

# Data Protection

The blog details the additions and improvements to HeroTill's System according to with the **Generally Accepted Privacy Protection** regulations globally.

Read More about privacy regulations in your regions:

- [GDPR \(EU\)](#)

- [PoPI \(RSA\)](#)

## Added Data protection debug switch

If the "Show Data Protection" switch is set to **Yes** then the Data Protection functionality (detailed below) will be applicable on your HeroTill:

Show Data Protection

Yes

Update

A new permission "**Data Protection**" has been added:

	<div><div>ON</div><div></div></div>	<div><div>ON</div><div></div></div>	
Data Protection	<div><div>ON</div><div></div></div>	<div><div>ON</div><div></div></div>	

Close

Delete

Save changes

This Permission should be utilised with absolute caution. Details on where this permission will be required will be explained below.

Wisps will be notified prior to this functionality being made active on their systems.

## **Added / updated user licence agreement on admin user first login / after update**

HeroTill's End User License terms and conditions have been updated. Admin users who have not yet accepted the current version of this License will be requested to accept them again before being allowed to continue making use of HeroTill.

If the terms are updated in the future, the Admin user will be requested to accept the new version. Users who do not agree will not be able to legally utilise HeroTill.

Wisps will be notified prior to this functionality being made active on their systems.

If you have any questions about the terms of use please feel free to email [support@herotill.com](mailto:support@herotill.com).

## **Added Data protection permission to export certain customer list and banking exceptions report**

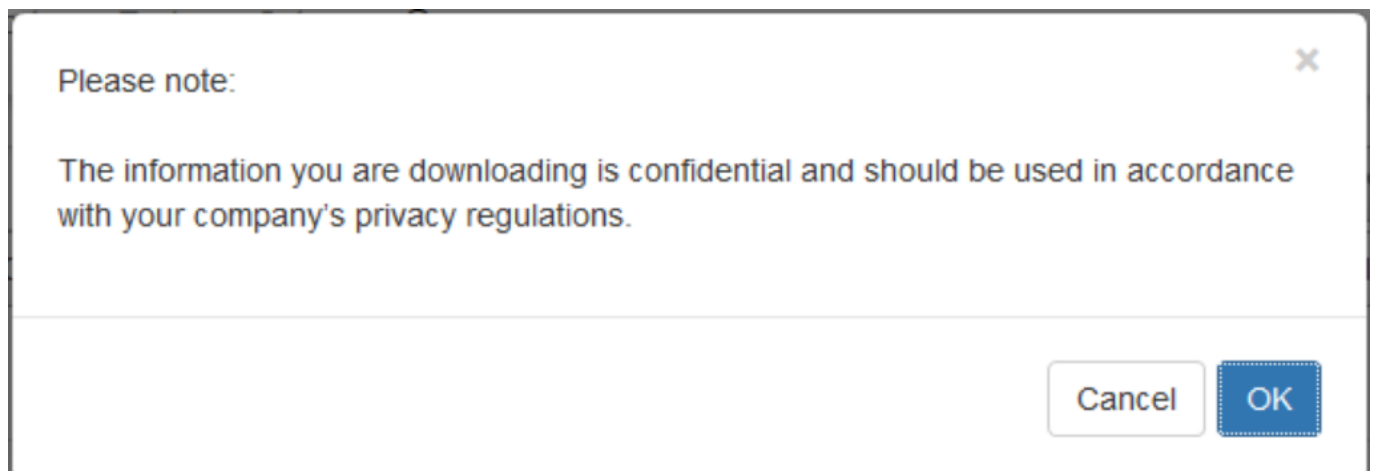
**Customers with Incomplete Bank Details** screen:

A new permission "**Data Protection Write**" has been added for an admin user to be able to copy and export items from the on Bank Details Exception Report screen.

