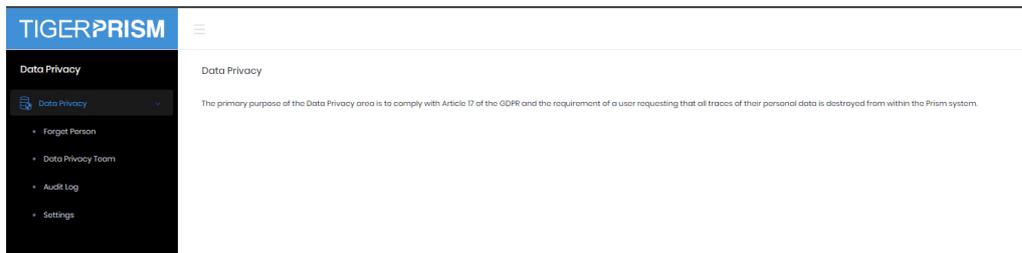


Data Privacy

Overview

Prism's Data Privacy module allows the software to comply with Article 17 of the General Data Protection Legislation. It takes an employee record and anonymises all warehoused data relating to that person. That way the calls are still available for overall statistics, but it is no longer possible to see who made or received them.

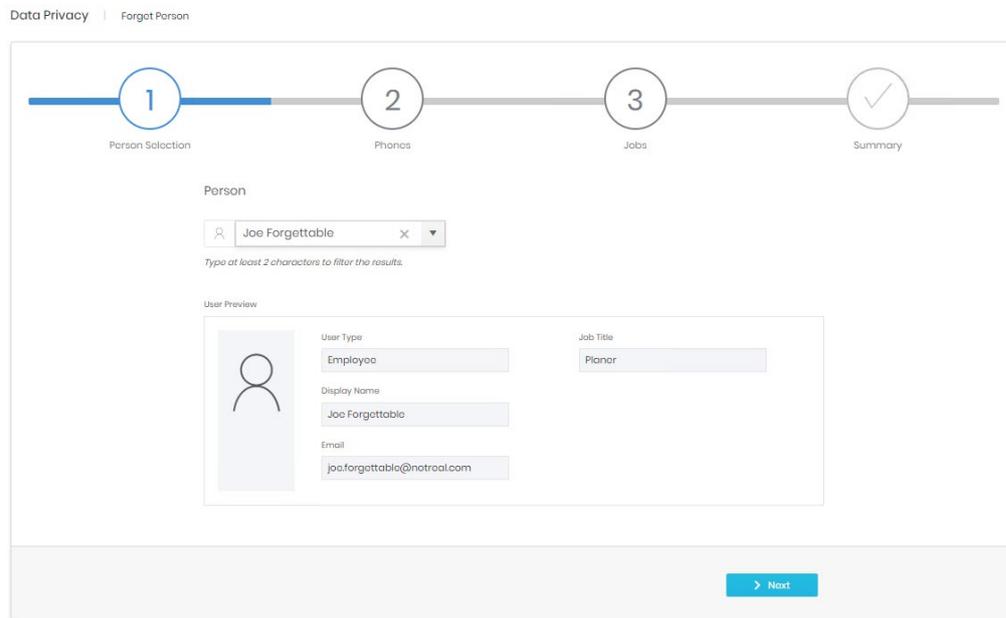
This process is irreversible, both by customers and Tiger engineers.



Forget Person

The process of forgetting an individual is passed through a wizard.

