

Privacy by Design Enterprise Architecture Patterns

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Abstract: With the fast technological evolution and globalisation, the importance of data protection increases as the amount of data created and stored continues to grow at unprecedented rates. Organisations are encouraged to implement technical and organisational measures at the earliest stages of the design of the processing operations, in a way that ensures privacy and data protection principles right from the start. The General Data Protection Regulation (GDPR), whose aim is to ensure EU citizens' rights and the respect for their personal data, addresses this topic by requiring that organisations put in place appropriate measures to implement the data protection principles effectively. Our proposal aims to use enterprise architecture patterns to integrate regulatory concerns, with special emphasis on the data subject's rights. We also aim at ensuring that systems comply with the regulation from the beginning of their definition, in light of Privacy by Design principles.

1 INTRODUCTION

The General Data Protection Regulation (GDPR) came into effect in 2018 and organisations dealing with personal data were faced with numerous challenges. The obligation to comply with the regulation has directly impacted the way organisations collect, store and manage personal data, which poses many challenges to organisations, meaning that they may have to spend time, money, and effort performing additional processes and tasks.

Enterprise architects play a crucial role in organisations on achieving compliance with GDPR, providing cross-cutting analyses on the use and protection of data across the enterprise. Furthermore, architecture models are the major source for demonstrating this compliance (Lankhorst, 2020). By defining enterprise architecture patterns, a solution can be found to a recurring problem, and a "best-practices"-solution can be achieved with little effort (Buchmann and Anke, 2017).

Taking this into account, how can we ensure GDPR compliance in a simpler, safer, and managed way, and how can Enterprise Architecture's Patterns be a suitable solution? With this work, we aim at defining and modelling Enterprise Architecture Patterns that tackle the GDPR constraints regarding the data subject's rights. With this approach, we also support that privacy should be considered by design, a key concept of the regulation.

The structure of the paper is the following:

Section 2 describes the most relevant concepts and related details within the subject of this work: GDPR and privacy by design. In this section, different approaches for ensuring compliance with the regulation are also presented.

Section 3 presents the definition of a set of enterprise architecture patterns that address the rights of the Data Subject in light of the GDPR.

Section 4 discusses the relevancy and quality of the solution proposed and the conclusions are presented in section 5.

2 RELATED WORK

2.1 GDPR Overview

General Data Protection Regulation (GDPR) is a standardized and enforceable law that regulates how personal data is managed, collected, stored, and transferred within the EU territory (Pandit et al., 2018). This regulation is directed to any person in an organisation operating within the EU that processes personal data (Teixeira, 2021). Not only this legislation establishes requirements regarding the personal data treatment, but also defines a group of rights regarding personal data subjects.

In summary, for organisations subject to the GDPR, there are two broad categories of compliance:

data protection and data privacy. The former means keeping data safe from unauthorized access. The latter means empowering organisation's users to make their own decisions about who can process their data and for what purpose. GDPR addresses these issues through its unified regulation, which aims at creating a balance between the beneficial use of personal data and the protection of individual privacy.

It is also relevant to mention the main entities that need to be considered when analysing the GDPR. These are defined as follows: **Data Subject** (an individual or entity whose role is as a user or recipient of a system or a service that provides consent for activities); **Controller** (an entity that determines the purposes and means of the processing of personal data); **Processor** (an entity that processes personal data on behalf of the controller); and **Supervisory Authority** (a public institution responsible for monitoring the application of data protection laws).

