



MyDPRights

User Manual

[Catégorie]

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Ainos

19/03/2018

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I. Document Information

A. Revision Control

Version	Date	Author	Comments
V1.0	19/03/2018	Joseliane Mouket / Kenza Bouzouraa	Document creation
V2.0	09/04/2018	Cyrille Mocellin	Review
V2.1	11/04/2018	Joseliane Mouket	Review
V2.2	16/04/2018	Cyrille Mocellin	Update
V2.2	16/04/2018	Joseliane Mouket	Review
V3.0	26/04/2018	Joseliane Mouket	Update

B. Customer Contact Information

Name	Function	Email

C. Ainos Contact Information

Name	Function	Email
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II. Introduction

The General Data Protection Regulation (GDPR) comes into force on 25 May 2018 throughout Europe.

It will harmonise data management across all the countries in the European Union.

All companies and organisations that collect, process, manage or store personal data are concerned by the Regulation.

The aim is to give EU citizens greater visibility and control over their personal data.

The issue facing companies is to know, when the person sends in the query, where are his data, and how to collect them and pass them on to that person.

The company must therefore be constantly in a position to know what data it holds, be able to locate and access these data and know how they are managed, stored, transferred and deleted.

The company has thirty days in which to respond to any query.

If it does not comply with the GDPR regulation, the company risks a fine of up to 4% of its worldwide revenues or a maximum of 20 million euros.

All organisations must therefore carry out a rapid evaluation of their current data processing systems and introduce a response to the new standard.

This document is a guide to the use of the myDPRights solution that we propose to facilitate the management of GDPR requests based on the new standard.

It is intended for individuals authorised to process GDPR requests in an organisation, either because they are DPOs responsible for data protection, or because they have internal responsibility for an action to be carried out as part of the query management process.

III. The myDPRights solution

The myDPRights solution is a tool that companies can use to help them respond to the constraints imposed by the regulation on the rights concerning data of a personal nature, with the least possible upheaval.

myDPRights is a facilitator for both individuals and Data Protection Officers (DPO) within companies.

The myDPRights solution will, first of all, allow individuals to send their requests to a company,

and, secondly, will enable companies to manage these requests in compliance with the regulation.

The solution is based on three modules:

- ✓ The PP web interface: a web interface available to any individual with an Internet connection
- ✓ The DPO interface, the subject of this document: this is a web interface available only to data officers authorised to process requests.
- ✓ The communication module: a web service that provides communication between the two interfaces and the database.

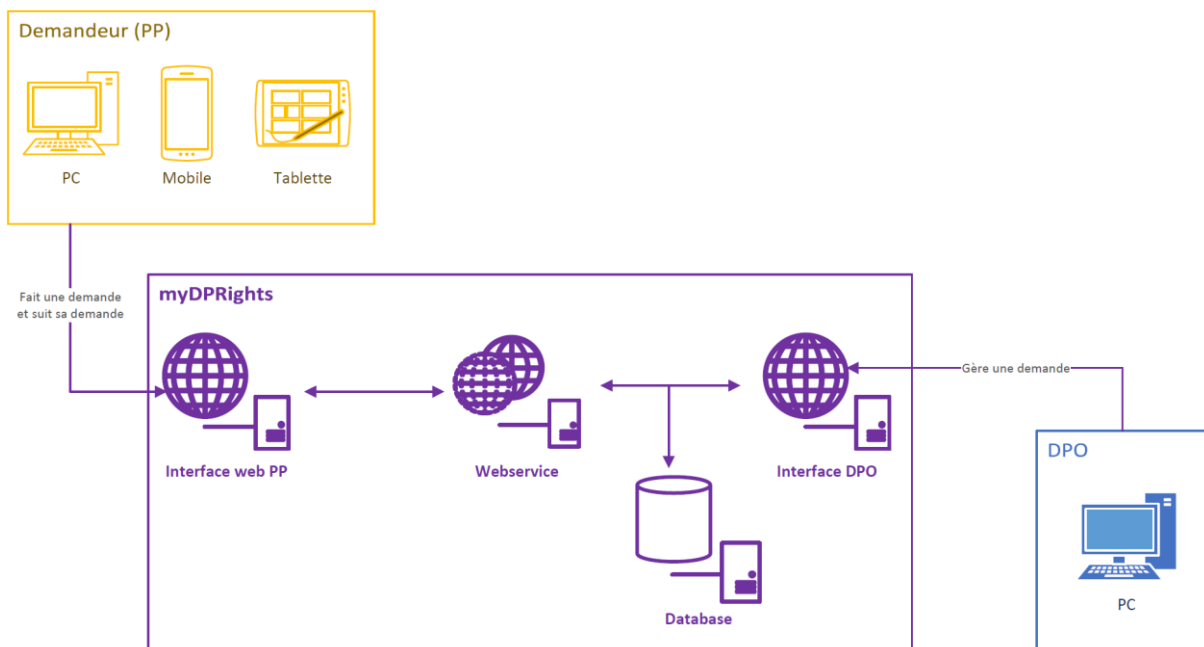


Figure 1: Composition of myDPRights

IV.

Requester (PP)
PC Mobile Tablet
Makes a request and tracks his request
PP web interface Webservice DPO interface Database
Manages a request
DPO PC

Glossary

Abbreviation	Meaning	Description
myDPRights URL	The application's URL address	In this document this is the URL address used to access the DPO interface
DPO	Data Protection Officer	The person responsible for an entity's data. This user has all the consultation and modification rights in the application. Like the IM, he may also be responsible for a task.
DPO interface / myDPRights DPO	Application dedicated to managing GDPR requests	Represents the internal part, dedicated to the company's DPO and processing controllers. It is used to manage GDPR requests in accordance with the constraints imposed by the regulation: response time, traceability, notification, information, etc.
PP web interface / myDPRights PP	Application dedicated to GDPR requests	Represents the general public part, dedicated to individuals. It is used to enter a GDPR request for a processing objection, for data access, portability, correction or deletion
myDPRights	A data management solution compliant with the GDPR regulation	Represents the two applications in their entirety, myDPRights PP for entering GDPR requests and myDPRights DPO for managing these requests.
PP	Physical Person	Represents the requester, the individual who enters a request via myDPRights
IM	Internal Manager	Represents the person responsible for a task, a specific processing action for a query. This user has restricted access to certain pages of the application.
Query	Any request made within the framework of the GDPR	Represents the GDPR request and all the items involved in dealing with it (documents, log, etc.)
Task	An action to be taken by an IM in order to process a Query	Represents a specific action to be taken as part of the management of a GDPR request
Processing	An automated or manual data management procedure	Represents any procedure attached to a profession and dealing with personal data

V. Interface for a DPO user

myDPRights DPO is an application totally separate from the interface for individuals (myDPRights PP).

It makes it easier for the **DPO** (Data Protection Officer) to manage requests and monitor their progress on a daily basis.

It allows him to:

- ✓ Consult a request
- ✓ Refuse a request
- ✓ Validate a request
- ✓ Redirect a requester to the myDPRights platform if his request is non-compliant
- ✓ Assign tasks to **IMs** (Internal Managers) known to the application for processing a request
- ✓ Respond to a task that is assigned to him
- ✓ Provide a requester with a data package (an encrypted zip file) for data access and portability requests
- ✓ Send the requester a notification that the deadline for processing his request has been extended
- ✓ Respond to a request for correction, deletion or objection
- ✓ Respond to a request sent in via a channel other than myDPRights (email, letter...)
- ✓ Consult a request history, monitor the different actions carried out during the processing of the request
- ✓ Administer the processing register
- ✓ Configure the usage of the application for DPOs

A. Signing into the application

To access myDPRights DPO, a user must sign into the application.

The user enters the **myDPRights URL** address on a web browser

He is then directed to the application's sign-in page

He enters his email address

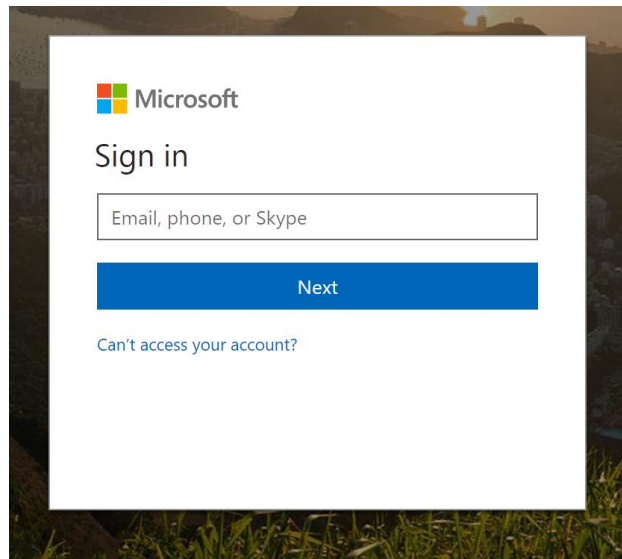


Figure 2: Connection - Username

Then his password

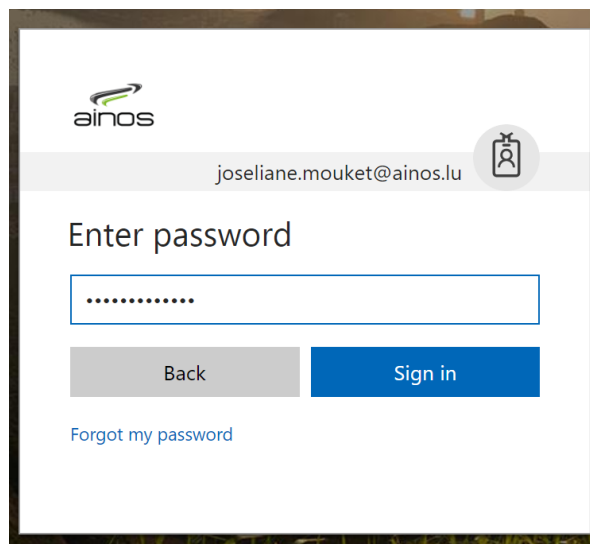


Figure 3: Connection - Password

B. Dashboard

After connection, the application checks the connected user's rights and brings up the DPO homepage, Dashboard, if the user is part of the DPO group.

