

Observing GDPR in netFORUM Enterprise

This document explains the GDPR features of netFORUM Enterprise. Each organization may approach GDPR compliance differently, so these general instructions are a starting point for your own organization's standard operation procedures.

The screen shots in this document show netFORUM version 2017. The features function similarly in earlier versions of netFORUM, but the user interface differs slightly.

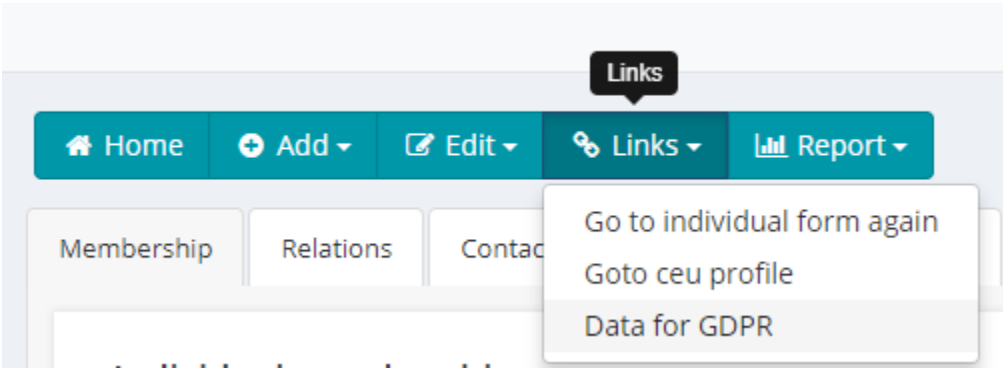
netFORUM Releases with GDPR Features

2017.1.5.1
2015.1.8.4
2014.1.13.7
2013.2.4.27

Data Export

To export an individual's data and provide the individual with the data in a machine-readable format, first navigate to the individual's record.

From the individual's record, in the Links section, choose Data for GDPR.



Link to view Data for GDPR

This link will take you to the GDPR Data page which contains a series of child forms containing netFORUM data.

CRM > Individuals > Data for GDPR Profile

Data for GDPR Profile

GDPR Data

Gdgr Customer

Name (Calculated)	Delete Flag	Customer Type	Full Name	Customer ID	Record Number	Organization Name	Biographical Information	Custom Method	Title	Send Only Plain Text E-mail	Customer Sort Name	credit limit	Source Code	Tax Id	Tax Exempt	Primary E-Mail	Do Not Contact By Instant Mess	Do Not Contact By Fax	Primary Phone	Primary Fax
AH0494e33d72441c4-0 AInetb03339f3c4521		Individual	AH0494e33d72441c4 AInetb03339f3c4521	0001948071	154487					0	AInetb03339f3c4521 AH0494e33d72441c4			0		0	0			

Gdgr Individual

Profile	Last Name	social security number	Gender	First Name	Date of Birth	Delete Flag	Full Name	Designation	Middle Name	Suffix	Salutation
	AInetb03339f3c4521			AH0494e33d72441c4		0	AH0494e33d72441c4 AInetb03339f3c4521				AH0494e33d72441c4

Gdgr Email

Delete flag	E-Mail Address	e-mail type	Invalid E-mail Ad
There are no results to display.			

Gdgr Email Error

Sender Address	Error Message	Body	Priority	Subject	Send To
There are no results to display.					