2.1.1 Privacy and Data Protection Principles

The GDPR outlines six data protection principles that summarise its requirements, which are key for ensuring compliance that are set out right at the beginning of the GDPR and both, directly and indirectly, influence the other rules and obligations found throughout the legislation. These principles set out obligations for businesses and organisations that collect, process, and store individuals' personal data and work as building blocks for good data protection practices. In (Verheijen, 2017), a summary is made regarding the six principles, which are defined as follows:

1. **The Principles of Lawfulness, Fairness, and Transparency (Art. 7, 8, 9 GDPR):** The personal data must be processed in a lawful manner, with the data subject's consent. The data subjects must be informed on the reason why the data is being processed and how.
2. **The Principle of Purpose Limitation (Art. 5, Clause 1, sub b GDPR):** Personal data can only be processed based on explicitly described and justified objectives/reasons.
3. **The Principle of Data Minimization (Art. 5, Clause 1, sub c GDPR):** Processing and collecting data must be limited to what is strictly necessary taking into account the objectives.
4. **The Principle of Trueness, Accuracy (Art. 5, Clause 1, sub d GDPR):** Any data source must be legitimised and in case of data inaccuracy, it must be removed or rectified.
5. **The Principle of Storage Limitation (Art. 5, Clause 2, sub e GDPR):** The data may only be

retained for a limited amount of time and as soon as the objective of the data processing has been achieved it must be removed.

6. **The Principle of Integrity and Confidentiality (Art. 5, Clause 1, sub f GDPR):** Appropriate technical and organisational measures to guarantee suitable protection for processing the personal data must be taken. Failure to comply may lead to the application of fees or penalties.

Furthermore, a seventh principle can be added to the list presented above. This principle focuses on **Accountability** which is related to the enterprises' responsibility in complying with GDPR and also in demonstrating it.

2.1.2 Data Subject's Rights

Data subject rights are one of the key areas of GDPR. If an organisation processes its data, the regulation requires that this processing meets certain obligations regarding the data subjects (Logemann, 2020).

1. **Right to be Informed:** data subjects have the right to be informed about the collection and use of their personal data and specific privacy information must be provided.
2. **Right of Access:** data subjects have the right of access to personal data and confirmation of whether their data is being processed. A copy of the personal data being processed and other supplementary information must be provided.
3. **Right of Rectification:** data subjects can ask to erase or rectify inaccurate or incomplete data.
4. **Right to Erasure:** individuals have the right to ask to delete their personal data if their data have been processed unlawfully or it is no longer needed for the original purpose or their consent is withdrawn.
5. **Right to Restrict Processing:** individuals can ask you to restrict processing their personal data if, for instance, they believe their data is not accurate or the processing is unlawful but the individual doesn't want the data erased.
6. **Right to Data Portability:** individuals are allowed to obtain and reuse their personal data for their purposes across different services.
7. **Right to Object:** individuals have the right to object to their personal data processing if its lawful bases are of public interest or legitimate interests.
8. **The Rights Concerning Automated Decision Making and Profiling:** individuals have the right not to be subject to a decision that is based solely on automated processing.

2.2 Privacy by Design

In the digital world, privacy plays a crucial role. It is imperative to create a balance between data processing entities, which determine what and how data is processed, and the individuals whose data is at stake, which are most of the time unaware of the data processing and its consequences. Privacy is all about control, enabling individuals to maintain personal control over their personally identifiable information, concerning its collection and disclosure (Cavoukin and Dixon, 2013; Danezis et al., 2014).

Nowadays, our society depends more on the trustworthy functioning of information and communication technologies. However, unclear responsibilities and lack of transparency in the development of these technologies lead to the lack of guarantees of privacy and security features (Danezis et al., 2014). Consequently, taking into account that privacy needs to be addressed from the beginning of the system development, the concept Privacy by Design was defined.

Privacy by design (PbD) is a concept that was coined in 1997 by the Canadian privacy expert and Commissioner of Ontario, Canada, Dr. Ann Cavoukian and aims to embed privacy into the design of systems or products from the start of their development, and throughout all stages of its lifecycle: collection, processing, disclosure, storage and disposal (Okoye, 2017). In fact, the application of PbD cuts across the entire structure of a business or organisation, including its information technology, business practices and processes, physical design and networked infrastructure (Cavoukin and Dixon, 2013).