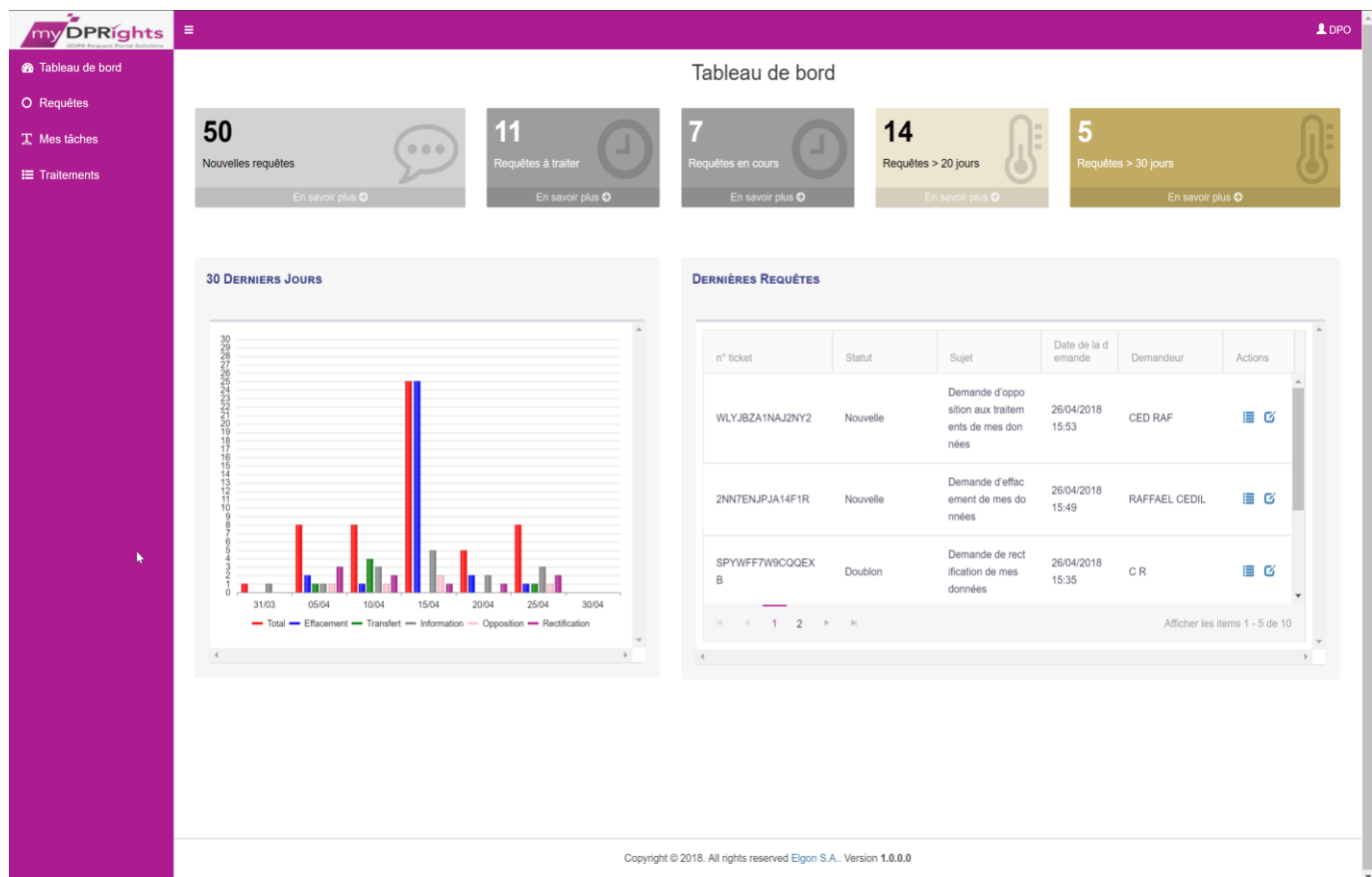


Figure 4: myDPRights DPO Dashboard

The DPO Dashboard presents:

- ✓ A menu on the left, giving access to the other Backend functionalities
- ✓ Predefined filters on certain Queries (New, Process, In progress, > 20 days, > 30 days)
- ✓ A graph showing query trends over the last thirty days
- ✓ An extract from the Queries list showing the 10 most recently active queries

1. The menu

- ✓ **Dashboard:** used to return to the DPO dashboard
- ✓ **Queries:** used to access the list of existing queries; unclosed queries are shown by default
- ✓ **My tasks:** used to access tasks assigned to the connected user on the dashboard
- ✓ **Processing:** used to access the Processing Register

2. The filters

By clicking on any predefined filter, the DPO arrives at the Queries screen with the criteria for the chosen filter:

- ✓ **New:** shows all new queries, i.e. those with "New" and "Duplicate" status
- ✓ **Process:** shows all the queries validated by the DPO, i.e. those with "Process" status
- ✓ **In progress:** shows all the queries currently being processed, i.e. those with "In progress" status
- ✓ **> 20 days:** shows all the queries received more than twenty days prior to the current date, i.e. those for which the request date is between more than 20 days and less than 30 days from today's date
- ✓ **> 30 days:** shows all the queries received more than thirty days prior to the current date, i.e. those for which the request date is more than thirty days from today's date

3. Trends for the month

LAST 30 DAYS

Total – Deletion – Transfer – Information – Objection - Correction

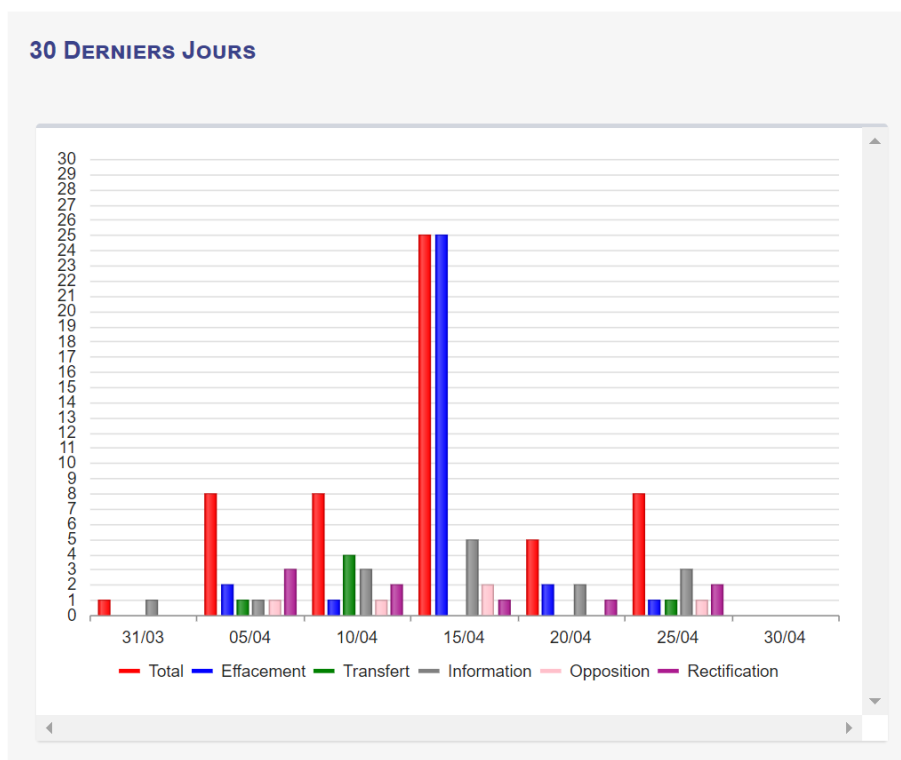


Figure 5: Dashboard – Trends for the month

The graph shows the number of queries over the last 12 months by type.

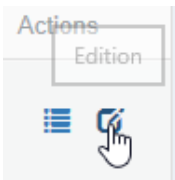
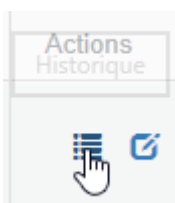

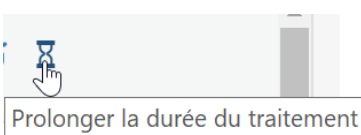
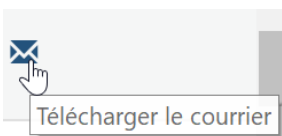
The DPO clicks on each bar to obtain further information about query trends.

He can also click on each title in the key to display the corresponding trend.

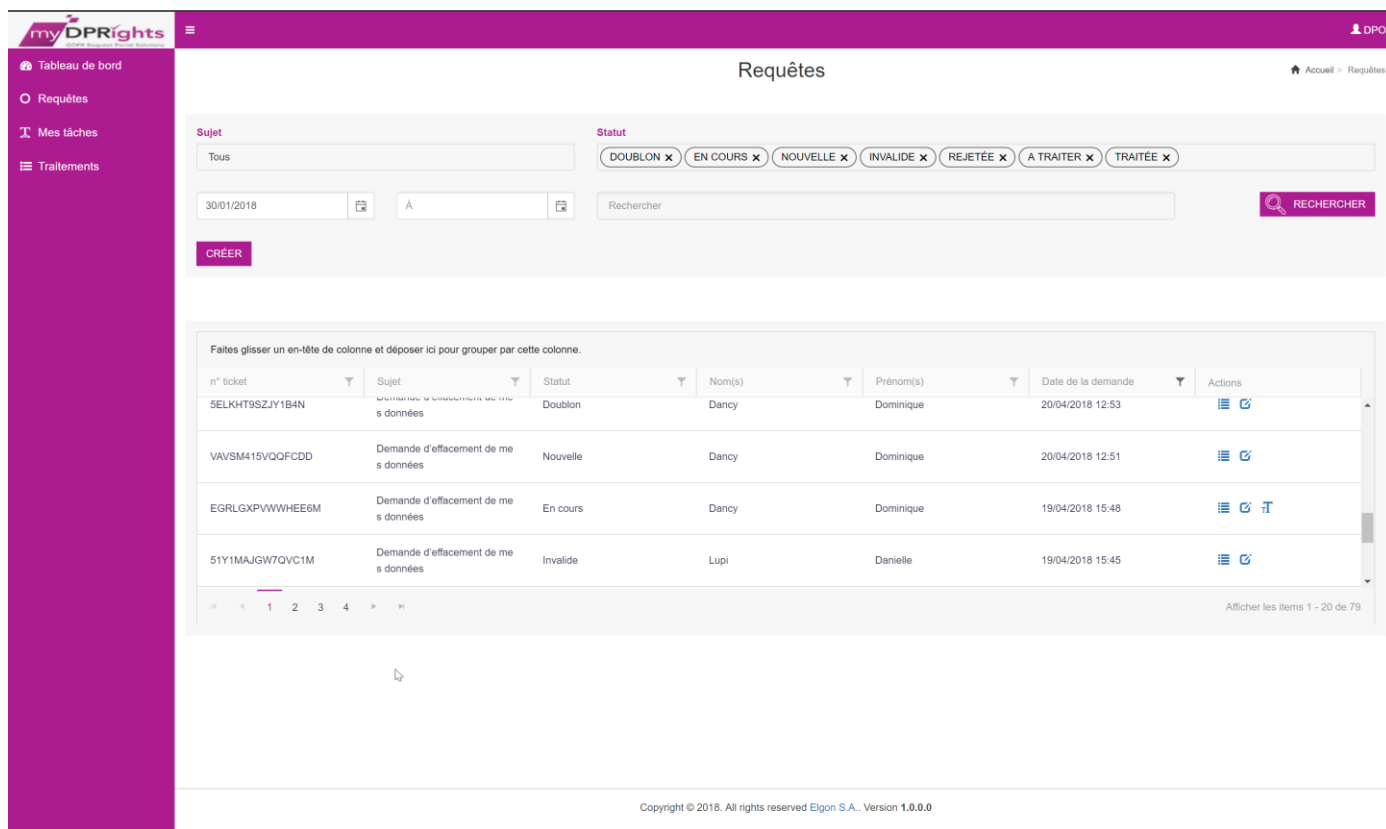
4. Latest queries

This is a brief display of the 10 latest queries processed by the DPO.

