



CORRECTIVE ACTION LOG TEMPLATE

CORRECTIVE ACTION REQUEST (CAR)

CAR Number: CAR-2025-[XXX]

Date Opened: [DD/MM/YYYY]

Opened By: [Name, Title]

Status: [Open / In Progress / Verification / Closed]

SECTION 1: NONCONFORMITY DETAILS

1.1 Nonconformity Description

What happened? (Be specific):

[Describe the nonconformity clearly and objectively]

Example: "Data subject access request #2025-042 was responded to on day 42, exceeding the 30-day legal requirement by 12 days."

1.2 Detection Information

How was it discovered?

- Internal Audit
- External Audit
- Management Review
- Monitoring/Measurement
- Privacy Incident
- Customer Complaint
- Employee Report
- Other: _____



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Discovered By: [Name, Department]

Discovery Date: [DD/MM/YYYY]

1.3 Requirement Violated

Which requirement was not met?

- ISO/IEC 27701 Section: _____
- GDPR Article: _____
- Organizational Policy: _____
- Procedure: _____
- Privacy Objective: _____
- Contract/SLA: _____
- Other: _____

Specific Requirement Text:

[Quote the specific requirement that was violated]

1.4 Severity Assessment

Severity Level:

- **Critical** - Immediate risk; major legal violation; widespread impact
- **Major** - Significant impact; systematic failure; multiple affected
- **Minor** - Isolated incident; minimal impact; administrative

Justification for Severity Rating:

[Explain why this severity was assigned]

1.5 Scope of Impact



Who/What was affected?

Number of individuals affected: _____

Systems/Processes affected: _____

Departments involved: _____

Data categories involved: _____

SECTION 2: IMMEDIATE ACTIONS (CONTROL & CORRECT)

2.1 Immediate Response

Actions taken immediately to control and correct the nonconformity:

Action	Responsible	Date Completed	Evidence
[Action 1]	[Name]	[DD/MM/YYYY]	[Location/Reference]
[Action 2]	[Name]	[DD/MM/YYYY]	[Location/Reference]
[Action 3]	[Name]	[DD/MM/YYYY]	[Location/Reference]

2.2 Consequences Addressed

How were the consequences dealt with?

- Affected individuals notified
- Regulator notified
- Senior management briefed
- Incident report filed
- Customer complaints handled
- Other: _____

Evidence: [Document references]



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SECTION 3: ROOT CAUSE ANALYSIS

3.1 Review of Nonconformity

What happened and why does it matter?

[Detailed description and context]

3.2 Root Cause Determination

Method Used:

- 5 Why Analysis
- Fishbone Diagram
- Fault Tree Analysis
- Other: _____

5 Why Analysis:

1. Why did the nonconformity occur? _____
2. Why? _____
3. Why? _____
4. Why? _____
5. Why? _____

ROOT CAUSE: _____

3.3 Similar Nonconformities

Could this occur elsewhere or has it occurred before?

- Yes, similar issues exist in: _____
- Yes, this has happened before on: _____
- No, isolated incident



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- Unknown, investigation needed

If similar issues exist, list affected areas:

[List all areas/processes with similar risk]

SECTION 4: CORRECTIVE ACTION PLAN

4.1 Proposed Corrective Actions

What actions will prevent recurrence?

#	Corrective Action	Responsible	Target Date	Resources Required	Success Criteria
1	[Action description]	[Name]	[DD/MM/YYYY]	€[Amount]/[Resources]	[How will we know it worked?]
2	[Action description]	[Name]	[DD/MM/YYYY]	€[Amount]/[Resources]	[How will we know it worked?]
3	[Action description]	[Name]	[DD/MM/YYYY]	€[Amount]/[Resources]	[How will we know it worked?]

4.2 Appropriateness Assessment

Are the corrective actions appropriate to the severity and effects?

- Yes, actions are proportionate
- No, actions need adjustment

Justification:

[Explain why these actions are appropriate for this nonconformity]



4.3 Approvals

Corrective Action Plan Approved By:

Process Owner: _____ **Date:** _____

Chief Privacy Officer: _____ **Date:** _____

Senior Management (if major): _____ **Date:** _____

SECTION 5: IMPLEMENTATION

5.1 Implementation Status

Action #	Status	Date Completed	Evidence of Completion	Notes
1	<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Delayed	[DD/MM/YYYY]	[Location/Reference]	[Any issues?]
2	<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Delayed	[DD/MM/YYYY]	[Location/Reference]	[Any issues?]
3	<input type="checkbox"/> Complete <input type="checkbox"/> In Progress <input type="checkbox"/> Delayed	[DD/MM/YYYY]	[Location/Reference]	[Any issues?]