Person Selection

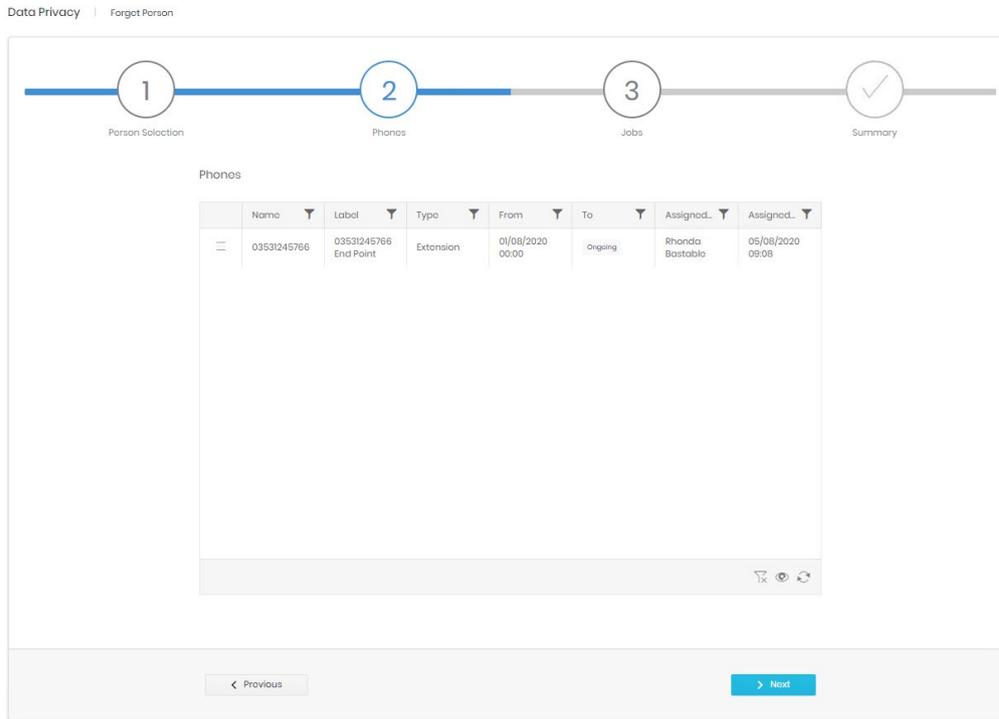


The first step is an incremental search for the employee name. A preview of the selection's properties is shown to help confirm that the right employee is used.

Phones

The second step displays phone assignments for the employee. This allows the detail of the phones to be checked.

Data Privacy | Forget Person



1 Person Selection 2 Phones 3 Jobs Summary

Phones

	Name	Label	Type	From	To	Assigned..	Assigned..
	03531245766	03531245766 End Point	Extension	01/08/2020 00:00	Ongoing	Rhonda Bastable	05/08/2020 09:08

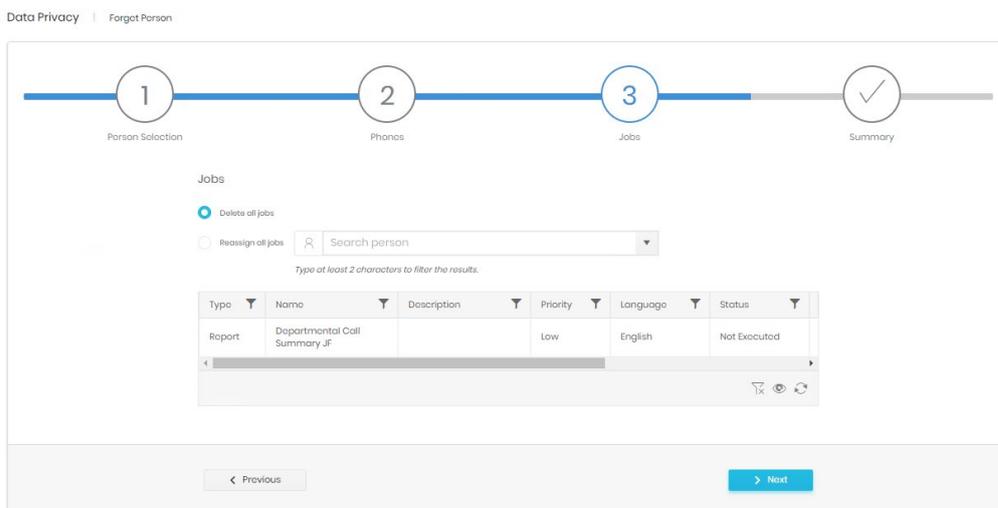
< Previous Next >

Jobs

The third step displays all scheduled jobs which are owned by the data subject.

If the employee owns any jobs there are two options provided, either delete the jobs, or reassign all of them to a nominated user. This could be a replacement, or just to an admin to hold until a decision is made on each job.