This gives rapid access to the different actions for each query:

- ✓  modify a Query
- ✓  view its history
- ✓  see the Task list for this Query
- ✓  send the requester an extension notification
- ✓  download the letter to send for an invalid query

C. Queries



myDPRights

Requêtes

Accueil > Requêtes

Sujet: Tous

Statut: DOUBLON x EN COURS x NOUVELLE x INVALIDE x REJETÉE x A TRAITER x TRAITÉE x

30/01/2018 À Rechercher

CRÉER

Faites glisser un en-tête de colonne et déposer ici pour grouper par cette colonne.

n° ticket	Sujet	Statut	Nom(s)	Prénom(s)	Date de la demande	Actions
5ELKHT9SZJY1B4N	Demande d'effacement de mes données	Doublon	Dancy	Dominique	20/04/2018 12:53	Liste Groupe
VAVSM415VQFCDD	Demande d'effacement de mes données	Nouvelle	Dancy	Dominique	20/04/2018 12:51	Liste Groupe
EGRLGXPVWWHEE6M	Demande d'effacement de mes données	En cours	Dancy	Dominique	19/04/2018 15:48	Liste Groupe Tâche
51Y1MAJGW7QVC1M	Demande d'effacement de mes données	Invalide	Lupi	Danielle	19/04/2018 15:45	Liste Groupe

Afficher les items 1 - 20 de 79

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Figure 6: Queries List

Several actions may be carried out from the Queries page:

- ✓ Access the list of active Queries (by default, every status except **Closed** and **Archived**)
- ✓ Access the list of filtered Queries (by status, by date, by ticket number....)
- ✓ Access actions for each query
- ✓ Create a Query

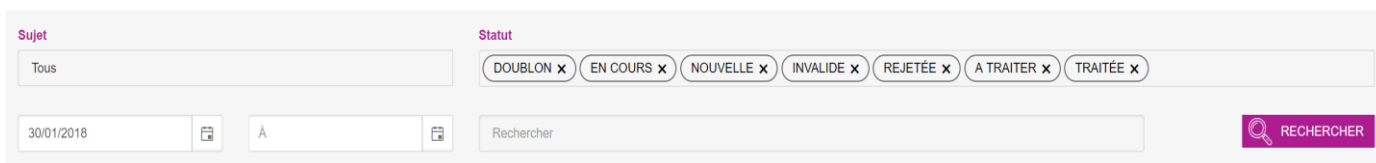
The DPO has to create a Query when the request has been sent in by post or e-mail.

1. Searching for a Query

A number of filters are available when accessing the Queries list:

- ✓ **Period** (FROM ... TO): used to view the queries created during the specified period; the start date is initialised to the last 3 rolling months from today's date

- ✓ **Subject:** used to choose a type of Query (Access, Portability, Deletion, Correction, Objection)
- ✓ **Status:** used to search for Queries according to one or more states of progress (New, Duplicate, Invalid, Refused, Process, In progress, Processed, Closed, Archived)
- ✓ **By Ticket number, Name or First name (Search zone):** used to view requests that have a ticket number, a first name or name containing the ticket number, the first name or name being searched for.



The interface shows search filters for 'Sujet' (Subject) and 'Statut' (Status). The 'Sujet' dropdown is set to 'Tous'. The 'Statut' section has buttons for: DOUBLON x, EN COURS x, NOUVELLE x, INVALIDE x, REJETÉE x, A TRAITER x, and TRAITÉE x. Below these are date pickers for '30/01/2018' and 'À', and a 'Rechercher' button.

Figure 7: Query search filters

The *Search* field accepts partial character chains. For example, the search "mo" brings up all Queries containing these two characters in their name or first name.

Rechercher

mo RECHERCHER

Faites glisser un en-tête de colonne et déposer ici pour grouper par cette colonne.

n° ticket	Sujet	Statut	Nom(s)
JFQUMRQP7LQ59BE	Demande d'opposition aux traitements de mes données	Nouvelle	Mocellin
5XMNGJ2K3YQLAQS	Demande d'effacement de mes données	A traiter	Mocellin
KEUUMS24GXZA7A6	Demande d'accès à mes données	Nouvelle	Mocellin
AVFJL3FMAPB22YJ	Demande d'accès à mes données	Nouvelle	Morrissey

Figure 8: Queries – Partial search

2. Sort, filter and group the Queries list

To facilitate browsing, the list of results may be sorted by:

- ✓ **Ticket number:** the Query ID indicated in the notifications
- ✓ **Subject:** type of request (Objection, Access...)
- ✓ **Status:** the Query's current status
- ✓ **Name(s):** the requester's name
- ✓ **First name(s):** the requester's first name
- ✓ **Request date:** date on which the query was created or date on which the query was received for queries sent in via a channel other than myDPRights

Click on the column heading: an arrow indicates the sort direction

Faites glisser un en-tête de colonne et déposer ici pour grouper par cette colonne.





n° ticket	Sujet	Statut	Nom(s)	Prénom(s)	Date de la demande	Actions
V43GGR17DM2WFQT	Demande d'accès à mes données	Nouvelle	CEDILLE	RAPHAEL	26/04/2018 15:26	 
RQ8BFDUEFAEAFFG	Demande d'accès à mes données	Nouvelle	CEDILLE	RAPHAEL	26/04/2018 15:20	 

Figure 9: Subject Sorting (ascendant) in the Queries list

Each column also has its own filter, available via the funnel-shaped icon:

Faites glisser un en-tête de colonne et déposer ici pour grouper par cette colonne.

	Statut	Nom(s)	Prénom(s)
ement de	A traiter		nh hung
ement de	Nouveau		inent
fication de	Nouveau		hilippe
ement de	Nouveau		yrille
ement de	Nouveau		yrille

Afficher les lignes avec la valeur qui

Est égal à

Et

Est égal à

EFFACER
FILTRE

FILTRE

Figure 10: Column filter in the Queries list

The different columns may be grouped together to create a new display by dragging the heading:

↑Sujet×

n° ticket	Sujet	Statut	Nom(s)	Préno...	Date de la de...	Actions
4Sujet: Demande d'accès à mes données						
KEUUMS24GXZA7A6	Demande d'accès à mes données	Nouvelle	Mocellin	Hero	09/04/2018 12:39	<div><div></div><div></div></div>
AVFJL3FMAPB22YJ	Demande d'accès à mes données	Nouvelle	Morrissey	Smith	05/04/2018 09:44	<div><div></div><div></div></div>
MTCJBHUJLGP3Y6	Demande d'accès à mes données	Invalide	Nom	Prenom	19/03/2018 00:00	<div><div></div><div></div></div>
FD1FEBWSFVX8MGP	Demande d'accès à mes données	En cours	Mocellin	Cyrille	19/02/2018 00:00	<div><div></div><div></div><div></div></div>
4Sujet: Demande d'effacement de mes données						
	Demande					<div><div></div></div>

Figure 11: Grouping the Queries list

3. Query history

Click on the *History* button to consult the history of the actions carried out on a query.

EXPORT									
Demande d'accès à mes données n° KEUUMS24GXZA7A6 du 09/04/2018 12:39									
Pour Mocellin Hero né(e) le 02/04/2018									
Email: cyrille.mocellin.ext@ainos.lu									
Langue: Français									
Mode de réception des données: myDPRights									
Adresse:									
Message:									
Action	ε	Date	Ut...		Rai...	Remarques	Adresse...	Informations	
SendNotif	New	09/04/2018 12:39	System		SendNotif	Sujet : myDPRights CALI Europe: "Demande d'accès à mes données" - KEUUMS24GXZA7A6Message : Monsieur Hero Mocellin,Nous vous confirmons que votre demande "Demande d'accès à mes données", KEUUMS24GXZA7A6 faite le 09/04/2018 12:39 a bien été créée.Vous pouvez voir l'état de votre demande à tout moment en	52 166 67 186		

Figure 12: Query history

The history contains all the actions carried out on the Query, including:

- ✓ notifications (emails) sent to requesters, DPO, IM and any other person involved
- ✓ data package downloads for access and portability requests

- ✓ consultation of documents associated with the query

The *Export* button is used to download this history in PDF format only.

4. Edit a Query

Click on the *Edit* button to edit a query.

Some items of information in the query, mainly those entered by the user, cannot be modified:

- ✓ **Ticket number:** a unique ticket number created automatically by myDPRights to identify the request
- ✓ **Subject:** type of request, type of right
- ✓ **Origin:** the origin of the request: the request has been made either via myDPRights, or by letter or by email...
- ✓ **Creation date:** date on which the request was created
- ✓ **Request date:** date of receipt of the request according to its origin. If the request was made via myDPRights PP, the date of receipt is the same as the creation date.
- ✓ **Owner:** If the request is created by a DPO, this field shows his username. Queries created via myDPRights PP do not have a user.
- ✓ **Gender:** shows the requester's gender (male or female)
- ✓ **Name(s):** all the requester's names as shown in a proof-of-identity document
- ✓ **First name(s):** all the requester's first names as shown in a proof-of-identity document
- ✓ **Date of birth:** the requester's date of birth
- ✓ **Communication language:** the language in which the requester wishes to communicate
- ✓ **Message:** message possibly left by the requester
- ✓ **Data reception method:** shows how the data package will be supplied to the requester (myDPRights or Letter)
- ✓ **Supporting documents:** attachments associated with the request. It is possible to consult these documents: a watermark is added to each document to prevent it from being re-used.

myDPRights

Tableau de bord

Requêtes

Mes tâches

Traitements

Paramètres

Accueil

Requêtes

Edition

DPO

Edition

n° ticket

X3L2VWSC8YKLT19

Sujet

Demande de rectification de mes données

Origine

Email

Date de création

25/04/2018 16:59

Date de la demande

25/04/2018 02:00

Propriétaire

DPO

Prénom(s)

tests

Nom(s)

test

Genre

Homme

Date de naissance

25/04/2018

Mode de réception des données

Courrier

Langue

English

Message

dsadas

Justificatif(s)

Pas vérifié

1.jpg

Pernis de conduire

Pas vérifié

1.jpg

Carte nationale d'identité

Pas vérifié

1.jpg

Justificatif de domicile

Statut

Nouvelle

Raisons prédéfinies

Sélectionner une valeur

Raison*

Remarques

Identités connues

Sélectionner une valeur

Recalculer le scoring

Annuler

Enregistrer

Figure 13: Editing queries

The editable fields are:

- ✓ **Supporting document status:** this is a drop-down list showing the values "To be checked", "Validated" or "Refused". If just one of the supporting documents is refused, the query cannot be moved on to the "Process" status.

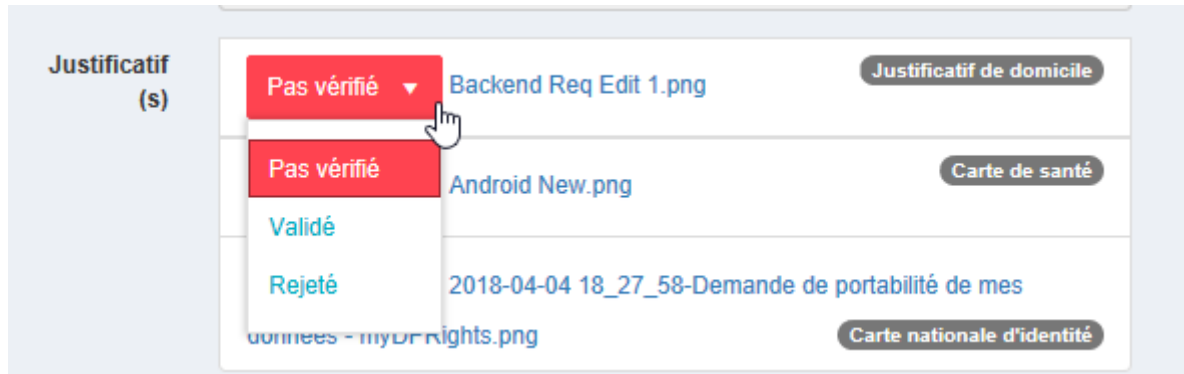


Figure 14: Editing supporting document status

- ✓ **Query status:** used to change the status of the query. The different statuses appear depending on the current situation of the Query. For example, at "New" status, it can only be changed to "Process", "Refused" or "Invalid".