**Customer list** screen:

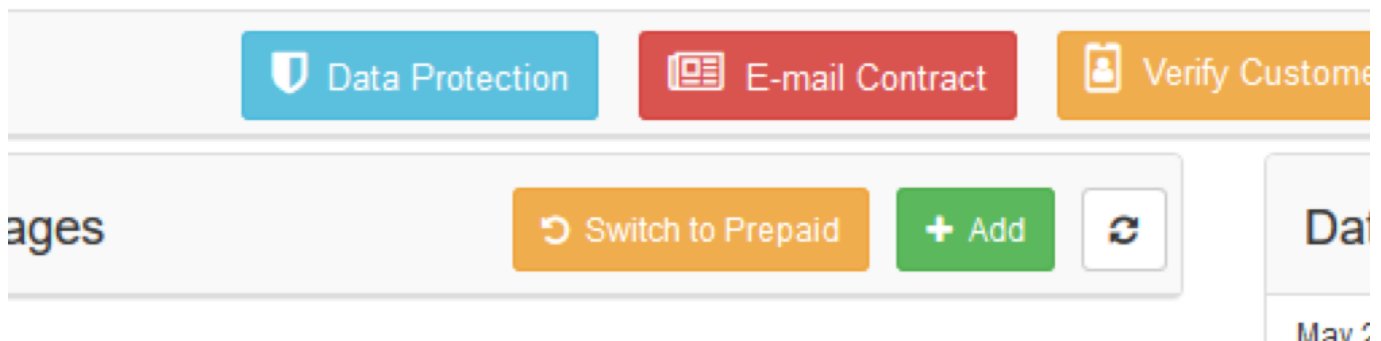
Copying and exporting items from the **Customer List** screen requires either the "**Data Protection Write**" permission or **Accounting Adjustment** permission.

For both cases a pop-up appears warning the User that the information is confidential:



## Added “Data Protection” button to edit customer screen

A light blue Button “**Data Protection**” has been added to the **Edit Customer Screen**:



(Only users with the **Data Protection** permission **Read** or **Write** will be able to see and use the button.)

The Button allows the admin user to fulfil a customer’s legal right as a **Data Subject** to request:

1. Access to their Data
2. Right to be forgotten (Anonymisation)

## Access to their Data (Subject Access Request)

A customer (or Data subject) has the legal right to access the data the Wisp has collected from them. HeroTill has made this a simple process by submitting a Subject Access Request when Customers make the request to access their data.

Admin User will need the **Data Protection** permission **Read** or **Write** to be able to process this request.

The Process of such a request is as follows:

1. A customer contacts the helpdesk / support person requesting access to their Data
2. The Admin user will then process the request by selecting the **Data Protection Button** -> **Subject Access Request Tab** -> **Send Message**:



## Customer Data Protection #68

Subject Access Request

Right To Be Forgotten

**Please Note**

Personal Data should only be handled when needed and consent should be provided by the data subject.

**Send a copy of personal data**

A copy of personal data will be sent to the email address and cell number below.  
Message details can be included. The data includes:

- Standard customer data
- Customer Update Requests
- Sales Leads
- Jobcards
- Billing Documents
- Received Messages
- Customer Files

