google Alliance Leader
 Partner, PwC UK
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From 2014 to 2016 Mike led the development of the Digital Consulting business for PwC. He has 28 years of business transformation experience.

Mike helps clients successfully implement business transformation projects where client are seeking to implement digital change and pursue Cloud – First technology implementation approaches. Mike advises on the technology choices, implementation roadmap, business model options and approaches to improving innovation to achieve client strategic outcomes and benefits realisation. He has developed a number of strategic client propositions including: 'Cloud – First Innovation Strategy', 'Growing Revenue in the Digital Age' and our point of view on having a Strategy for a Digital Age rather than a Digital Strategy.

Mike leads the Google Alliance where we are collaborating on a joint 'Reinvent Business' set of propositions for clients and PwC. The most mature element so far is 'Reinvent Work', where cloud-based apps help organisations move to a more collaborative way of working.

He is also leading the consulting response to GDPR, including client risk assessment, programme design and delivery to meet regulatory requirements.

Mike was a member of the UK Consulting Leadership and EMEA Consulting Leadership Team from 2008 to 2016 undertaking a number of strategic leadership roles.



Umang Paw
 GDPR Forensics Lead
 Head of Digital & Forensic Investigations
 Partner, PwC UK
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Umang is a Partner at PwC and is the UK Head of the Digital and Forensic Investigations practice The Digital and Forensic Investigations team at PwC in the UK is a 300+ person multi-disciplinary team made up of investigators, forensic accountants, forensic/legal technologists, intelligence and licensing and intellectual property/contract governance specialists.

In recent years Umang has led a broad range of UK and cross-border investigations in both the public and private sectors including cases involving bribery and corruption, antitrust/competition, fraud, data loss & cyber security breaches, regulatory compliance and 3rd party contract compliance.

Umang is a technologist by background, and his team creates and uses forensic data discovery, legal and artificial intelligence technology solutions to solve investigatory, compliance and legal issues. Recently Umang has led his data discovery team to help clients conduct personal data discovery exercises in anticipation of GDPR enabling them to understand what personal data they have, where it is and who has access to it.

Using his forensic technology and investigative experience, Umang regularly helps clients to manage data breaches including supporting them to investigate the breach and use specialist technology to determine the categories of information which were potentially lost.



Chris Reeve
 GDPR Tax Lead
 London Chairman
 Partner, PwC UK
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As PwC's London Chairman, Chris is responsible for connecting PwC teams across the city to help our staff, our clients and our communities in London to solve important problems.

His client relationships span many industries including business services, technology and media and he is the reviewing partner on approximately 50 of the largest engagements in the London Region. His experience has included leading the London Region Tax Team, working on the firm's Director Admissions Panel, taking on an Industry lead role in Business Services for three years and leading the FTSE250 market team in London. As London Chairman, Chris has connections to many practitioners, exposure to teams across the firm and access to 7,500 businesses. Chris also is now one on the Senior Partners in Tax who leads the response to GDPR.

Chris is passionate about helping individuals to realise their full potential, building on their skills and experience. Ultimately he is looking to galvanise the 11,000 people based in PwC in London to help our clients to grow and thrive. He has recently accepted an invitation to work with City Hall in developing the skills for Londoners.



Andrew Cameron
 GDPR Data Governance and Analytics
 Partner, PwC UK

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Andrew is National Lead Partner for Data and Analytics in PwC's Assurance practice. He has over 20 years of experience both in data and analytics programme delivery and as an accountable executive for a number of transformation programmes in both the public and private sector, many with significant scale and complexity.

Having recently re-joined PwC, Andrew has spent much of the past 15 years leading the implementation and operation of data, MI and advanced analytics functions for some of the world's largest government and private sector organisations. He has developed and operated service managed functions that use vendor ecosystems to source capability and delivery capacity for data and analytics functions. He is well versed in the end to end operating models for data and analytics services from estimation through to post go-live service management.

A data governance specialist by background, Andrew recognises the critical role that good data governance plays in supporting and enabling quality information and analytics services.