Figure 15: Query status

Query statuses appear in accordance with the following diagram

Start - System - New / Duplicate
Refused - Process - Invalid
In progress - Processed - Closed - Archived - Stop

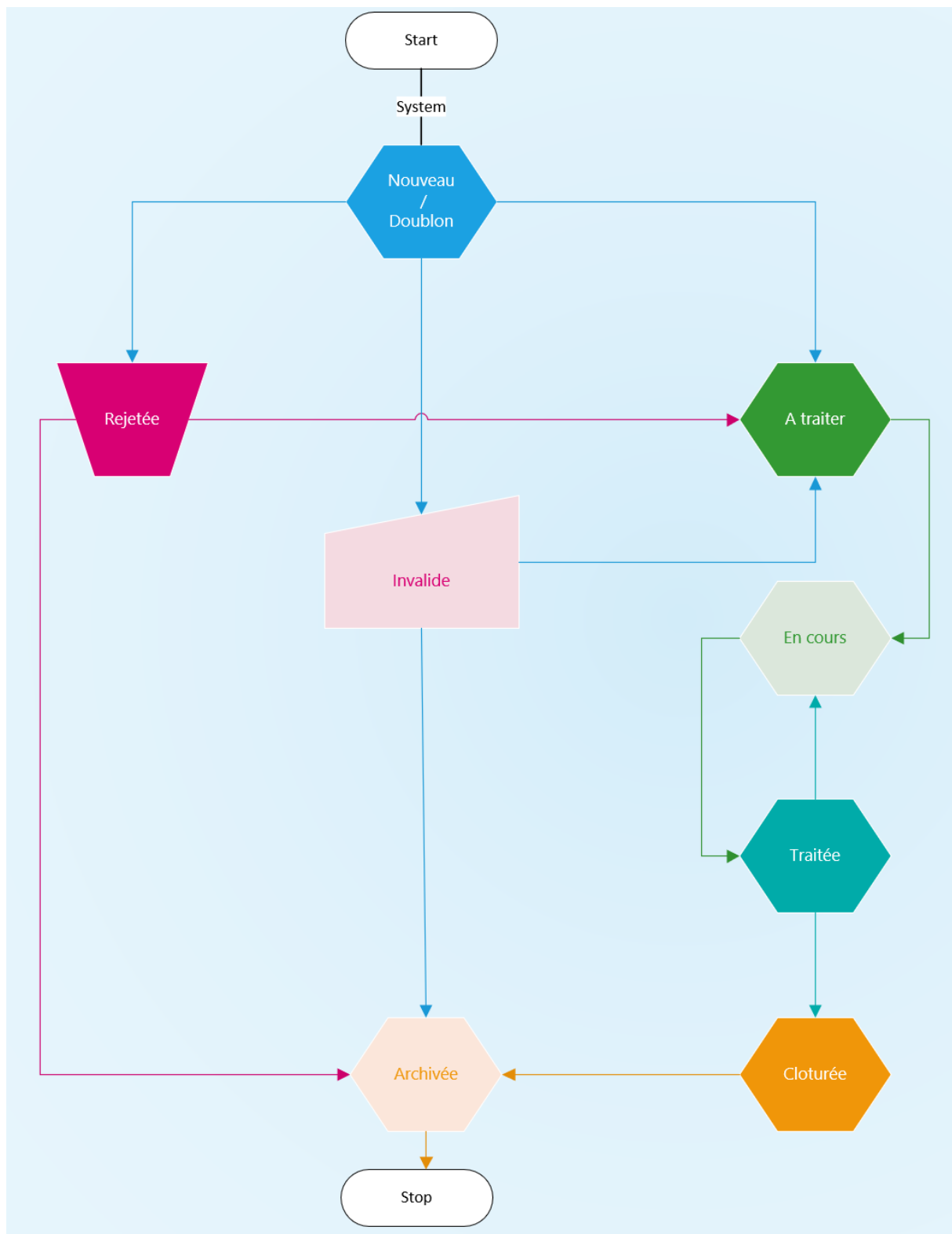


Figure 16: Query status life cycle

The DPO can refuse a query at any time.

- ✓ **Predefined reasons:** a drop-down list is used to enter a reason, which is communicated to the requester. The reason is not optional but it is not compulsory to use this list.



Figure 17: List of predefined reasons

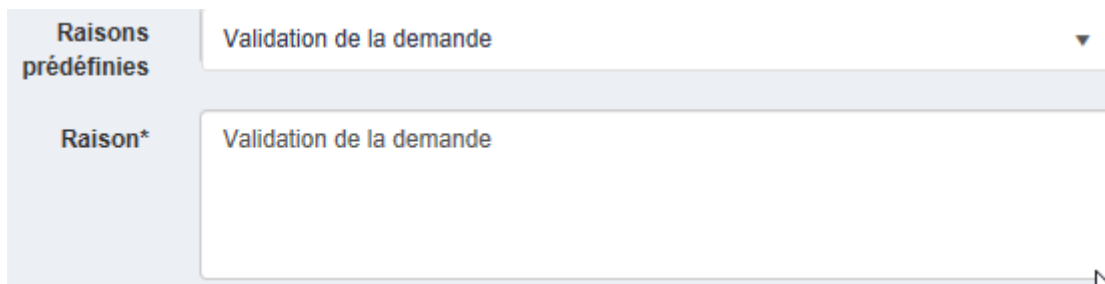


Figure 18: Free pre-filled reason field

The Reason field is compulsory but may also be filled in with free text.

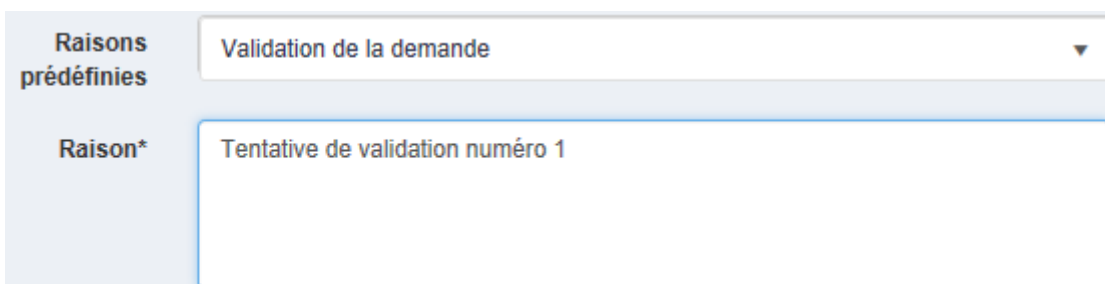


Figure 19: Free Reason field

- ✓ **Comments:** used to communicate internally about the Query. This field is free and optional.

Remarques

Figure 20: Free Comments field

- ✓ **Known identities:** used to find a requester in the company database. The “Recalculate the scoring” button is used to reinitialise the searches already carried out by the system. If a match is found, the identity with the highest score is displayed. One or more identities can be selected for a query.

Identités connues

Serge GAINSBURG (Client)

Date de naissance: 02-04-1928

Email: serge.g@gmail.com

Référence interne: REF-0006

80%

Document

Figure 21: Known identities list

Identités connues

Sélectionner une valeur


 Recalculer le scoring

Figure 22: Selecting a known identity

By default, the scoring is calculated according to the following matches:

	Total Match	Partial Match	No Match
Names	25	20	0
First names	25	20	0
Date of birth	25	0	0
Email	25	0	0
Internal reference	25	0	0
Telephone	5	0	0
Company	5	0	0

The fields in green are the main match parameters.

The total for all the scores forms the percentage shown for each identity.

A few rapid actions are available on this screen:

- ✓ **See the tasks:** used to see the task assignment page with the list of all the tasks for the query. If a query has tasks open, a note indicates the number of completed tasks.
- ✓ **Add the documents:** this action is only available for Access and Portability requests. It is used to associate any documents found to form the data package to be sent to the requester.
- ✓ **Cancel:** used to cancel any modifications entered.
- ✓ **Save:** used to save any modifications entered.

For further information about editing a Query and the Query processing life cycle, please refer to the **"GDPR-SolutionmyDPRights"** document.

5. Assigning a Task

In the query consultation interface, click on the **See the Tasks** (T) button to assign a Task on a Query.

N2HX6SC1VFR54A4	Demande d'accès à mes données	A traiter	Gainsbourg	Serge	10/04/2018 12:28	
G2NYPTUMXQQHPB2	Demande de rectification de mes données	A traiter	Mandela	Winnie	10/04/2018 12:24	
27HJ4M2LWUT4256	Demande de rectification de mes données	En cours	Lannesh	Vincent	09/04/2018 15:35	

Figure 23: See the task list for a Query

The DPO clicks on this button to access the Task assignment screen:

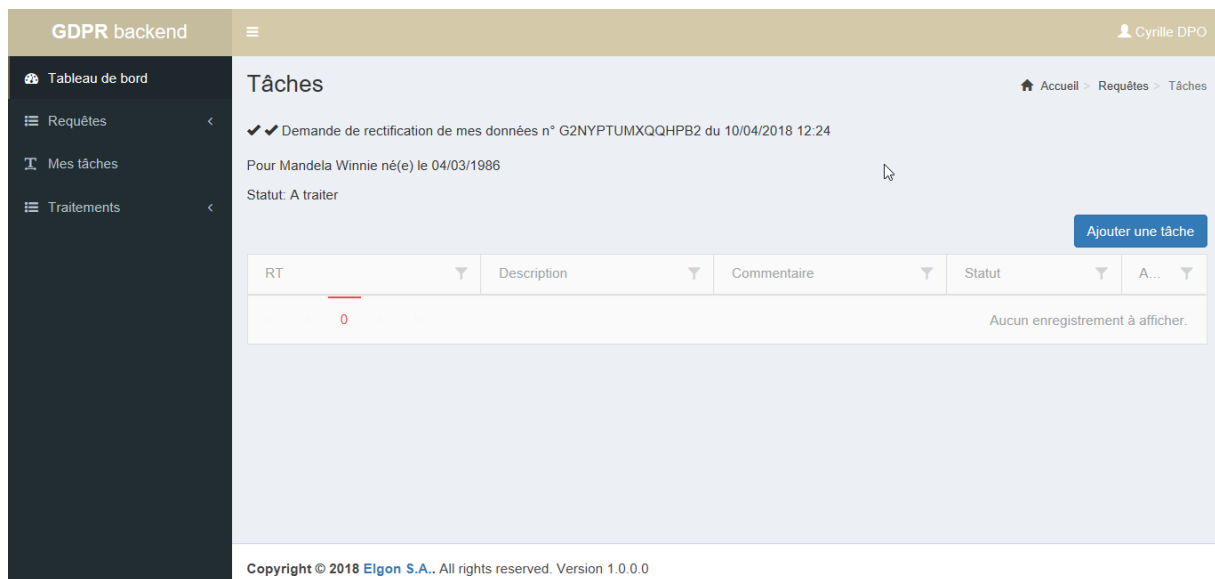






Figure 24: Task assignment screen

The "double tick" icon means that the Query was requested less than ten days ago 

It becomes "single" when the Query was requested more than ten days ago 

It then turns into a Warning (triangle icon) when the query is more than twenty days old 