Data Privacy | Forget Person



1 Person Selection 2 Phones 3 Jobs Summary

Jobs

Delete all jobs
 Reassign all jobs

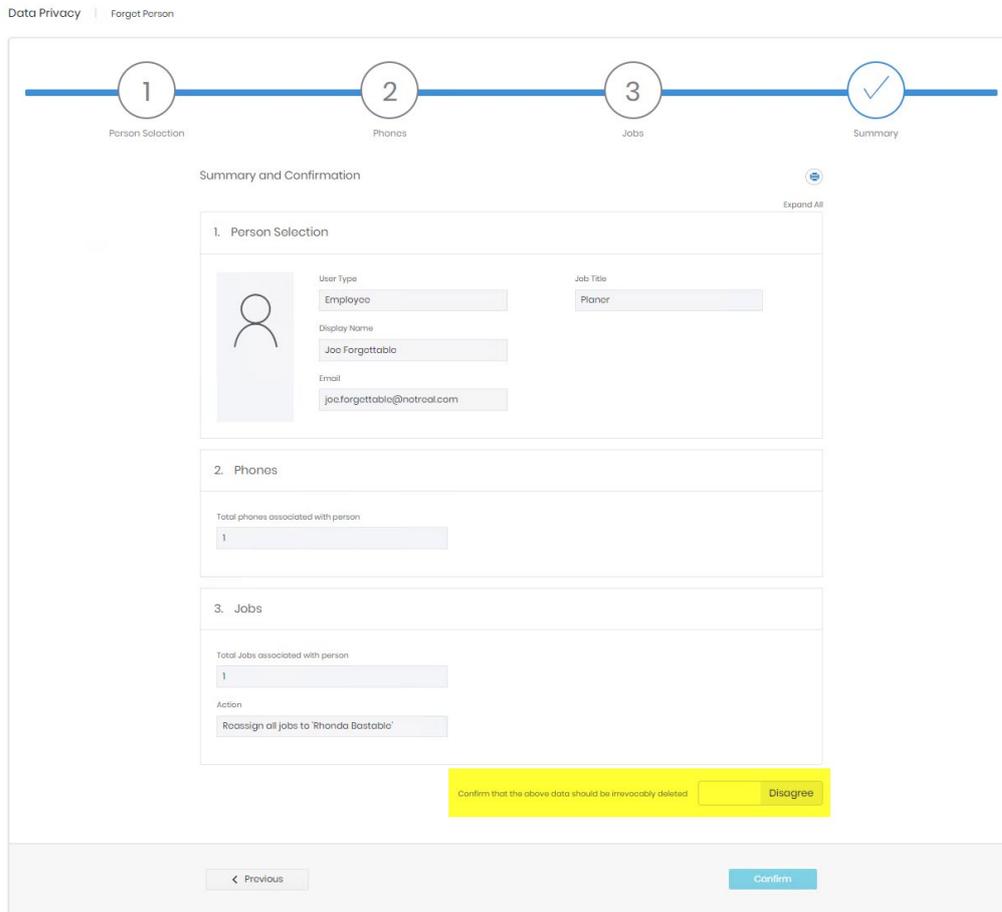
Type at least 2 characters to filter the results.

Type	Name	Description	Priority	Language	Status
Report	Departmental Call Summary JF		Low	English	Not Executed

< Previous Next >

Summary

The summary screen displays the selections made, and provides the first of several confirmation steps. The slider must be set to 'Agree' before Confirm is enabled.



On Confirm, a second confirmation box is displayed. The full name of the data subject must be typed into the box to allow the process to begin.

Data Privacy Disclaimer



This process is designed to allow data protection representatives of data processors to comply with Article 17 of the Regulation (EU) 2016/679 (General Data Protection Regulation) – Right to erasure (“right to be forgotten”). By confirming the actions below you will irrevocably anonymise the personal data contained within Prism’s databases for the selected user.

Enter 'Joe Forgettable' in the box below to confirm data for this person should be deleted.

Start

Cancel

Once start is pressed the process is irrevocable. A further box is displayed which allows a copy of the summary to be printed. This may be required for audit purposes. If not a simple continue option is also available.