Johan Jegerajan
 GDPR Risk and Controls
 Partner, PwC UK

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Johan is a Partner at PwC and is a member of our national GDPR leadership team. In this capacity, he regularly contributes to the materials PwC develops, including some of our services supporting our Privacy Transformation methodology. He also leads GDPR engagements and audits across a number of sectors.

Johan leads our GDPR team in our Assurance practice focussed on our large FTSE clients. He has a strong background in helping clients manage risks associated with data, regulation and transformation. He also has extensive experience supporting clients manage risks with cyber security and recently led a data breach remediation response for a leading FTSE organisation.

Johan also leads our London GRC technology practice and has led the implementation of a number of technology platforms that help organisations manage risk and comply with regulations, including GDPR. He also has a strong technology transformation background, having worked in a number of large-scale transformation programmes, and understands how best to engage with the wider business to help embed change.

Johan leads Internal Audit engagements and has led the delivery of a number of audits related to data protection, including reporting to the Board and Audit Committee on findings and focussing recommendations using a risk-based approach.



Jonathan Boulton
 GDPR Risk and Controls
 Partner, PwC UK

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Jonathan is a Partner at PwC, based in the North of England. He leads PwC's Technology Risk practice in the region and, for the last 20 years has delivered consultancy projects to a range of clients, providing advice and support, to deliver, implement and support business change successfully. This includes many cyber security, governance, data protection and privacy engagements.

Specifically, Jonathan has overseen the development and delivery of PwC's GDPR controls framework methodology, ensuring PwC delivers the right level of client quality for our GDPR services.

Jonathan is in the midst of leading a significant number of GDPR related engagements, all initially starting with assessing a client's current level of compliance with the GDPR, developing a roadmap to compliance and then working with a multi disciplinary team to execute the activities required to achieve GDPR compliance by May 2018.



Michael Campbell
 GDPR Risk and Controls
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Mike is a Governance, Risk and Control Partner at PwC. He has 17+ years of experience working predominantly with global multinational companies to identify risks and design, implement and monitor efficient and effective policies and controls. He is PwC's Assurance privacy leader within the South East region.

Mike has been working with companies across London and the South East to assess their privacy programmes and readiness for the GDPR. Prior to this he has led information security and information management projects across numerous industry sectors.

Mike has spent a significant portion of his career focused on technology risk management and technology solutions to help clients with their risk problems. He has also led many large complex global controls audits and helped his clients develop and enhance their assurance frameworks for regulatory and risk purposes.



Raoul Rambaut

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Partner, PwC UK

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Raoul has worked at PwC for the last 22 years across a number of different sectors including, business services, oil and gas, steel manufacturing and technology. He currently works in our Risk Assurance practice in London with a particular focus on controls, technology and compliance.

Raoul is a pragmatic outcome focused individual with 15 years of experience of leading large-scale multi-territory, multi-disciplined compliance programmes. In the last 18 months, he has focused on supporting clients in the delivery of GDPR programmes.

For 10 years he worked supporting senior management preparing organisations for Sarbanes-Oxley and was part of the PwC team developing the risk-based methodology prior to legislative guidance being developed. This skill of working with many organisations developing pragmatic solutions that are embedded within a client's culture is where Raoul can add significant value to GDPR programmes.



Rav Hayer

GDPR Data Governance and Analytics,
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Partner, PwC UK

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Rav is the GDPR FS lead for PwC and also leads our Advance Risk Compliance and Analytics (ARCA) practice covering Customer, Data and Digital for Financial Services. Rav is a positive, enthusiastic and a dynamic professional with over 15 years of experience working in consulting, and industry, focusing on Financial Services clients within Retail banking, having a proven track record of delivery.

Under Rav's leadership, PwC UK's data team has been able to deliver GDPR assessment and consultancy support to several clients in the FS industry, helping them define a roadmap to work towards the GDPR, looking at technology, data, change, people and BAU. Rav also heads up a number of Fintech engagements, working closely with Tier 1 banks on their Fintech agenda within Silicon Valley and Israel.

Rav's strength is in managing large-scale Digital and Data programmes with a regulatory lens and driving the customer agenda. His clients range from Tier 1 UK and EU retail banks, investment banks, challenger banks, and UK asset and wealth management companies.