Gdgr Email Optout

E-mail Address

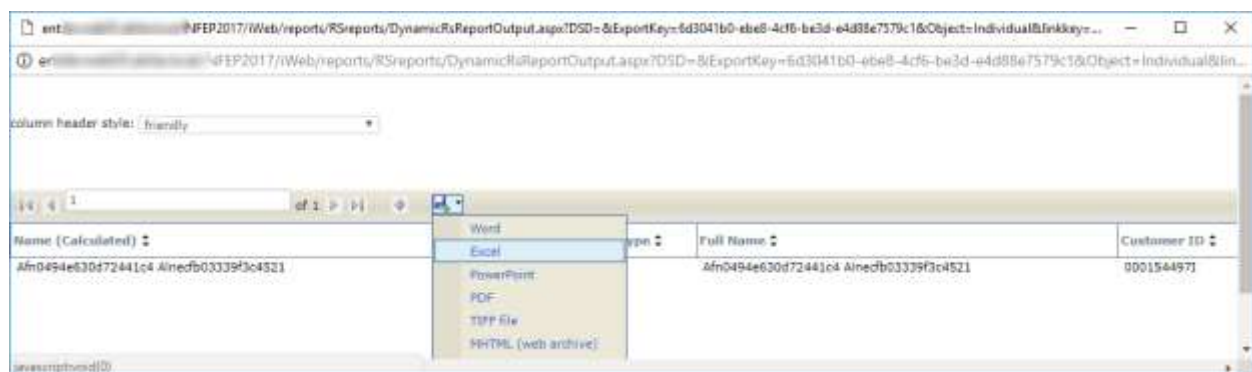
GDPR Data page

To provide an individual with their data, you can export the data for each child form by clicking the Quick Report Link for each child form. You would need to export data only if the child form has any, and only if you wish to include that data in the export.



Child Form Quick Report Link

The Quick Report will render, and you can export to Excel or other formats:



Quick Report

If you choose Excel, the Excel file will appear similar to the example:

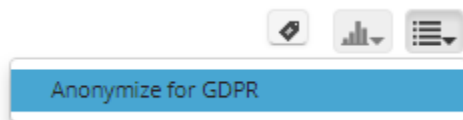
1	Name (Calculated)	Isolate Flag	Customer Type	Full Name	Customer ID	Revised Number	Organization Name	Region
2	Afn0494e630d72441c4 Alnedb03339f3c4521		Individual	Afn0494e630d72441c4 Alnedb03339f3c4521	0001544971			154497

Excel output

You might wish to run the quick report for each child form, and assemble all the results into Tabs of an Excel workbook to provide to the individual, or export to CSV or other formats.

Right to be Forgotten - Anonymize an Individual

To satisfy an individual's right to be forgotten, you may run the Anonymize for GDPR operation by clicking the Anonymize for GDPR link from the Action Items on the GDPR Data page:



GDPR link on the Action Items of the GDPR Data Page

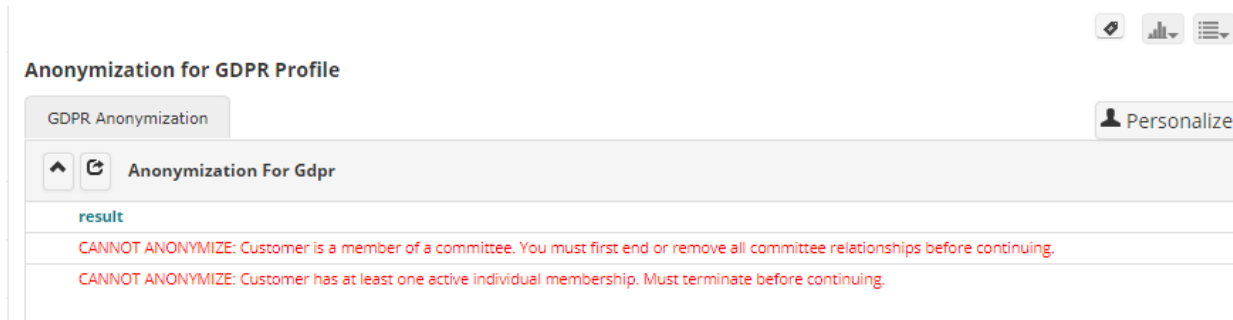
You must run the Data Export first before running the Anonymize for GDPR operation. Once you run the operation, the individual's data is irrevocably anonymized.

The anonymization operation first validates that an individual does not have any active business with the organization, and if all the validations pass, then the operation executes a series data updates to anonymize personally identifiable information (PII).

Validations

When you launch the Anonymization operation, netFORUM will run a series of validations to ensure that an individual does not have any active business with the

organization. If the individual does, then you will see the following types of warnings. The anonymization operation will halt at this point without having updated any data.