2.2.1 Principles

Ann Cavoukian developed seven fundamental principles of PbD aiming at establishing a universal framework for the strongest protection of privacy available in the modern era (Cavoukian, 2011). Although they are not detailed enough to allow the direct application or engineering into systems, they can serve as a reference model. In (Cavoukian, 2011), the seven principles are described as follows:

1. **Proactive** not Reactive; **Preventative** not Remedial: The PbD approach aims at anticipating and preventing privacy-invasive events before they occur, rather than taking reactive measures.
2. Privacy as the **Default**: PbD seeks to deliver the maximum degree of privacy by ensuring that personal data is automatically protected in any given IT system or business practice. This principle is guided by the standards: Purpose Specification, Collection Limitation, Data Minimisation and Use, Retention and Disclosure Limitation.
3. Privacy **Embedded** into Design: Privacy must be embedded into the design and architecture of IT systems and business practices in a holistic, integrative, and creative way due to the fact that additional contexts must always be considered, all stakeholders and interests should be consulted and existing choices re-invented.
4. **Full Functionality** - Positive-Sum, not Zero-Sum: PbD seeks to accommodate all legitimate interests and objectives in a positive-sum "win-win" manner, rather than a dated, zero-sum approach, where unnecessary trade-offs are made.
5. **End-to-End Security** - Lifecycle Protection: PbD having been embedded into the system prior to the first element of information being collected, extends securely throughout the entire lifecycle of the data involved, which ensures secure lifecycle management of information, end-to-end.
6. Visibility and **Transparency**: PbD seeks to assure all stakeholders, operating according to the stated promises and objectives, subject to independent verification, which is imperative in establishing accountability and trust. This principle places special emphasis in the following standards: Accountability, Openness and Compliance.
7. Respect for **User Privacy**: PbD requires architects and operators to keep the interests of the individual uppermost by offering measures such as strong privacy defaults, appropriate notice, and empowering user-friendly options, which is supported by the following standards: Consent, Accuracy, Access, and Compliance.

2.2.2 Privacy Patterns

Privacy patterns work as central building blocks for ensuring the correct translation from legal requirements into technological solutions. This translation assures that systems conform to privacy regulations, and consequently guarantees privacy by design.

In (Doty, 2013), possible directions for how the community should document patterns and anti-patterns to improve future designs are provided, with special emphasis on privacy patterns. In this study, it is stated that "privacy patterns that span across usability, engineering, security, and other considerations can provide shareable descriptions of generative solutions to common design contentions.". In (Colesky and et al., 2021), a collection of privacy patterns is provided, helping in the documentation of common practices/solutions to privacy problems and in the standardization of terminology.

In (Diamantopoulou et al., 2017), five basic privacy patterns are defined in order to better understand the concepts regarding privacy that need to be addressed when designing privacy-aware systems. This article intended to provide a general template for privacy patterns that could be used to describe other patterns. These are briefly described as follows: **Anonymity** (a characteristic that does not allow PII to be identified directly or indirectly); **Pseudonymity** (an alias is used instead of PII); **Unlinkability** (use of a resource or a service by a user without a third party being able to link the user with the resource or service); **Undetectability** (inability of a third party to distinguish who is the user); and **Unobservability** (inability of a third party to observe if a user is using a resource or a service).

2.2.3 Privacy by Design in the GDPR

The GDPR provides useful indications with regard to objectives and evaluations of the Privacy by Design process, including data protection impact assessment, accountability, and privacy seals. The regulation refers to the terms "privacy by design" and "data protection by design" as synonyms.

As stated in Article 25 ("Data Protection by design and by default") (Logemann, 2020), organisational and technical measures to realise data protection and information security should be designed in an effective manner to enforce privacy principles. With this article, the regulation obligates those entities responsible for the processing of personal data to implement appropriate measures and procedures both at the time of the determination of the means of processing and at the time of the processing itself (Danezis et al., 2014).