Asam Malik

GDPR Risk and Controls
Director, PwC UK

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Asam is a Director at PwC and leads PwC's Technology Risk Practice in the North East and North West of England. Asam has been with PwC 17 years and leads cyber security and data privacy engagements as well engagements in areas such as IT strategy, Business Intelligence, IT transformation and IT due diligence.

Asam has worked extensively internationally on a range of clients both in the private and public sector and conducted 50+ data protection and related information security reviews. Asam has recently led data protection engagements for global clients in industries such as Financial Services, Fin Tech, Manufacturing, Software Development, Professional Services and Education.

Asam is also regularly asked to be an expert speaker at Cyber and data privacy industry events and is frequently interviewed by the press on these areas. He has also written numerous expert articles in these areas.



Craig Skinner

GDPR Risk and Control, Financial Services
Director, PwC UK

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Craig leads the PwC Insurance and Investment Management Data Practice and is at the forefront of our response to the GDPR within Financial Services.

Having been with the firm for over 15 years, Craig has developed solutions for the internal firm and in client advisory services helping organisations prepare for the GDPR in addition to managing complex data challenges. His tenure includes over seven years business and technical consulting experience in the Insurance Industry.

Craig specialises in the field of data protection and information use and management, including the commercial exploitation of data, the security of data, regulatory investigations and litigation arising from the misuse of data.

Craig is actively working with a number of insurers and investment managers to establish and help deliver a risk-based approach to GDPR compliance.



James Rashleigh
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James is a Director in PwC's cyber security business. James has over 18 years consulting experience, predominantly in cyber security and data. He leads PwC's Retail and Consumer cyber security business and has worked across multiple other sectors including Pharma, TMT, Professional services and Energy and Utilities.

James has led PwC's response to numerous security and data breaches, including high profile breaches at a large telco and retail organisation. He advises boards as to how they can understand their cyber security risk and minimise the likelihood and impact of a security or data breach. James also specialises in helping organisations understand their cyber security maturity and defining the strategy for improvement.

James led PwC's response to high profile cyber security breaches at numerous organisations including a health and life sciences organisation, a large UK Telecommunications provider, a large High Street and online retailer, a global Shipping Company and a high tech organisation. He also led the programme to review the security risk across a FTSE 10 organisation's third-party providers globally. James has led the development of security strategies at a large Oil company along with a major Global retailer.

Prior to joining PwC James led the energy and utilities business at a large cyber security consultancy. In addition, James has a 1st Class degree in Astro-Physics.



Richard Petley
 GDPR Data Governance
 Director, PwC UK
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Richard is a Director in our Midlands Risk Assurance Practice. He is the UK leader in the field of Data Governance and has a deep understanding of the value of data to organisations having spent over 20 years helping our clients improve their understanding and use of data.

Richard led the development of PwC's data transformation methodology and has conducted a number of assignments in this field with particular emphasis on the importance of data quality – helping clients add value to their data by improving and managing quality to meet the needs of their businesses. He has worked extensively with board level management to help develop their understanding of how data can improve business performance and respond to ever increasing regulation. He has brought innovation to this through approaches to understanding data lineage and the controls required to meet operational and regulatory needs.

As the Firm's leading thinker in the field of Information Governance Richard is the author of PwC and Iron Mountain's annual Information Risk Survey and as a specialist in managing data has spoken at a number of events and forums for clients. He also chairs PwC's Chief Data Officer Forum.



Tayyaba Arif
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Tayyaba is an experienced Director and leads on Data Management for FS. Data Management covers key topics such as Data Strategy, Policy and Standards, Data Governance, Data Mapping (Lineage, Classification), and Data Accuracy.

She has a deep understanding of data and has worked with a number clients including GSIBs, Insurers and Asset Managers advising them on their data challenges both from a regulatory perspective but also data as an asset for business growth and improvements.

For GDPR, Tayyaba has led on a number of engagements for FS clients and of note has provided FS clients with advice on Data policy and data controls frameworks for GDPR in addition to Data Mapping.

Tayyaba has a keen understanding of where the FS market is with regards to GDPR and was a panellist in PwC GDPR live webcast discussing a risk-based approach to GDPR and type of data work that firms need to deliver on. She has also provided through leadership on data related challenges across regulations and regulatory presents at client forums on GDPR data related topics.