[Send Message](#)**Email Address**

shoneese@datatill.com

**Cell Number**

0727117572

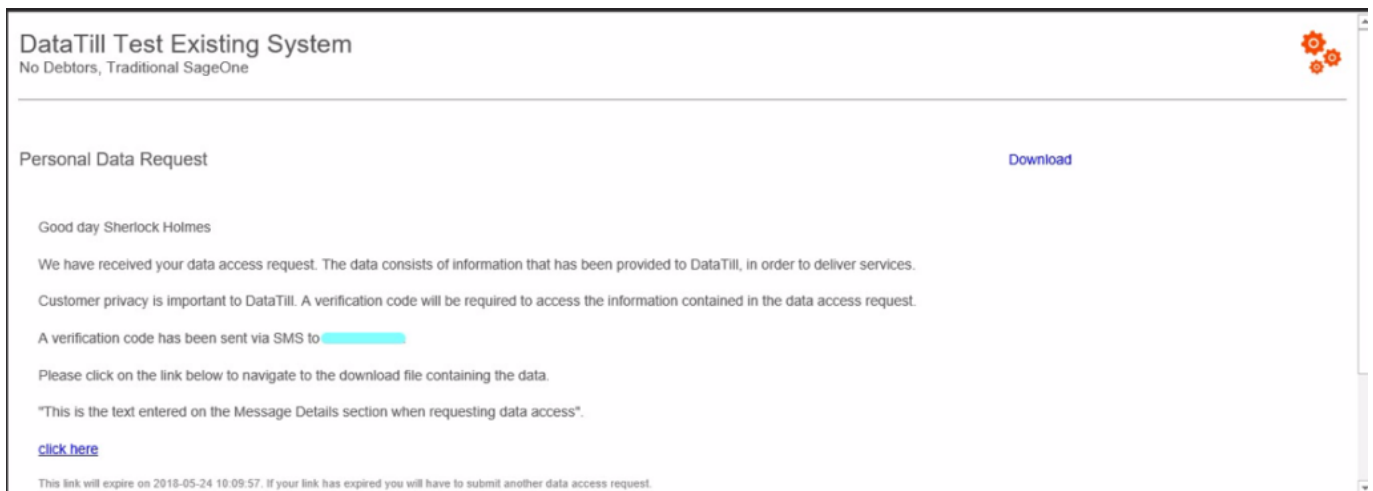
**Message Details**

Message Details

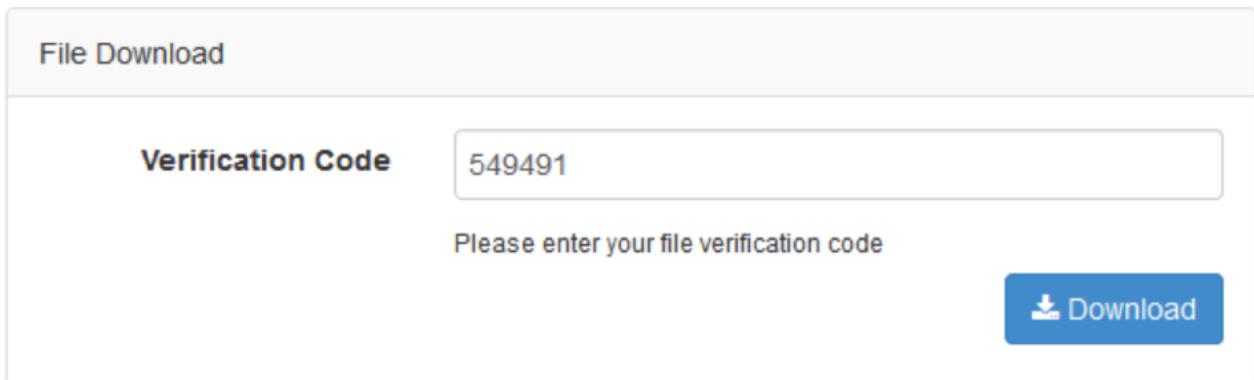
[Close](#)

3. The customer will receive **an email** stating that they have requested their data. The email includes a **link** to a page where they will be able to download their information after entering the verification code.