5.2 Implementation Issues

Any obstacles or delays encountered?

[Describe any issues and how they were resolved]

SECTION 6: EFFECTIVENESS VERIFICATION

6.1 Verification Plan

How will we verify the corrective actions worked?

Method:



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- Monitoring metrics
- Follow-up audit
- Testing
- Observation
- Review of records
- Other: _____

Verification Date: [DD/MM/YYYY] (typically 30-90 days after implementation)

Responsible: [Name]

6.2 Verification Results

Date Verified: [DD/MM/YYYY]

Verified By: [Name]

Results:

Action	Verification Method	Result	Evidence
[Action 1]	[How verified]	[] Effective [] Not Effective	[Evidence location]
[Action 2]	[How verified]	[] Effective [] Not Effective	[Evidence location]
[Action 3]	[How verified]	[] Effective [] Not Effective	[Evidence location]

Performance Data:

Before Corrective Action: [Relevant metrics/data]

After Corrective Action: [Relevant metrics/data]

Improvement: [Quantify the improvement]

Has the nonconformity recurred?



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- No recurrence
- Recurred on: [Date] - **Action:** Reopen CAR
- Too soon to determine

6.3 Overall Effectiveness Assessment

Are the corrective actions effective?

- **Effective** - Nonconformity prevented; root cause eliminated
- **Partially Effective** - Some improvement but issues remain
- **Not Effective** - Nonconformity continues; new actions needed

Comments:

[Detailed assessment]

SECTION 7: PIMS CHANGES

7.1 PIMS Updates Required

Do any PIMS documents need updating?

Document	Change Required	Updated By	Date	New Version
[] Policy	[Description]	[Name]	[DD/MM/YYYY]	[v X.X]
[] Procedure	[Description]	[Name]	[DD/MM/YYYY]	[v X.X]
[] Control	[Description]	[Name]	[DD/MM/YYYY]	[v X.X]
[] Risk Register	[Description]	[Name]	[DD/MM/YYYY]	[v X.X]
[] Training	[Description]	[Name]	[DD/MM/YYYY]	[v X.X]
[] Other	[Description]	[Name]	[DD/MM/YYYY]	[v X.X]

SECTION 8: CLOSURE



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8.1 Closure Checklist

- Immediate actions completed
 - Root cause identified
 - Corrective actions implemented
 - Effectiveness verified
 - PIMS updates completed
 - All documentation filed
 - Lessons learned documented
-

8.2 Closure Approval

Closed By: [Name, Title]

Closure Date: [DD/MM/YYYY]

Time Open: [X days from opening to closure]

Final Comments:

[Summary of corrective action outcome]

8.3 Lessons Learned

What did we learn from this nonconformity?

[Key takeaways for organizational learning]

Can this learning be applied to other areas?

[Opportunities to prevent similar issues elsewhere]

SECTION 9: SUPPORTING DOCUMENTATION

9.1 Attached Documents



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- Nonconformity evidence
- Root cause analysis worksheets
- Corrective action implementation evidence
- Verification test results
- Updated PIMS documents
- Communication records
- Training records
- Other: _____

Document Storage Location: [File path or system reference]

SIMPLIFIED ONE-PAGE VERSION

CORRECTIVE ACTION REQUEST

CAR #: CAR-2025-[XXX] | **Date:** [DD/MM/YYYY] | **Status:** [Open/In Progress/Closed]

NONCONFORMITY: [Brief description]

SEVERITY: [] Critical [] Major [] Minor

IMMEDIATE ACTIONS: [What was done immediately]

ROOT CAUSE: [Why did it happen]

CORRECTIVE ACTIONS:

Action	Responsible	Due Date	Status
1.			[<input type="checkbox"/>] Done
2.			[<input type="checkbox"/>] Done
3.			[<input type="checkbox"/>] Done

VERIFICATION: Date: _____ | Result: [] Effective [] Not Effective

CLOSURE: Closed by: _____ Date: _____



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