2.3 Ensuring Compliance with GDPR

Organisations need to ensure compliance with GDPR and are required to demonstrate it. In fact, enterprise architects have a uniquely broad and integrated view of their organisation, and have the models and tools at their disposal to assess, improve, and assure data protection (Lankhorst, 2020). Successfully integrating GDPR in a company requires a lot of architectural work. Enterprises need to be completely aware of their legal requirements, having transparency about their storing, processing, and sharing of personal data, and understanding the existing relationships along with their enterprise architecture (Burmeister et al., 2019; Moné, 2018). Moreover, through enterprise architecture modelling, privacy by design is enabled in a way that transparency about interconnections of a organisations' systems and the data flows along the application development lifecycle is ensured.

2.3.1 Enterprise Architecture Models for GDPR Compliance

Enterprise Architecture Models represent a relevant solution for modelling a global viewpoint of GDPR due to the fact that they embed principles that can be related to regulatory aspects and offer different perspectives, such as the regulative perspective, which is of particular interest for modelling this solution. Furthermore, by having the regulation formalised as an architectural fragment, its integration into an existing architecture is simplified.

In (Blanco-Lainé et al., 2019), a reference architecture that depicts the principles of the GDPR was developed. In the mentioned paper, in order to provide a global viewpoint of the GDPR in terms of the rights and requirements it conveys, several ArchiMate models were implemented, such as a Motivation View, Requirements and Business Service Views, and Deliverable viewpoints, which can be reused by any organisation for GDPR compliance. In these models, the two main areas in terms of regulatory obligations highlighted in the GDPR (compliance and accountability) are represented as drivers. These two drivers give rise to goals, which correspond to the seven principles of the regulation, which are then refined into outcomes and requirements.

In fact, the analysis made in the mentioned work is of extreme relevance. However, since it only focuses on the motivational and business layers, it may have lack of specificity.

2.3.2 Business Process Models for GDPR Compliance

To achieve compliance with GDPR, the regulation enforces organisations to reshape the way they approach the management of personal data stored and exchanged during the execution of their everyday business processes.

In (Agostinelli et al., 2019), a set of design patterns to integrate privacy-enhancing features in a BPMN model according to GDPR is proposed. This approach enables an effective representation of design-time solutions to tackle GDPR constraints in BP models and consequently achieving compliance. In the mentioned research, the following seven privacy patterns to capturing and integrating the constraints in GDPR in business process models are represented in BPMN: Data Breach, Consent to Use the Data, Right to Access, Right of Portability, Right to Withdraw, Right to Rectify, Right to be Forgotten (see Fig. 1). Even though this approach is of extreme relevance, it only focuses on the Data controller's obligations.

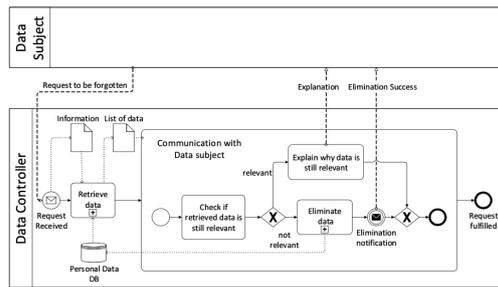


Figure 1: BPMN model for pattern Right to be Forgotten (Agostinelli et al., 2019).

3 PATTERNS FOR THE DATA SUBJECT'S RIGHTS

Organisations are required to implement correctly the GDPR data management policies and take appropriate actions on data when requested by their customers. Furthermore, the impact on the information system of an organisation, from the motivation layer to the application and technological layers, is significant, taking into account the GDPR constrains activities in terms of data and their processing.

In this section, we propose a first version of two patterns concerning the data subject's rights.

3.1 Structure

3.1.1 Chosen Patterns and Template

In this work, we propose a first version of Enterprise Architecture Patterns to tackle specific requirements from the GDPR, regarding the data subject's rights, which can be reused by organisations to help them achieve compliance. The patterns developed aim at integrating privacy-enhancing features in an Enterprise Architecture since privacy should be introduced by design.