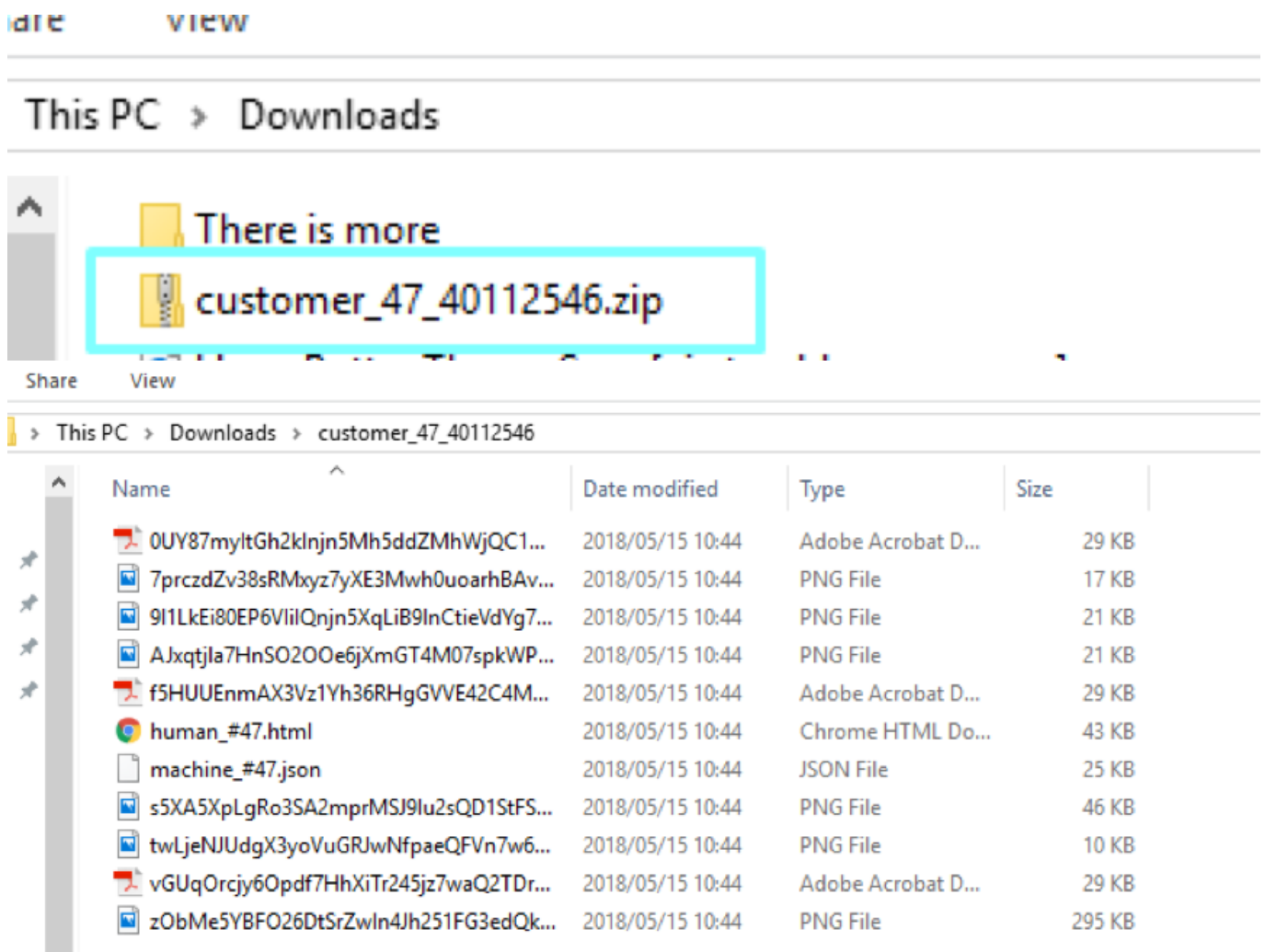
\*The link is only active for 24 hours after which a new Access Request will have to be processed.



**A Verification Code** via SMS. The verification code must be entered after the link has been followed:



4. Once Customers have followed the link and entered the verification code they will be able to download the zip folder of their data which contains the individual items of data:



The types of information contained in the Zip:

Section	Type of Data
Attachments	All attachments from edit customer screen. Add files to zip file. Taken from customer edit screen.
Compliance documents	Add these files to zip file. Taken from customer edit screen.
Account details	VAT number Primary contact name Primary contact tel Physical address Postal address Client portal user name Taken from customer edit screen.
Customer contact details	Name Email Cell number Taken from customer edit screen.



Customer GPS location details	GPS position
	Address
	Taken from customer edit screen.
Linked social media accounts	Social account names and thumbnails of account picture if there is any. Taken from customer edit screen.
Billing details	Billing details. Taken from customer edit screen.
Customer requested changes	Contact details
	Billing details
	Taken from customer edit screen.
Radius data packages	Username
	Account alias
	Address of radius account
	Taken from customer edit screen.
Active data sessions	IP Addresses
	Uenames
	Device names
	Taken from customer edit screen.
Previous data sessions	IP Addresses
	Uenames
	Device names
	Taken from customer edit screen.
VOIP phone lines	Phone numbers
	Taken from customer edit screen.
Usage notification settings	SMS number
	Email address
	Taken from customer edit screen.

## Right To Be Forgotten (Anonymised)

A customer (or Data subject) has the legal right to request a Wisp to delete (or forget) the information a Wisp has collected from them.