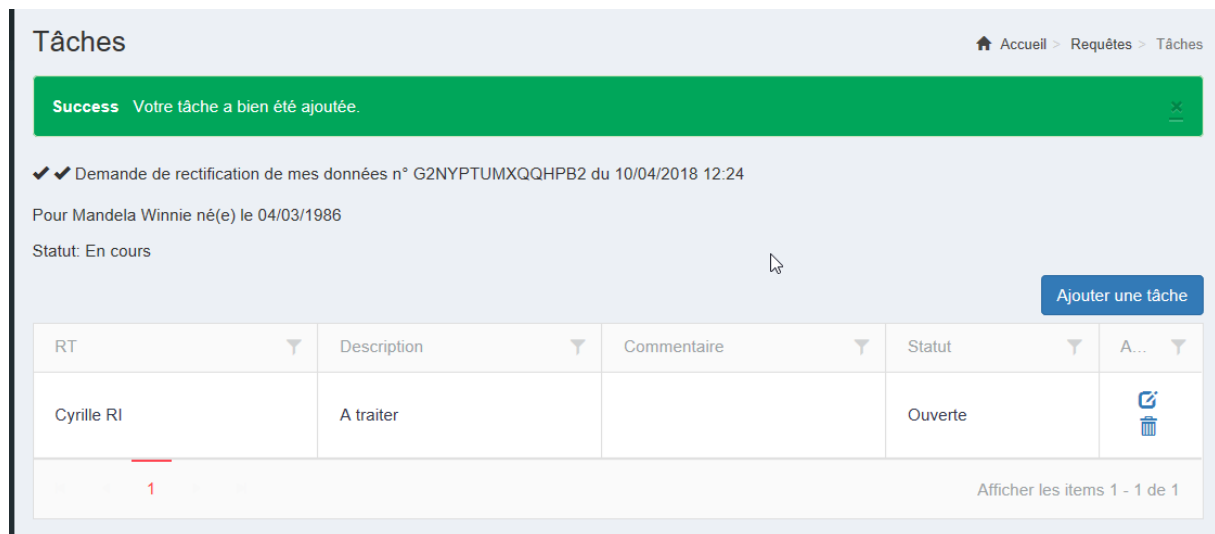
The triangle turns red when the query is more than thirty days old 

Click on the **Add a task** button to open a pop-up screen that requests a description of the Task and the identification of an Internal Manager. The Internal Manager may be an IM user or a DPO user.



Figure 25: Assign a Task pop-up screen

Click on OK and a line is added to the Query Tasks. This may be **deleted** or **edited** via the **Actions** buttons in the right-hand column.



Tâches

Accueil > Requêtes > Tâches



Success Votre tâche a bien été ajoutée.

✓✓ Demande de rectification de mes données n° G2NYPTUMXQQHPB2 du 10/04/2018 12:24

Pour Mandela Winnie né(e) le 04/03/1986

Statut: En cours

Ajouter une tâche

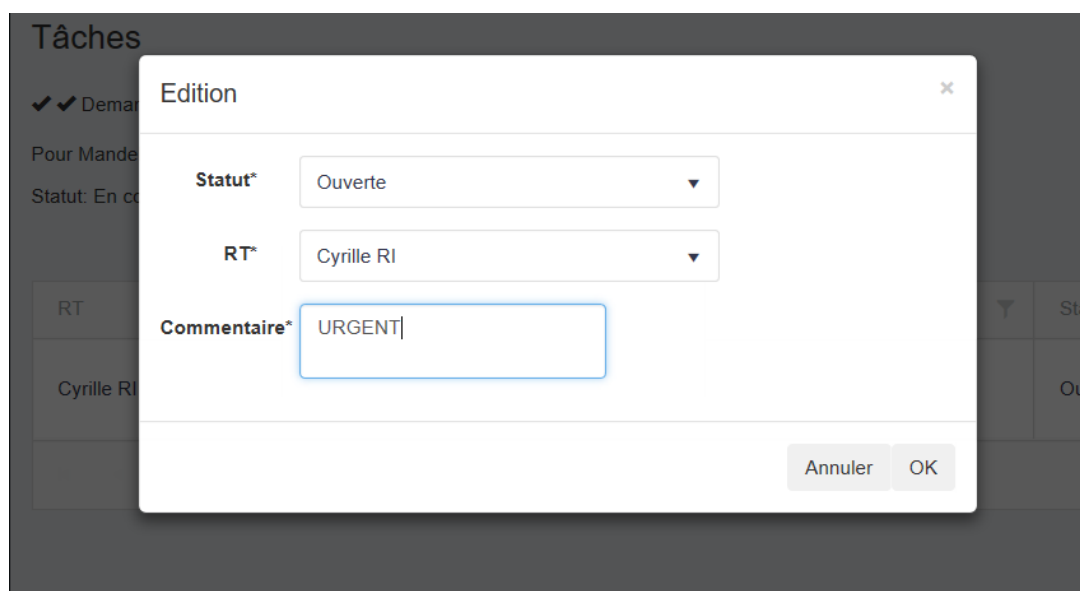
RT	Description	Commentaire	Statut	A...
Cyrille RI	A traiter		Ouverte	 

Afficher les items 1 - 1 de 1

Figure 26: List of assigned tasks

Edit a Task is used to:

- ✓ change the status of a task (open/closed)
- ✓ change the person responsible for the task
- ✓ add a comment if necessary



Tâches

✓✓ Demar

Pour Mande

Statut: En co

RT

Cyrille RI

Statut

Ou

Edition

Statut* Ouverte

RT* Cyrille RI

Commentaire* URGENT

Annuler OK

Figure 27: Editing an assigned Task

If you delete a task, you must enter a comment giving the reason for the deletion.

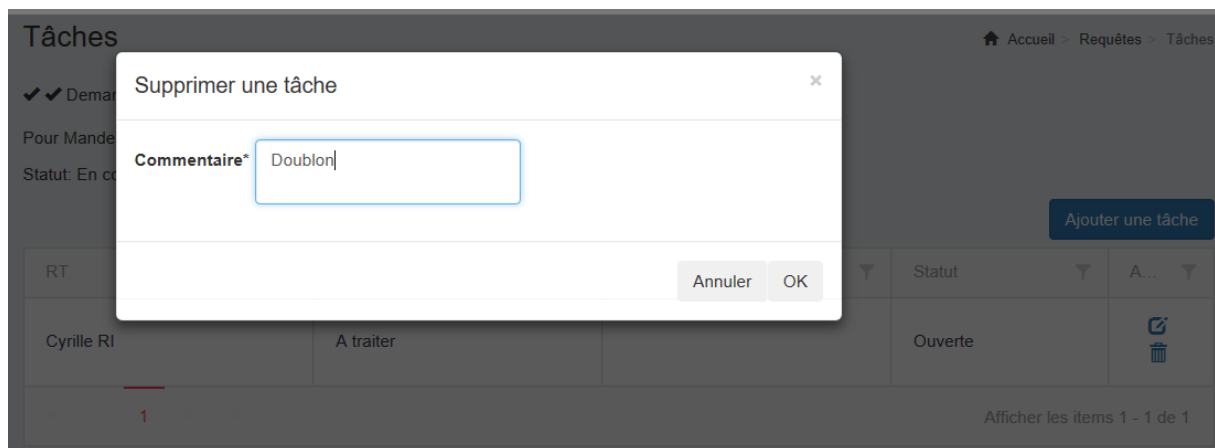


Figure 28: Deleting an assigned Task



Figure 29: Task – Compulsory comment

6. Creating a Query

When a query has been sent in by letter or email, for example, the DPO can create a query to follow its processing trail.

Créer une requête

Accueil - Requetes - Créer une requête

GÉNÉRAL

Sujet*

Origine*

03/05/2018

IDENTITÉ

☐ Homme* ☐ Femme*

Nom(s)* Prénom(s)*

Date de naissance*

COORDONNÉES

Adresse email de correspondance

myDPRights

MESSAGE

Message

PIÈCES JUSTIFICATIVES

+ Ajouter pièces justificatives

* Champs obligatoires

ENVOYER Annuler

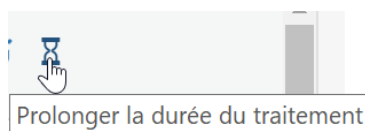
Figure 30: Queries list column filter

The fields followed by an asterisk are mandatory when creating the Query. It is not compulsory to add any attachments.

The fields vary according to the request. For example, if the request is for a Correction, the Message becomes compulsory. If it concerns a Portability request, the references of a new processing controller are required.

7. Sending a notification to extend the processing period

When a query has been received more than 25 days previously, a new action is available in the **Actions** column:



sending an extension notification to the requester

This action is used to access the notification creation page.

This notification informs the requester that extra time is needed to process his request.

Prolonger la durée du traitement

Accueil > Requêtes

n° ticket	HN915J24KA7LR2S
Sujet	Demande de portabilité de mes données
Date de création	06/04/2018 11:48
Nouvelle date prolongée	06/06/2018 11:48
Raison*	<div>Les données sont difficiles à extraire</div>

Figure 31: Extending the processing period

Only the Reason field can be modified to give the reasons why the processing period is being extended. This field is mandatory.

The other fields provide information for the DPO, showing him, for example, the new deadline date by which he must have responded to the request to comply with the regulation.

8. Sending an invalid query notification

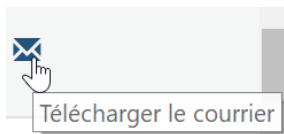
If the DPO states that a query is invalid, the system carries out two actions depending on how the query data are received.

If the reception method is myDPRights, the system sends an email notification to the requester to inform him that his request cannot be processed.

The reason given in the notification is the one entered by the DPO when modifying the query status.

The notification contains links that allow the requester to access myDPRights to enter a request or access the FAQ page for further information.

If the reception method is by letter, a new action appears in the **Actions** column for the query:



download the letter to send for an invalid request

This action generates the notification in PDF format, allowing the DPO to print it and send it by post.

D. My Tasks

An DPO has a dedicated page in the myDPRights interface on which he can view all the tasks assigned to him.

This screen is the same as the IM user dashboard. See chapter [Interface for an Internal Manager User](#)

E. Administering the Processing Register

From this interface, the DPO can create a register of all the data processing actions carried out by the company.

He can build up his register gradually, adding the processing actions one after the other.

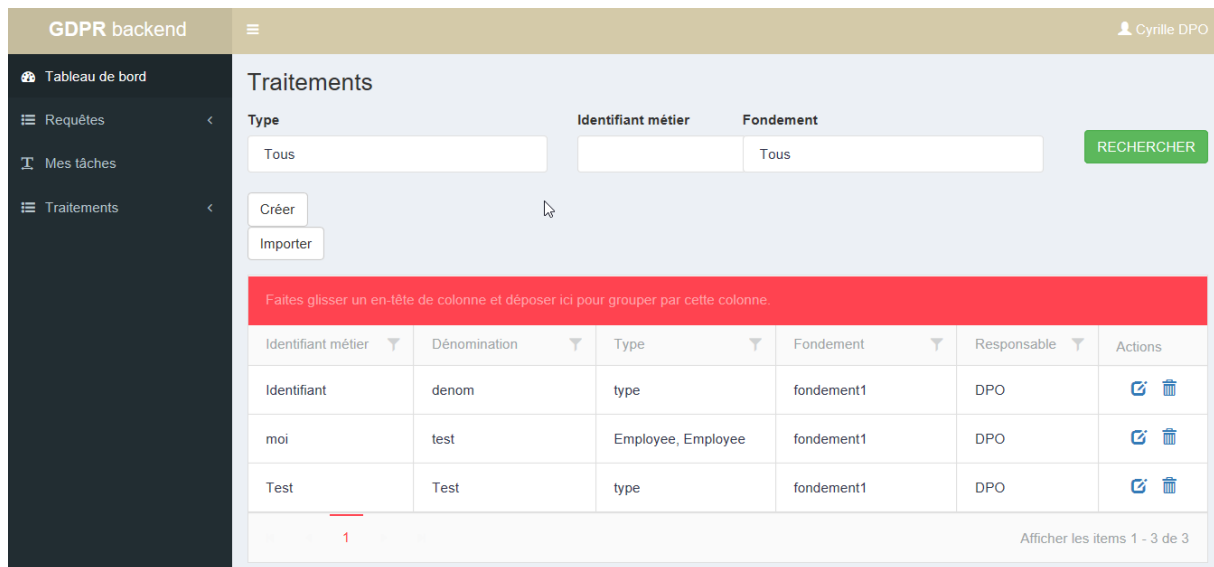
He can add an entire previously-created register by importing a data file in CSV format.