The patterns proposed are the following:

1. Right to be Forgotten: Pattern that ensures that the requests for personal data erasure are handled.
2. Right to Rectify: Pattern that ensures that the requests regarding rectification or completion of personal data are handled.

The five remaining rights of the data subject in light of the regulation follow the same rationale as the proposed patterns. Their definition is not presented here so that we could explain in detail how the proposed patterns can be applied and their relevance evaluated.

According to Perroud, T. and Inversini, R. (Perroud and Inversini, 2013), patterns are defined by introducing a solution scheme/template that contains:

the name; the problem; the context; the forces governing the pattern; the solution; the consequences arising when using this pattern; and the resulting context.

The definition of the proposed patterns is made according to a template, which structure follows the approach of Clara Teixeira et al (Teixeira, 2021). This template is organised using the following fields:

- Associated GDPR Principle: The GDPR requirements that the patterns aim to solve.
- Name: Pattern's Name.
- Context: Under what circumstances the pattern is applicable and what the preconditions are that an enterprise must fulfill in order to use this pattern.
- Problem: Describes the problem that should be solved in greater detail.
- Solution: Vision, views and principles describing the solution for the problem. In our case, an Enterprise Architecture Model will be illustrating the solution alongside with its description.
- References: Source or further related information.

3.1.2 Definition Specifications

The proposed patterns definition is illustrated as an ArchiMate Model, a visual language with a set of default iconography for describing, analyzing, and communicating many concerns of Enterprise Architectures. It supports modelling the regulation as an architecture and enables its incorporation within an actual enterprise architectural model, hence its relevancy for our work. There are three levels at which an enterprise architecture can be modeled in ArchiMate - Business, Application, and Technology, distinguished by their corresponding colours - Yellow, Blue, and Green. In the proposed models, it is used the colour yellow (encompassing business services, which are realized in the organization by business processes), as well as the colour blue (encompassing application services that support the business, and the applications that realize them). Additionally, ArchiMate provides other notation cues to represent other elements, such as the Motivation ones, defined as reasons that guide the design of an Enterprise Architecture. These elements are also incorporated in our diagrams in the colour purple.

The concepts that compose the diagrams are the following (The Open Group, 2021):

- Driver: condition that motivates an organization to define its goals and implement the changes necessary to achieve them. In our work, it is defined by the need to comply with the regulation.
- Goal: a high-level statement of intent or desired end state. In our work, it represents the GDPR requirements the pattern aims to comply to.

- **Principle:** a statement of intent defining a general property that applies to any system. In our work, it is represented by the pattern itself.
- **Requirement:** a statement of need defining a property that applies to a specific system. In our work, it is defined by the properties that need to exist to realize the principle.
- **Service:** a explicitly defined behavior. In our work, we use both business and application services, representing the behaviour in that specific layer.
- **Process:** a sequence of behaviors that achieves a specific result. In our work, we use both business and application processes, representing the behaviour in that specific layer.
- **Application Function:** automated behavior that can be performed by an application component.
- **Data Object:** Represents data structured for automated processing. In our work, it is named as Metadata, where all the organisation data and data regarding processing operations is encompassed.

The relationships, which connect these concepts are the following: association (associating the goal to the driver); realization (representing that an entity plays a critical role in the creation, achievement, sustenance, or operation of a more abstract entity); servicing (representing that an element provides its functionality to another element); triggering (illustrating the flow of business behaviors); and access (illustrating the access from the application functions to a data object).

3.2 Patterns Definition

3.2.1 Right to be Forgotten

Associated GDPR Principles: The Principle of Storage Limitation and the Principle of Trueness and Accuracy.

Name: Right to be Forgotten.