Craig McKeown
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Craig is a Director in PwC's Forensic Data Discovery & Legal Technology team and sits on the leadership team of the multi-disciplinary data protection practice. He has over 15 years experience helping clients deal with complex data matters resulting from litigation, investigations and regulatory enquiries.

Craig has led data discovery exercises on some of the largest cases to go through the Courts in the UK and Ireland and has worked on a number of high profile global matters including regulatory investigations involving the forensic collection and analysis of data from more than 20 countries.

He was also Head of Data Governance during the administration of a global investment bank with oversight of data in more than 2,500 systems split across multiple jurisdictions.

More recently Craig has been advising clients on performing effective data discovery exercises about compliance with the GDPR and on the application of machine learning and artificial intelligence technology across a number of business issues.



Claire Halstead

GDPR Forensics Services and Investigations
Director, PwC UK

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Claire Halstead is a Director in PwC’s Forensic Services practice. In her 17 years at the firm, she has helped clients and regulators to investigate a range of large and complex matters, in many instances, using technology to analyse and review extensive data sets.

Claire leads a team of forensic technologists and investigators who support clients respond to a suspected data breach.

Claire specialises in helping clients develop and deliver a data breach response plan and manage both internal and external stakeholders. Her extensive experience of investigations means that she is ideally placed to help clients establish the facts around a data breach, including the evaluation of the information to identify potential red flags such as personal data, intellectual property or commercially sensitive information. Claire’s experience of regularity and legal processes means that the capture, processing and review of data to forensic standards underpins her approach.



Jonathan Turner

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Jonathan is a Partner in PwC UK Financial Services Consulting and leads CIO Advisory, Payments for PwC UK and GDPR for UK Consulting. He has over twenty years’ experience in managing delivery of regulatory driven change with a focus on technology. He specialises in the financial services industry, primarily in cards, payments and banking.

Jonathan has led programmes in various fields, including regulatory compliance, large-scale carve-outs, target operating models, outsourcing/offshoring, IT strategy, system selection, IT architecture. He was COO of Lehman Brothers Administration for three years, and during this time he was responsible for the organisation’s data privacy.

He has designed and established GDPR programmes for clients and has developed PwC’s technology response to GDPR, mapping solutions to the articles and assessing credible vendor propositions.



Mark Gossington

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Mark is a Partner in PwC UK’s Financial Services Risk and Regulatory practice. He leads the Retail and Wealth Regulatory Compliance practice. Mark has 20 years experience from senior roles in management, as well as in an advisory capacity.

At PwC he specialises in leading projects in regulatory and risk functions. Particular areas of expertise include overseeing complex remediation and redress programmes, reviewing compliance and risk management frameworks, designing and implementing new risk management organisational structures, corporate and risk governance, regulatory reviews and investigations (Section 166), and managing regulatory change transformation programmes.

He is a member of the IAPP – specialising in European Data Protection.



Michael Orr

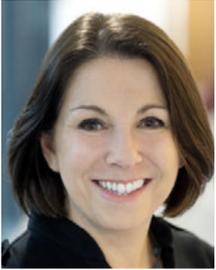
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Michael is a Partner in our Private Cluster consulting practice. He specialises in large-scale transformation programmes. He currently leads the UK technology capability within the Private cluster.

He is an experienced practitioner in Business Transformation enabled by technology and has over 26 years experience. He has significant experience working with clients from the media, telco, technology, financial services, manufacturing, energy and utility and retail sectors.

Michael’s work covers all aspects of the project lifecycle from strategy through execution and benefits realisation.



Jenny Etherton
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 Director, PwC UK

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Jenny is the Programme Director for PwC UK's GDPR Implementation programme. She leads a multi-disciplinary team from across PwC to deliver this large-scale, complex programme which covers all business units as well as internal and external data. She also represents the UK to PwC's global Network Data Protection Programme.

Jenny has 18 years' experience in operations improvement, implementing transformation programmes in both the private and public sector. She is a specialist in operational and behavioural based change programmes in a front-line environment. Jenny is passionate about the translation of strategy into an effective operation that delivers clients' objectives and helps them outperform their peers in the marketplace.