\* Please note that according to the laws of your country, it may be that you may not be able to forget or anonymise a customer if they have had active billing in the last 5 years.

Admin User will need the **Data Protection** permission **Write** only to be able to process this request.

The Process of such a request is as follows:

1. A customer contacts the helpdesk / support person requesting to be forgotten (have all their information removed / deleted / anonymised)
2. The Admin user with the Data Protection **Write** Permission will then process the request by selecting the **Data Protection Button -> Right To Be Forgotten Tab -> Anonymise Customer / Delete Customer button:**




Customer Data Protection #68 ✕[Subject Access Request](#)[Right To Be Forgotten](#)**Please Note**


Personal Data should only be handled when needed and consent should be provided by the data subject.

**Permanently Anonymise Customer**

- This option will anonymise customer data within the customer related tables.
- All radius accounts linked to this customer (and usage history) will be removed.
- VOIP data linked to this customer (and usage history) will be delinked.
- Customer attachments and Compliance documents will be deleted.
- Billing data and tickets that are kept will be anonymised.
- The customer will not be anonymised within Sage One.
- **This action cannot be undone and can only only be performed on customer accounts that are marked as deleted.**

 **Anonymise Customer****Permanently Delete Customer**

- This option will completely remove the customer from the system.
- All radius accounts linked to this customer (and usage history) will be removed.
- VOIP data linked to this customer (and usage history) will be delinked.
- All recurring billing and financial transactions for this customer will be removed.
- Customer attachments and Compliance documents will be deleted.
- The customer will not be deleted within Sage One.
- **This action cannot be undone and can only only be performed on customer accounts that are marked as deleted.**

 **Delete Customer**[Close](#)

Upon selecting one of the options, a warning will pop up:

Are you sure you want to proceed? This action cannot be undone.



Cancel

OK

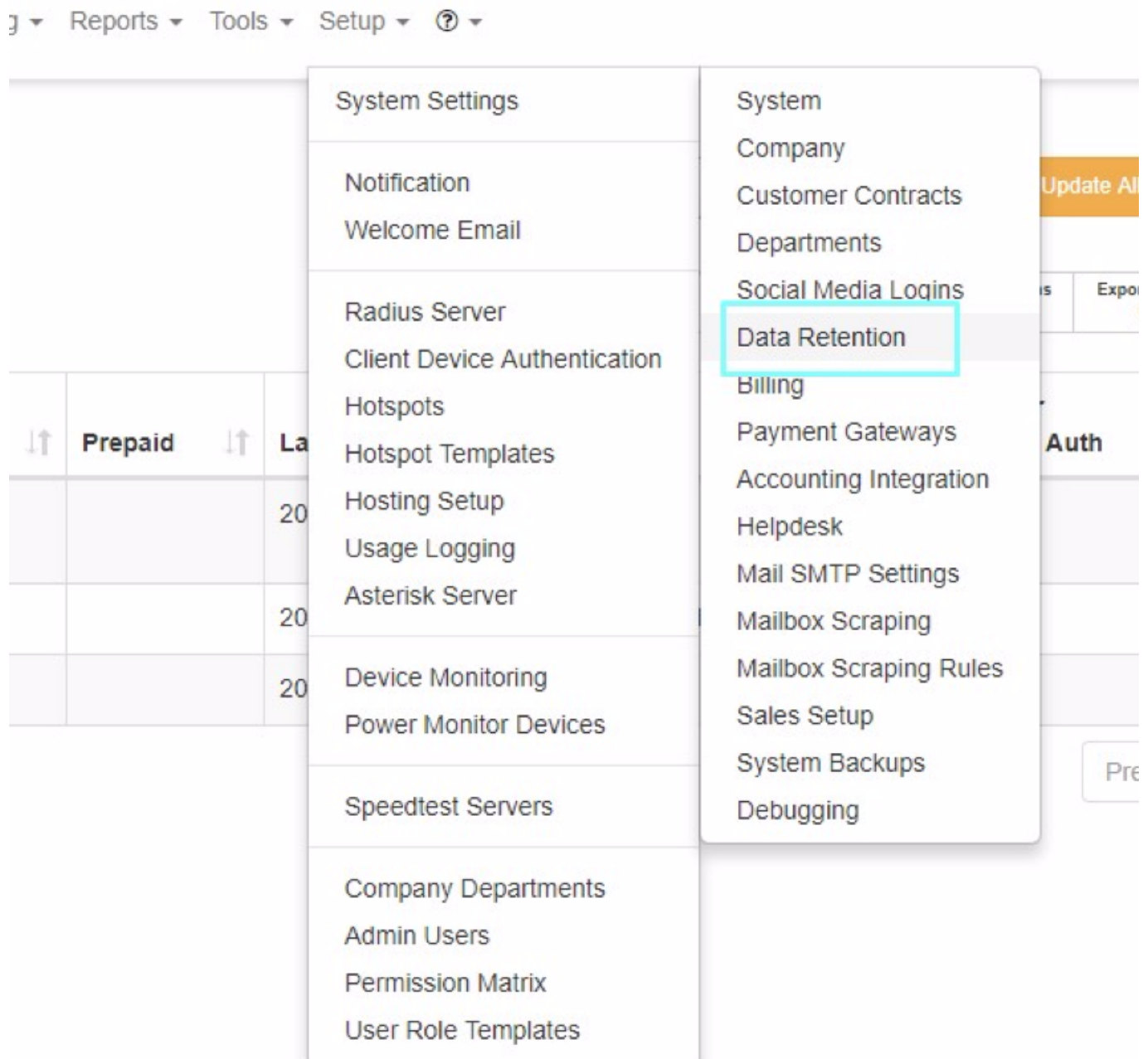
Selecting **OK** -> All traces of customer are removed - no VOIP Phone line linked, no radius accounts, no helpdesk tickets, no ratings, no portal user will exist.