Context: The right to be forgotten states that the data subject has the right to obtain the erasure of personal data concerning him or her, which must be erased without undue delay if one of several conditions applies (Logemann, 2020), such as if, for instance, the personal data is being processed unlawfully. On the other hand, in some situations a organisation’s right to process someone’s data might override their right to be forgotten.

Problem: When an erasure request is placed, the organisation needs to have the right processes in place to handle it without undue delay and have the appropriate methods to erase the information requested.

Solution: The representation of the pattern can be seen in Fig. 2. The principle ”Right to be forgotten” requires the verification and analysis of data erasure requests and the deletion of impacted data. So handling this type of request is modeled through a sequence of behaviours - when a request for data erasure is placed or the consent for data processing is withdrawn, the data related to the request needs to be retrieved and its relevance and purpose checked. Furthermore, the conditions in which the erasure is requested need to be evaluated. Finally, if all the conditions are met, the data is deleted. If not, the reason why the data cannot be deleted is communicated to the data subject. At the application level, three main services serve the processes described, which are realised by the corresponding functions: the Erasure Requests Management (which corresponds to the behaviour of handling this specific requests); the Processing Operations Management (which represents the behaviour of analysing the conditions in which the data is being processed); and the Data Retention Management (which responsible for ensuring that the retention period is set and updated according to the evolution of the regulation or the information system. Its relevance for this specific principle lies on the importance of limiting the data retention time and of ensuring the deletion of data.

References: (Logemann, 2020; Blanco-Lainé et al., 2019; Agostinelli et al., 2019).

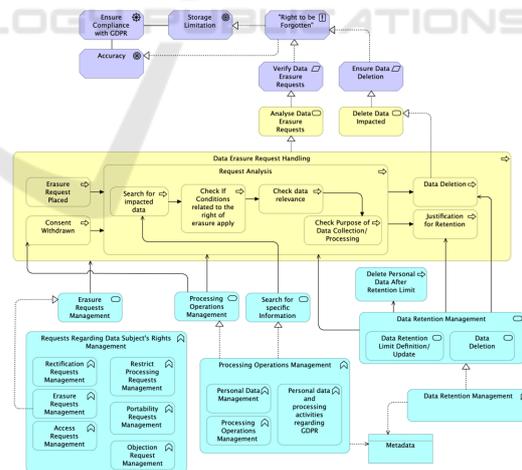


Figure 2: Right to be Forgotten Pattern.

3.2.2 Right to Rectify

Associated GDPR Principles: The principle of Trueness and Accuracy.

Name: Right to Rectify.

Context: Individuals can have inaccurate personal data rectified, or completed if it is incomplete (Loge-

mann, 2020). In certain circumstances, the organisation can refuse a request for rectification, for instance, if the data subject wants to rectify his social security number, which is specific to each individual and cannot be rectified.

Problem: Organisations must ensure that processes are in place to timely respond to these requests and that systems are prepared to rectify or complete the information requested. Furthermore, the systems should review data and check for inconsistencies or incompleteness of personal data.

Solution: The representation of the Pattern can be seen in Fig. 3. The principle Right to Rectify requires the review of personal data and the handling of this type of requests. The handling of this request is modeled through a sequence of business processes illustrating the following behaviour - when a request for data rectification is placed, the data impacted by the request is reviewed and the conditions for its application checked. If an exception occurs and the personal data cannot be rectified, the process ends and the data subject is notified of the reasons for the decision. If everything is in place, the data is updated and the data subject notified of the rectification. At the application level, two main services serve the processes described and that are realised by the corresponding functions - the Rectification Requests Management (which corresponds to the behaviour of handling this type of requests); and the Processing Operations Management (which represents the behaviour of reviewing and updating the data, as well as analysing if the conditions to rectify the data are in place).

References: (Logemann, 2020; Blanco-Lainé et al., 2019; Agostinelli et al., 2019).