Based on the type of processing action (employees, customers, etc.) and a few parameters, he indicates which information can be displayed on the website for private individuals.

Four actions may be carried out from the Processing actions menu:

- ✓ Access the Processing actions list
- ✓ Create a Processing action
- ✓ Import a list of Processing actions
- ✓ Access the Imports list

1. Processing actions list



GDPR backend

Cyrille DPO

Tableau de bord

Requêtes

Mes tâches

Traitements

Traitements

Type

Identifiant métier

Fondement







Tous

RECHERCHER

Créer

Importer

Faites glisser un en-tête de colonne et déposer ici pour grouper par cette colonne.

Identifiant métier	Dénomination	Type	Fondement	Responsable	Actions
Identifiant	denom	type	fondement1	DPO	 
moi	test	Employee, Employee	fondement1	DPO	 
Test	Test	type	fondement1	DPO	 

1

Afficher les items 1 - 3 de 3

Figure 32: Processing actions list

a) Searching for a processing action

Several filters are available in the IM dashboard:

- ✓ **Type:** used to view the processing actions of a type equal to the selected type(s).
- ✓ **Reason:** used to view the processing actions based on the selected reason/reasons.
- ✓ **Business ID:** used to view the processing actions with an ID beginning with the ID being looked for.

Traitements

Type

Tous

Fondement

Tous

Identifiant métier

RECHERCHER

Figure 33: Processing action search filter

b) Sorting, filtering and grouping the tasks list

To facilitate browsing, the list of results can be filtered by:

- ✓ **Business ID:** the Processing action ID
- ✓ **Name:** a brief description of the Processing action
- ✓ **Type of processing action:** type and category of PPs linked to the processing action
- ✓ **Reason:** the reason linked to the Processing action
- ✓ **Controller:** the person responsible for the Processing action

The different columns may be grouped to create a new display by dragging the heading:

↑ Identifiant métier ✕	Identifiant métier ▾	Dénomination ▾	Type ▾	Fondement ▾	Responsa... ▾	Actions
Identifiant métier: Identifiant						
Identifiant	denom	Client, type	fondement1	Cyrille RI		
Identifiant métier: moi						
moi	test	Client	fondement1	DPO		
Identifiant métier: Test						
Test	Test	type	fondement1	DPO		
1						Afficher les items 1 - 3 de 3

Figure 34: Grouping the Processing actions list

Each column also has its own filter, which is made available via the funnel-shaped icon:

Afficher les lignes avec la valeur qui

Est égal à ▾

Et ▾

Est égal à ▾

EFFACER FILTRE

FILTRE

Fondement	Responsable	Actions
Tous		

Figure 35: Processing actions list column filter

2. Creating a Processing action

A processing action can be created to structure the services rendered and the procedures carried out by the company more easily: from this page the DPO can build up a Processing Register.

Créer un traitement

TITRE

DETAILS

☐ Profilage

Description*

Format ▼ (inherited size) ▼ B I U ↺ A ▼ Q ▼

Finalité*

Format ▼ (inherited size) ▼ B I U ↺ A ▼ Q ▼

Durée de conservation des données*

☐ Durée illimitée

DESTINATAIRES

☐ Destinataires

SOUS-TRAITANTS

☐ Sous-traitant

PARAMETRES

Responsable*

☐ Variable pour une demande d'opposition
☐ Variable pour la notice d'information

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Figure 36: Creating a Processing Task

It is possible to select one or more reasons on which the processing action is based. If the reason is not in the existing list, it can be created using the "Add a reason" button. A pop-up screen opens up for this action.

Ajouter un fondement

Langue

Français ▼

Nom

Figure 37: Adding a reason

Tick the "Recipients" box and a line is added, with the possibility of selecting one or more recipients for this processing action.

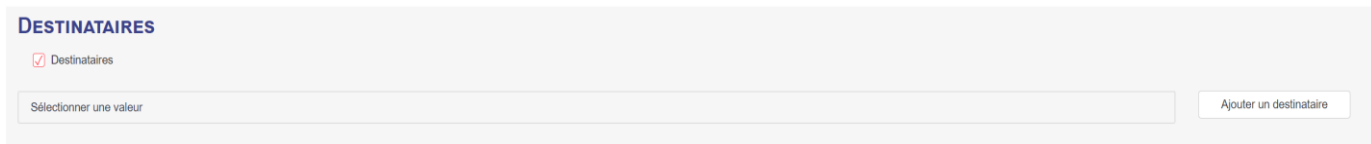


Figure 38: **Selecting a recipient**

If the processing action recipient does not exist, it is possible to add him/her to the list using the "Add a recipient" button. A pop-up screen opens up for this action.



Figure 39: **Adding a recipient**

Tick the "Subcontractor" box and a line is added, with the possibility of selecting one or more subcontractors to this processing action.

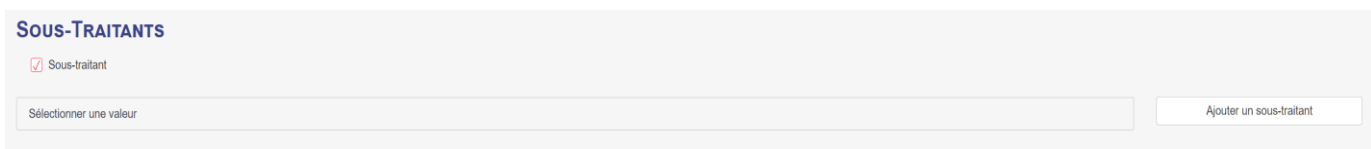


Figure 40: **Selecting a subcontractor**

If the processing action subcontractor du processing action does not exist, it is possible to add him/her to the list using the "Add a subcontractor" button. A pop-up screen opens up for this action.

Figure 41: Adding a subcontractor

a) Configuring the use of the register in myDPRights

The parameters part is used to configure how myDPRights will use the processing action data.

Figure 42: Configuring a processing action for myDPRights

Type

You may select one or more types of individuals for whom the processing action is carried out. The type is used to categorise the relationship with the PP: it indicates the type of individual for whom the data processing action is carried out.

If the type does not exist, it is possible to add one to the list using the "Add a type" button. A pop-up screen opens up for this action.

Figure 43: Adding a type

The type is important in the myDPRights matching module.

If this option has been chosen, the myDPRights officer can find out for a query whether the requester is or was associated with the company.

If this is the case, the relationship is categorised and used, via the type, to find out what processing actions have been carried out using his data.

Person responsible

It is possible to note who in the company is responsible for a data processing action. It may be an individual (IM user or DPO user) or a department to which one or more users are attached.

As part of the matching process, it is used to automatically assign a task to each person responsible for the processing actions identified for a query.

Options

The options are used to display – or not - the data concerning the processing action in the different pages of the myDPRights PP website.

The “Objection Request” option is used to list the processing actions in the objection form in order to direct the requester’s choices towards the processing actions to which he can object.

The “Information booklet” option is used to display information about the processing action on the “Our processing actions” page. Like the FAQ, it is used to a certain extent to give information to the individuals.

3. Importing processing actions

Click on the “Import” button in the processing actions list and a pop-up screen is displayed.

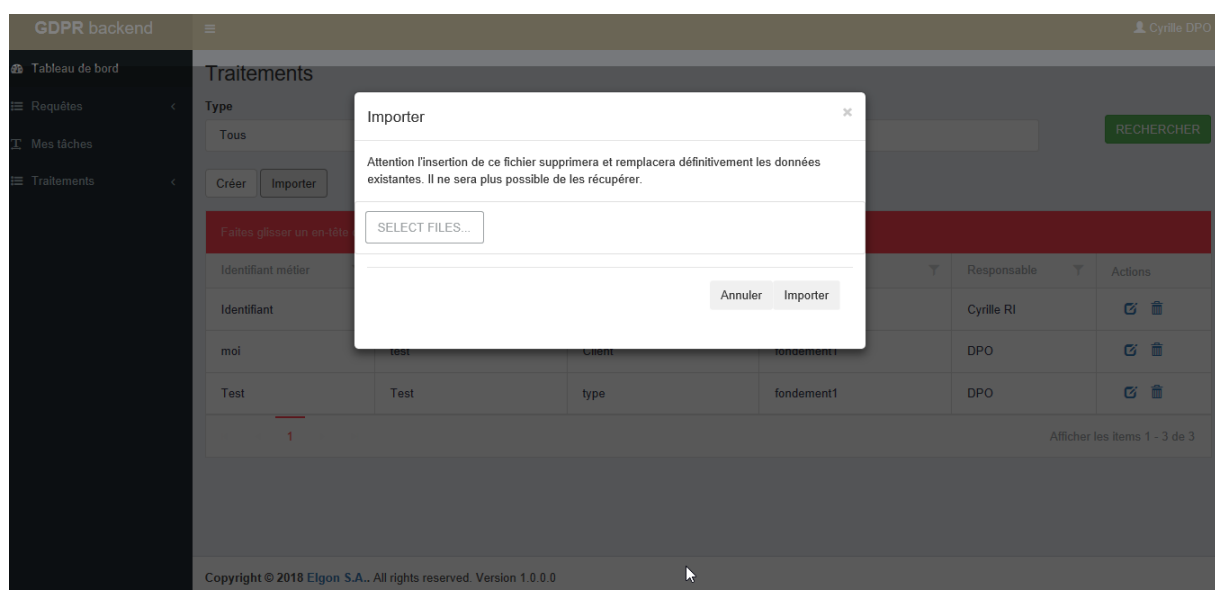


Figure 44: Importing processing actions

As the above message says, importing processing actions will delete the processing actions currently in the myDPRights DPO register.