Customer Group	Billing Group	Account Code	Type	Name	Data Accounts	Phone	Email	Status	Categories	Balance	Labels	
New group for suspension-testing	Noloash-Run-4	PRE001_deleted	Company	Pretty Ricky (Ricky)		0727117572	shoneese@datafill.com	Deleted Cancelled		R-0.00		

## Data Retention Period

Data Retention periods (the length that certain information will be kept) can be setup can be setup by under **Setup -> System Settings -> Data Retention**

\* Permissions required Data Protection **Write** and System **Write**



The retention periods for the following are editable:

- Data Retention Notifications
- Data Retention Netflow
- Data Retention Mail Scraper
- Helpdesk tickets

- Invoices and credit notes
- Customer requested changes
- Out of Date radius NAS users
- Job Cards

**Data Retention Setup**

**Data Retention Notifications**

–

3

+

*Months*

Deletes rows from notification queue table that are older than months specified.

**Data Retention Netflow**

–

3

+

*Months*

Deletes rows from netflow log large table that are older than months specified.

**Data Retention Mail Scraper**

–

3

+

*Months*

Deletes mail message files that are older than months specified.

## Data Retention Options

## Data Retention Cron Enabled

☒ Yes

## Filter By Customer Types

Individual ▼

**Note:** GDPR only applies to natural persons. Natural persons are marked as an individual customers instead of a company customer. Customer type selected will apply to all settings below.

## Affected Data:

## Helpdesk Tickets

**Enabled**☐ No

-

5

+

Years

If enabled, closed helpdesk tickets older than a year or period given will be unlinked from the customer. Retention period cannot be less than a year. Tickets needs to be kept for helpdesk statistics.

#### Invoices And Credit Notes

Enabled

☐ No    Years

If enabled, invoice and credit note PDFs will be deleted from the server that are older than period given. This will not affect transactions and transaction reports.

#### Customer Requested Changes

Enabled

☒ Yes ☐    Years



Enabled

No

–

5

+

Years

Out of date Radius NAS users

If enabled, customer requested changes that are older than period given will be deleted from the server.

Enabled

Yes

–

5

+

Years

Job Cards

If enabled, out of date Radius NAS users will be deleted after the specified time.

Enabled

Yes

–

5

+

Years

Job Cards

If enabled, Job Cards PDFs will be deleted from the server that are older than period given. This will not affect any data pertinent to the Job Card.

View HeroTill's [Privacy Policy](#)