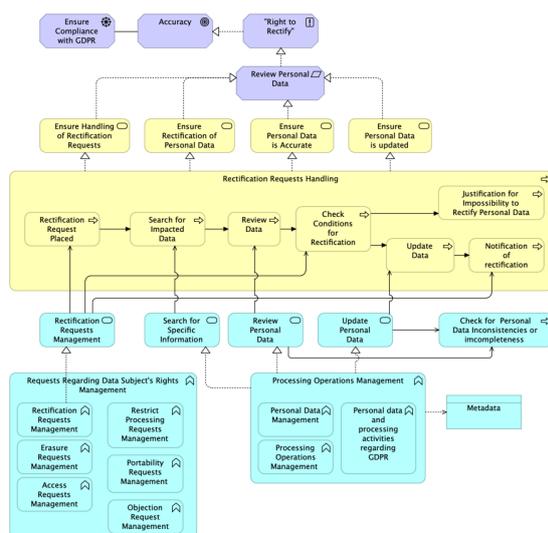


Figure 3: Right to Rectify Pattern.

4 DISCUSSION AND FUTURE WORK

Having defined the patterns, it is now crucial to understand how can their relevance and validity be assessed, as well as how will they be applied.

These patterns integrate not only in existing architectures, but also in new systems where the patterns can be incorporated from the beginning of the systems' development. For this reason, and since they translate the privacy concerns into technical elements, they can ensure privacy by design. By using applicational functions in the models proposed (such as the Requests Regarding Data Subject's Rights Management Function and the Data Retention Management Function) we are representing automated behavior that can be performed by an application component and, in fact, this behaviour answers to the GDPR constraints. For instance, the Data Retention Management Function assures the personal data is only kept for a specified retention limit, showing compliance to the GDPR requirement of Storage Limitation. Consequently, we are embedding the GDPR compliance into the architecture.

Taking into account the complexity of the GDPR, the patterns proposed provide structure and organisation in ensuring compliance with the regulation, and can also be easily adapted and integrated into an existing architecture. They help designers identify and address privacy concerns in a simpler and managed way. On the other hand, it is also important to take into account the technical issues that may arise from storing and managing data when integrating data protection and privacy, such as if the organisation is able to get visibility into all the data they process.

The assessment of the proposed patterns is a ongoing research. We expect to address two types of projects, in order to evaluate the quality and feasibility of our approach. First, we will analyse an existing architecture that represents good-practices in terms of implementation of GDPR requirements and analyse how the data subject's rights are ensured in their systems. With this, we aim to further develop our solution so that we ensure that the GDPR requirements are met through our solution. On a second stage, we expect to participate in projects where the GDPR requirements regarding the data subject's rights have not been covered yet. So, the feasibility of our approach can be demonstrated in a way that it is possible to compare the time an enterprise architect takes to implement the GDPR requirements with and without our proposal into account. Thus, the benefit of our patterns in terms of time-saving and quality when developing a system can be assessed.

5 CONCLUSION

GDPR compliance can be complex, costly, and disruptive as organisations invest the time and resources needed to update systems and processes to the security level the regulation requires. Nonetheless, data protection is crucial in an era where data is easily acquired and processed without the data subject's knowledge and consent (Teixeira, 2021). Understanding what needs to be done in order to become compliant can be challenging and even though the regulation provides guidelines, ensuring all the requirements are met can be demanding.

In this work, we developed a group of patterns focusing on ensuring that the data subject's rights are met in light of the GDPR through the modelling of enterprise architecture patterns to be integrated into an architecture. By using patterns we provide a common solution using motivations, services, processes, and functions that organisations have to deal with and integrate to be compliant. This paper proposes a set of patterns that addresses the following GDPR use cases: Right to be Forgotten and Right to Rectify. This first approach focuses on identifying the necessary components, processes and flows within a system to achieve compliance with requirements regarding the data subject's rights with special emphasis on the business and application layers.

As future work, propose to assess the solution based on the analysis of practical cases, which will be of extreme relevance to evaluate the quality and feasibility of the patterns.

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