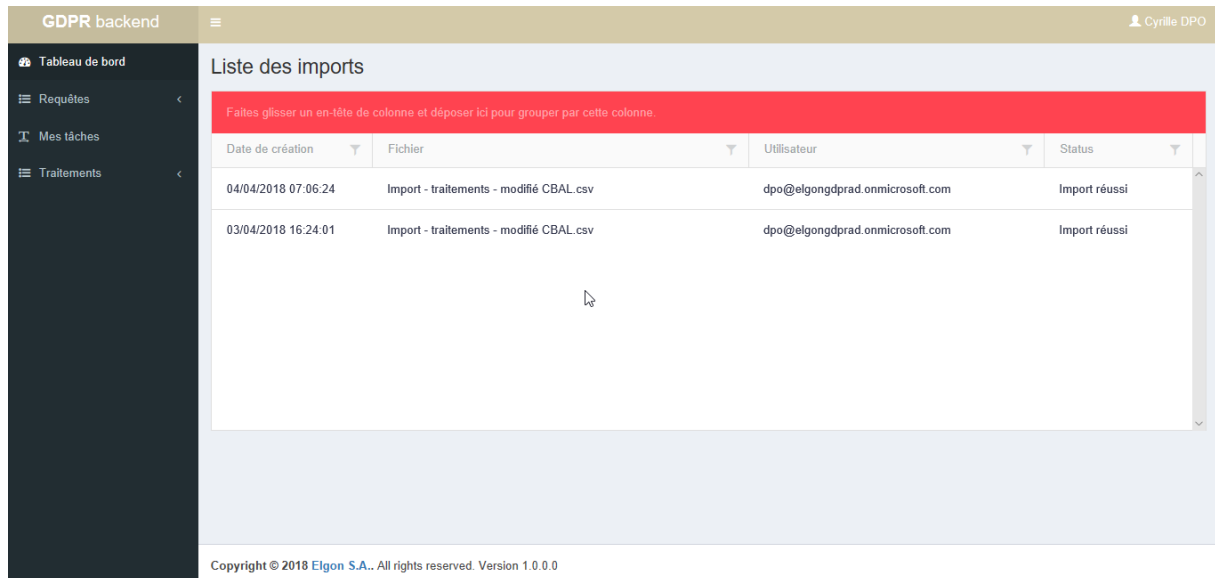
ModelTreatmentImp
ort.xlsx

Model csv file to build up for the import.

4. Import list

Click on the “Import history” button in the processing actions list and a list of the imports carried out will appear.

It shows which files have been imported and gives the import status.



Date de création	Fichier	Utilisateur	Status
04/04/2018 07:06:24	Import - traitements - modifié CBAL.csv	dpo@elgongdprad.onmicrosoft.com	Import réussi
03/04/2018 16:24:01	Import - traitements - modifié CBAL.csv	dpo@elgongdprad.onmicrosoft.com	Import réussi

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Figure 45: Import List

VI. Interface for an Internal Manager user

The **Internal Manager** (or **IM**) is responsible for processing the tasks assigned to him. These concern the queries (or *requests*) submitted via the myDPRights PP application.

Depending on the query, the tasks may involve:

- ✓ Supplying documents containing all the requester's data (**Access** and **Portability** requests)
- ✓ Modifying a requester's data in accordance with directives (**Correction** request)
- ✓ Deleting all the requester's data (**Deletion** request)
- ✓ Deleting all the processing actions applied to a requester (**Objection to processing actions** request)

The IM carries out the different tasks that are assigned to him by the DPO.

He indicates in myDPRights DPO the progress he has made in processing his tasks.

A. Signing into the application

To access myDPRights DPO, a user must sign into the application.

The user enters the **myDPRights URL** address on a web browser

He is then directed to the application's sign-in page

He enters his email address

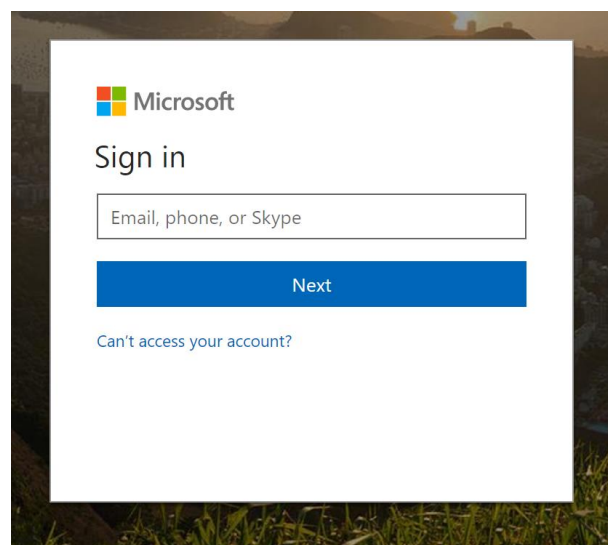


Figure 46: **Connection - Username**

Then his password

Figure 47: **Connection - Password**

B. Dashboard

After connection, the application checks the connected user's rights and brings up the application homepage, Dashboard, if the user is part of the IM group.

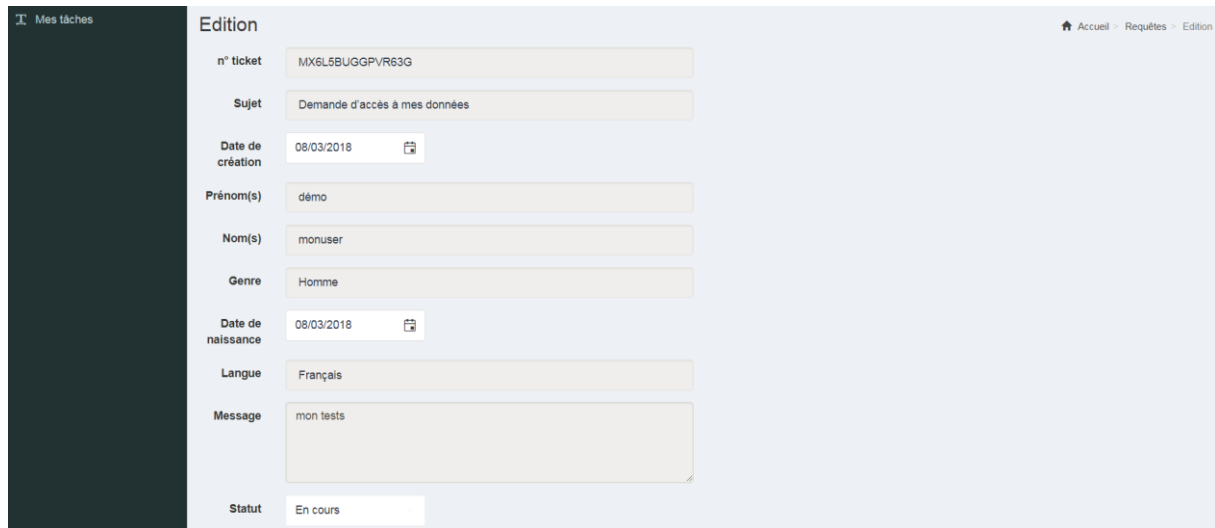
The IM dashboard is used to view all the tasks assigned to him. When they appear on the screen, they show "Open" status.

n° ticket	Sujet	Date de demande de la requête	Description	Date de création	Actions
RK2TWED6PX4BG1V	Demande d'accès à mes données	04/04/2018 17:54	test	04/04/2018 18:03	🔗

Figure 48: **myDPRights homepage screen - myDPRights for an IM**

1. Viewing the query details

For each task, the IM can click directly on the task ticket number (ID) to consult the information for the query concerned by the task.



The screenshot shows a web interface for editing a task. On the left is a dark sidebar with 'Mes tâches'. The main area is titled 'Edition' and contains a form with the following fields:

- n° ticket: MX6L5BUGGPVR63G
- Sujet: Demande d'accès à mes données
- Date de création: 08/03/2018
- Prénom(s): démo
- Nom(s): monuser
- Genre: Homme
- Date de naissance: 08/03/2018
- Langue: Français
- Message: mon tests
- Statut: En cours

At the top right of the form area, there is a breadcrumb trail: Accueil > Requêtes > Edition.

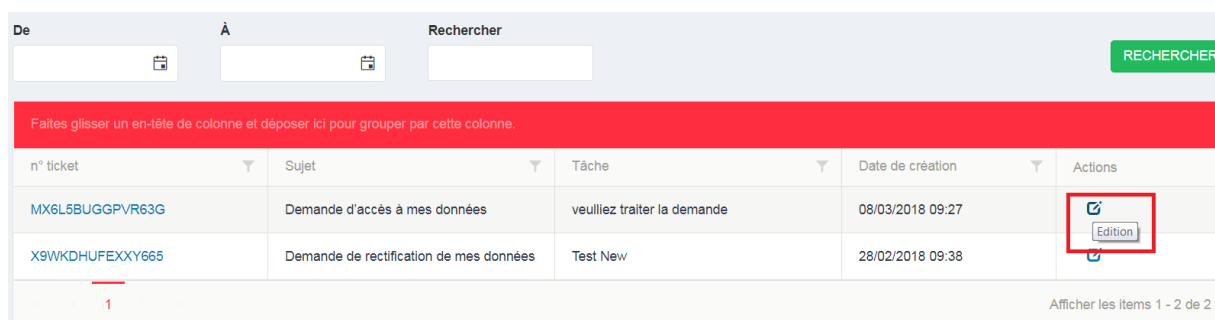
Figure 49: Query details for an IM

2. Editing a task

He can also edit the task by clicking on the *Edit* button (Actions).

He can indicate whether or not the processing action has been carried out:

- ✓ **save**: task in progress or pending
- ✓ **save and close**: task processed



The screenshot shows a table with task details. At the top, there are search filters for 'De', 'À', and 'Rechercher', along with a 'RECHERCHER' button. Below the filters is a red banner with the text: 'Faites glisser un en-tête de colonne et déposer ici pour grouper par cette colonne.' The table has the following columns: n° ticket, Sujet, Tâche, Date de création, and Actions. The first row is highlighted with a red background. The 'Edition' button in the 'Actions' column of the first row is highlighted with a red box.

n° ticket	Sujet	Tâche	Date de création	Actions
MX6L5BUGGPVR63G	Demande d'accès à mes données	veuillez traiter la demande	08/03/2018 09:27	Edition
X9WKDHUFEXXY665	Demande de rectification de mes données	Test New	28/02/2018 09:38	Edition

At the bottom right of the table, it says 'Afficher les items 1 - 2 de 2'.

Figure 50: Edit a Task button

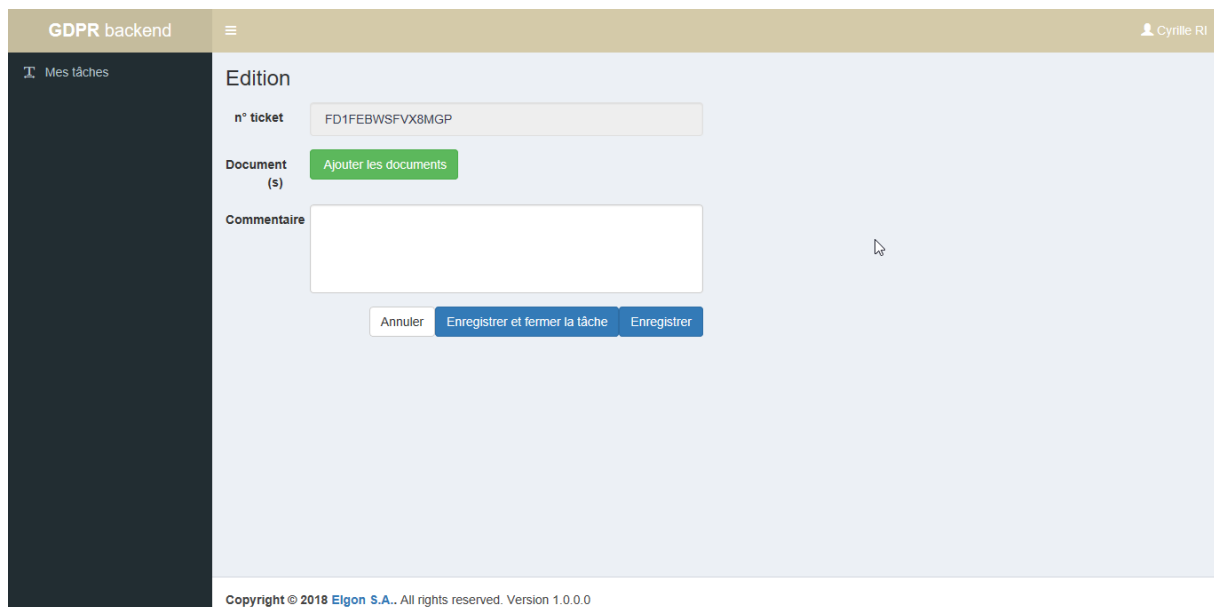


Figure 51: Editing a task for a Portability request

a) Adding documents

For portability or data access requests he can add documents along with the reason for adding these documents (must be entered to provide traceability of the action in the history). These documents must contain the available data concerning the requester. Their content is at the discretion of each entity responsible for these processing actions.