Her areas of expertise include implementation of operational changes in response to regulatory requirements, large-scale, multi-site, organisation transformation, process mapping, review, re-engineering and design, lean techniques, among others.



Peter Almond
 GDPR Management Consulting
 Director, PwC UK

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Peter is a Technology and Business Change Director in PwC's Consulting practice and has been with the firm for eight years. He specialises in the role of technology to provide solutions to the challenges organisations face. He has a leadership role in PwC's GDPR market propositions and co-authored PwC's point of view on the role of technology in data protection, as well as running client Bootcamps on the topic. In addition to his GDPR focus, he leads change activity across the technology industry sector and works closely with several providers of GDPR technology solutions.

Peter led the activity with a Tier 1 software vendor to assess 13 products against the technology requirements of the GDPR. He has created PwC's technology gap analysis approach and self-assessment tools which highlight areas of risk where remediation activity should be focused.

He works in the Technology sector with a range of tech-based clients delivering organisation and transformation change including back office reorganisation and cost reduction, front office sales and account performance improvement and corporate restructuring programmes. He has a long career of leading IT transformation and system implementation programmes in the business services, automotive and financial services sectors.



Shabdeep Mann
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 Director, PwC UK

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Shabdeep is a Director in our Financial Services Consulting practice. He leads the Banking and Capital Markets data and analytics capability at PwC.

Shabdeep works with senior CxO level clients and specialises in data management, analytics, technology advisory and technology enabled transformational change programmes in the Banking and Capital Markets industry. His recent focus has been on the impact of GDPR on the enterprise wide management of structured and unstructured data.

Shabdeep has extensive experience in addressing the data and technology challenges of GDPR. He led the development of PwC's GDPR IT framework and the technology capabilities required to address the GDPR challenge. He also led the analysis of >100 vendor offerings against this framework to understand vendor capabilities.



Christopher Box
 GDPR Financial Services HR Consulting Leader
 Partner, PwC UK

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Christopher leads our financial services HR consulting practice in the UK. He is a Partner specialising in work on HR and people related aspects of process and organisation transformation, regulation and risk. He has a legal background, is CIPD qualified and has worked with global financial services organisations across banking & capital markets, retail banking and insurance.

Christopher has worked on some of the highest profile people related issues for financial services organisations in recent years. He was installed as the full time HR director at Lehman Brothers International (Europe) in administration, focusing on performance management, the motivation and retaining of key staff through appropriate incentives, and the alignment of key stakeholders needs with the objectives of the administrators. Christopher played an active role in the part sale of the business to a Japanese investment bank. He has worked on major restructuring programmes with RBS, Northern Rock and other financial services institutions.

Chris also spent 3 years leading our HR, People and Change consulting practice in the Middle East where he worked with financial services organisations including Gulf Monetary Union (the new GCC Central Bank), Credit Suisse, Samba, Qatar Central Bank, National Bank of Abu Dhabi and more broadly, Kuwait Petroleum, Qatar Petroleum, the Saudi Telecom Regulator and Qatar Finance and Business Academy.



Ben Thornton

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Ben is a Director within the financial services HR Consulting practice in London and advises clients on a range of people issues from workforce restructuring & productivity, people analytics, HR functional effectiveness and HR SaaS. He leads both the HR Transformation proposition and Oracle HCM teams for the UK firm. Ben has over 25 years experience in HR Consulting covering extended periods in industry. He has worked in a broad range of sectors including Retail Banking, Insurance, Retail, Professional Services, Health, Utilities, Construction and Logistics.

He has extensive operational HR management experience, including building HR and Shared Services functions and improving their effectiveness through implementing process, structure or technology improvements.

Ben has worked on over a dozen large, multi-national technology-enabled HR transformation and outsourcing engagements. He acted as programme Director for these assignments so is experienced in working with CHROs and HR Leadership teams to establish programmes using good practice programme management tools, setting up governance structures, monitoring programme delivery providing MI to senior governance committees and helping establish and deliver business cases. Ben has also led a range of organisational design and target operating model assignments working at an enterprise or significant business unit level.