Data Privacy Deletion Details For Joe Forgettable (forgotten on 05/08/2020)

- User Type** - Employee
- Display Name** - Joe Forgettable
- Email** - joe.forgettable@notreal.com
- Job Title** - Planer
- Phones** - 03531245766 - 03531245766 End Point (Extension)
- Jobs** - Reassign all jobs to 'Rhonda Bastable'

If it has been configured (again depending on individual company policy) the summary detail will be emailed to the specified email as well.

Data Privacy Team

Access to the Data Privacy module is not governed through the normal authorisation mechanism, but is determined by the Data Privacy Team Leader, who is created by a system administrator. The team leader is then able to add agents to the team. Any employee with an existing Prism account can be added to the team.

Data Privacy | Data Privacy Team

Current Agents | Past Agents

Filter

		From	To	Job Title	Email	First Name	Last Name	Assigned By	Assigned On	
=		30/07/2020 09:24:00		Human Resources Manager	amizalib@TigerPublicDom...	Avram	Mizal	Toddle Maron	30/07/2020 10:24:26	
=		30/07/2020 09:24:00		Nuclear Power Engineer	bflockney2x@TigerPublicD...	Bari	Flockney	Toddle Maron	30/07/2020 10:24:39	
=		30/07/2020 09:24:00		Nuclear Power Engineer	bsummerladid@TigerPubli...	Bornico	Summerlad	Toddle Maron	30/07/2020 10:24:52	
=		30/07/2020 09:24:00		Spooch Pathologist	bpottoridge27@TigerPubl...	Battino	Pottoridge	Toddle Maron	30/07/2020 10:25:04	
=		30/07/2020 09:25:00		Account Representative IV	cwobormannf@TigerPubli...	Cotherino	Wobormann	Toddle Maron	30/07/2020 10:25:21	
=		30/07/2020 09:25:00		Staff Accountant II	csummerfield20@TigerPu...	Chickio	Summerfield	Toddle Maron	30/07/2020 10:25:32	
=		30/07/2020 09:25:00		Developer III	mgodlerh@TigerPublicDa...	My	Godler	Toddle Maron	30/07/2020 10:26:02	
=		28/07/2020 11:34:00		Sales Representative	rbastabic3@TigerPublicD...	Rhonda	Bastable	Toddle Maron	28/07/2020 12:34:43	
=		30/07/2020 11:54:00		Senior Financial Analyst	tmaron2h@TigerPublicDa...	Toddle	Maron	Rhonda Bastable	30/07/2020 12:54:37	

1 - 9 of 9 items

Note that agents have 'From' and 'To' dates. Access can be given for a defined time and automatically revoked. The cog icon gives options for the agent including adjusting or setting those dates.

Change Data Privacy Rights For Agent 'Bernice Summerlad'

Unassign data privacy rights from agent 'Bernice Summerlad'.

 Change data privacy rights from agent 'Bernice Summerlad'...

From:

To:  

A team member can leave the team in three ways. Their Prism account is disabled, their 'To' date is reached, or they are removed by the team leader. At this point they will show in the Past Agents tab.

Data Privacy | Data Privacy Team

Current Agents | Past Agents

Filter

	From	To	Job Title	Email	First Name	Last Name	Assigned By	Assigned On	Account disabled	Unassigned By	Unassigned
	30/07/2020 09:24:00	01/08/2020 00:00:00	Human Resources Manager	emiliah@tigerpublicdemo.com	Awaram	Mizi	Toddie Maron	30/07/2020 10:24:00	+		

Audit Log

The audit log lists simple information to demonstrate that Prism has forgotten the data for a data subject. The subject's name, date of operation, and agent responsible are shown. This allows reference if, for example, a backup is restored and forget operations need to be repeated to fulfil data privacy obligations.

Data Privacy | Audit Log

Filter

Forgotten	Forgotten by	Confirmed	Name of person forgotten
05/08/2020 10:16:34	Rhonda Bastable	✓	Joe Forgettable
03/08/2020 12:26:56	Rhonda Bastable	✓	John

Settings

There is only one setting for Data Privacy. An email address can be set up to receive a summary of ant forget operation. This may be required for an audit trail per company policy.

Data Privacy | Settings

Settings

Settings 

Email