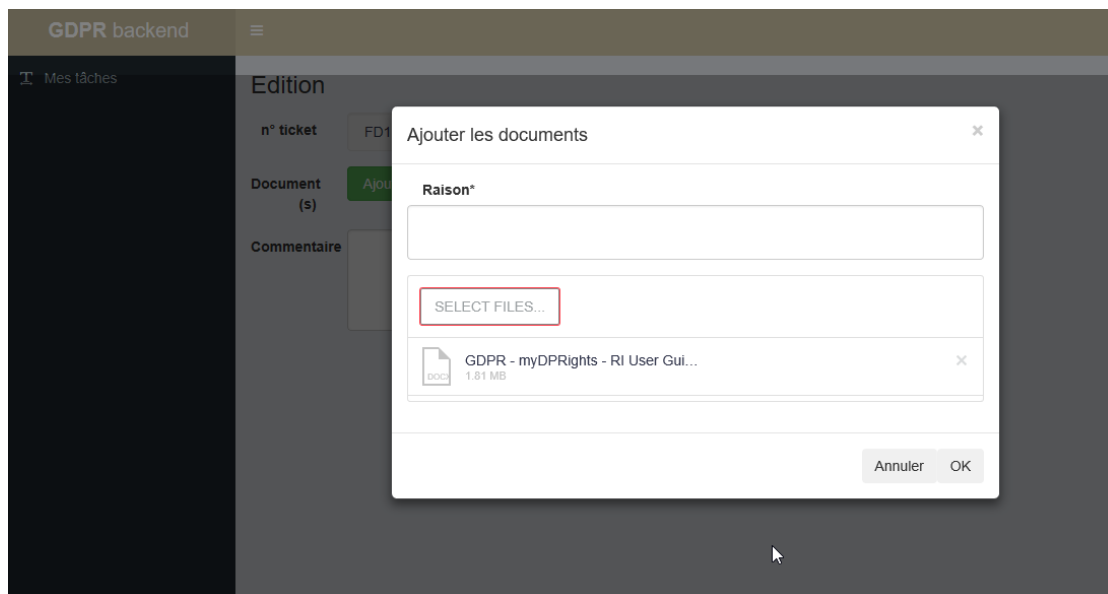


Figure 52: Adding documents

The types of document accepted by the myDPRights application are:

- ✓ Adobe Acrobat documents (pdf)
- ✓ Images (jpg, jpeg, png,...)
- ✓ Microsoft documents (Word, Excel, PowerPoint, Visio...)

- ✓ Compressed files (zip, rar...)
- ✓ Videos (avi, mp4...)
- ✓ Other, cf. Figure 46

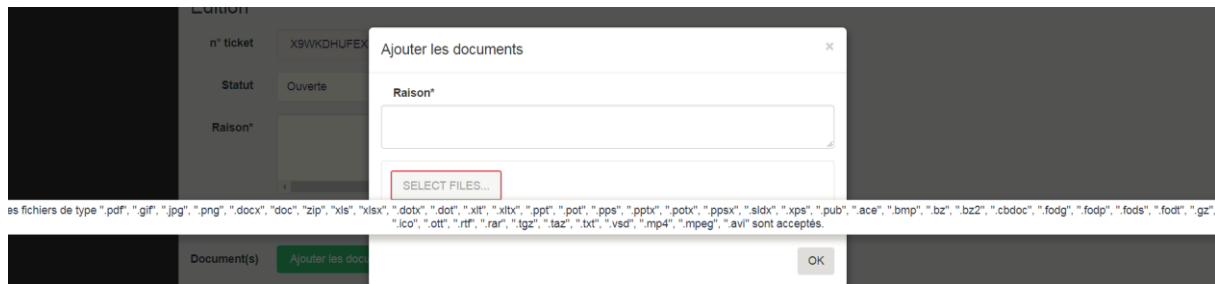


Figure 53: Document formats

Once closed (by choosing "Save and close"), the task disappears from the list of tasks associated with the IM.

The DPO can always view the tasks closed for a query via his task editing screen.

3. Searching for a task

Several filters are available in the IM dashboard:

- ✓ **Tasks for requests > 20 days:** used to view tasks concerning queries received between twenty and thirty days prior to the current date
- ✓ **Tasks for requests >30 days:** used to view tasks concerning queries received more than thirty days prior to the current date
- ✓ **Period (FROM ... TO):** used to view tasks created during the period indicated
- ✓ **Subject:** used to view queries that have the type of subject(s) selected, i.e. the type of query or right concerned by the request
- ✓ **By Ticket number (Search zone):** used to view requests that have a ticket number beginning with the ticket number being searched for

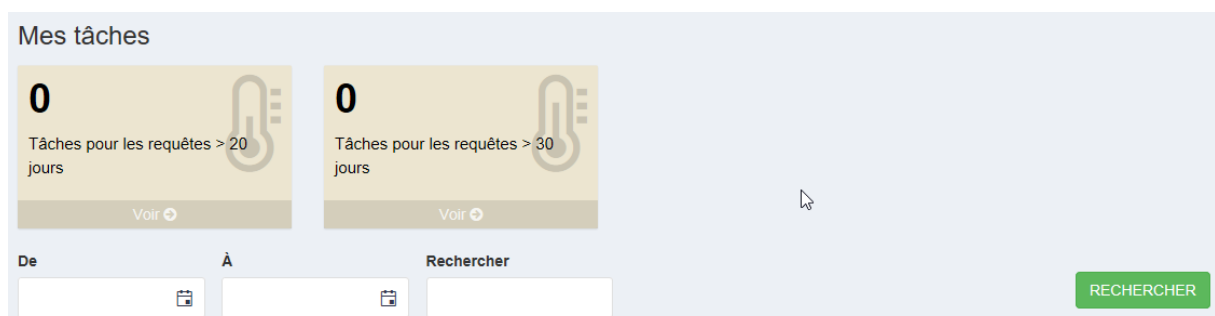


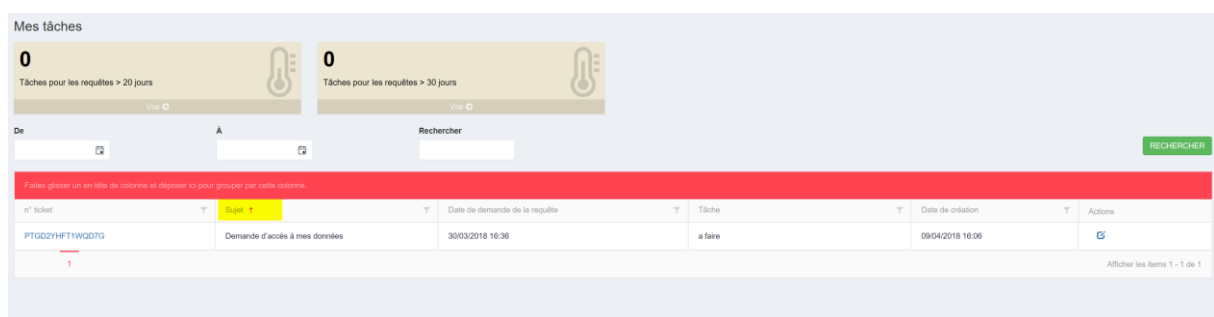
Figure 54: Task search filters

4. Sorting, filtering and grouping the task list

To facilitate browsing, the list of results may be sorted by:

- ✓ **Ticket number:** the query ID indicated in the notifications
- ✓ **Subject:** type of query or right concerned by the request
- ✓ **Request date:** date on which the query was created or date on which the query was received for queries sent in via a channel other than myDPRights
- ✓ **Task creation date**

Click on the column heading: an arrow indicates the sort direction



Mes tâches

0 Tâches pour les requêtes > 20 jours

0 Tâches pour les requêtes > 30 jours

De À Rechercher

RECHERCHER

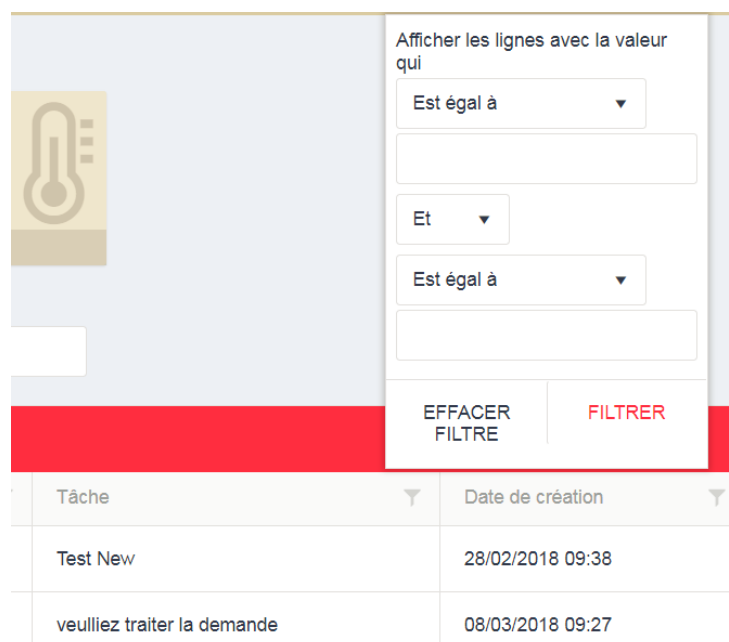
Cliquez pour un tri de colonnes et cliquez sur pour grouper par cette colonne.

n° ticket	Subject	Date de demande de la requête	Tâche	Date de création	Actions
PTGDZYHFTYWGDTG	Demande d'accès à mes données	30/03/2018 16:36	a faire	08/04/2018 16:06	

Afficher les items 1 - 1 de 1

Figure 55: Subject Sorting (ascendant) in the task list

Each column also has its own filter, available via the funnel-shaped icon:



Afficher les lignes avec la valeur qui

Est égal à

Et

Est égal à

EFFACER FILTRE


FILTRE

Tâche	Date de création
Test New	28/02/2018 09:38
veuillez traiter la demande	08/03/2018 09:27

Figure 56: Task list column filter

The different columns may be grouped together to create a new display by dragging the heading:

↓ Sujet ×

	n° ticket	Sujet	Tâche	Date de création	Actions
✚ Sujet: Demande de portabilité de mes données					
	LQ27EQUAHPUN65F	Demande de portabilité de mes données	à traiter urgement	29/03/2018 12:52	
	LQ27EQUAHPUN65F	Demande de portabilité de mes données	a traiter	29/03/2018 12:51	
	LQ27EQUAHPUN65F	Demande de portabilité de mes données	non prioritaire	29/03/2018 12:53	
✚ Sujet: Demande d'effacement de mes données					
	BVRTJ4SJ1HX1SP1	Demande d'effacement de mes données	répondre au client	29/03/2018 12:54	
1					

Afficher les items 1 - 4 de 4

Figure 57: Grouping the task list