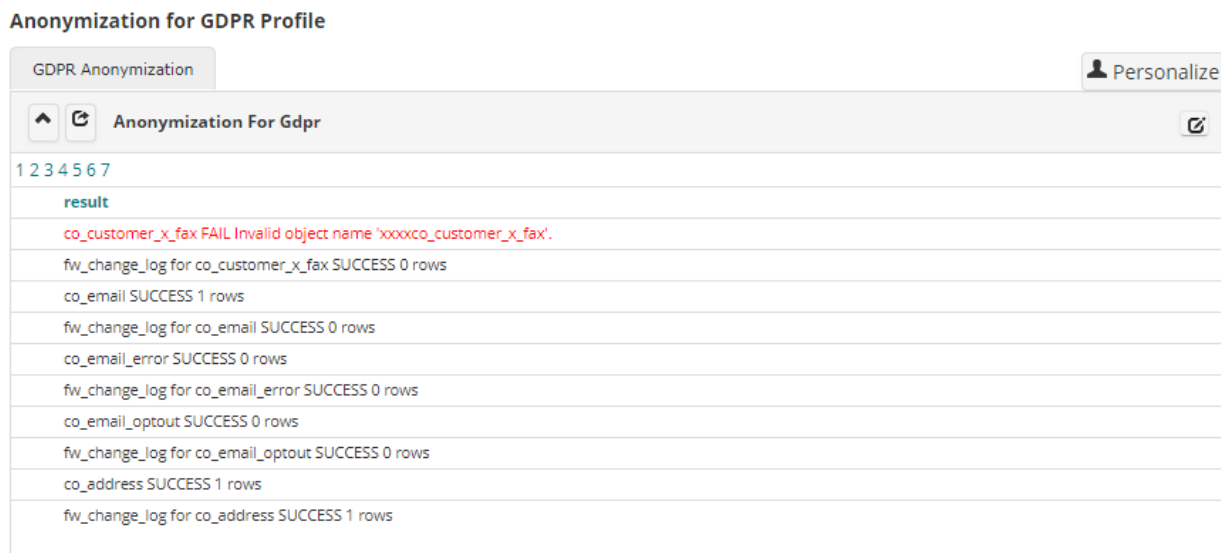
The screenshot shows a web interface for 'Anonymization for GDPR Profile'. It includes a 'GDPR Anonymization' tab and a 'Personalize' button. The main content area is titled 'Anonymization For Gdpr' and displays a 'result' section with two red error messages:

- CANNOT ANONYMIZE: Customer is a member of a committee. You must first end or remove all committee relationships before continuing.
- CANNOT ANONYMIZE: Customer has at least one active individual membership. Must terminate before continuing.

Validation failures during the anonymization operation

Before you attempt to run the Anonymization operation again, you must resolve all the validations.

If all the validations pass, then netFORUM will anonymize the individual. At the end of this process, you will see the following summary page explaining all the data that was anonymized:



The screenshot shows a web interface for 'Anonymization for GDPR Profile' displaying a successful summary of data anonymized. It includes a 'GDPR Anonymization' tab and a 'Personalize' button. The main content area is titled 'Anonymization For Gdpr' and displays a 'result' section with a list of operations and their outcomes:


- co_customer_x_fax FAIL Invalid object name 'xxxxco_customer_x_fax'.
- fw_change_log for co_customer_x_fax SUCCESS 0 rows
- co_email SUCCESS 1 rows
- fw_change_log for co_email SUCCESS 0 rows
- co_email_error SUCCESS 0 rows
- fw_change_log for co_email_error SUCCESS 0 rows
- co_email_optout SUCCESS 0 rows
- fw_change_log for co_email_optout SUCCESS 0 rows
- co_address SUCCESS 1 rows
- fw_change_log for co_address SUCCESS 1 rows

If any specific part of netFORUM could not be anonymized, then you will see a red error statement as shown in the nearby example. Report this particular issue to your primary netFORUM contact person at your organization for further guidance on how to resolve the particular issue.

Post Anonymization

After the anonymization runs, any PII will be anonymized. Any PII data will be changed to “GDPR-####” where the #### component is the individual’s record number, as shown in this example:

CRM / Individuals / GDPR-154493 GDPR-154493 GDPR-154493, GDPR-154493


GDPR-154493


Id:
000154493I

Ind Type:
Staff

Title:

Organization Name:

A-Score:

Scoring Trend:


Membership Info

Member:
No

Receives Benefits:
No

Contact Info

E-Mail Address:

Phone:

Addr Type:
Home

Address:
GDPR-154493

Home
Add
Edit
Links
Report

Edit Name & Address

Individual Type:

Source Code:

Scoring Scale:

Individual's Name

Prefix:

First Name: *

Middle Name:

Last Name: *

Suffix:

The individual still exists in netFORUM, but is anonymized.

Anonymization Status

On the Name & Address page of an individual is a new anonymization status dropdownlist field. You may use this field to help track Forget Me requests, although that is not mandatory.

Anonymization Status

Anonymization Status:

▼

Requested

In Progress

Denied

Anonymized

After the Forget Me operation is run, the anonymization status field gets changed to Anonymized. You may use this field in queries to filter out these individuals as needed.

Query - Individual

Load an Existing Query:

Query Conditions | Query Columns | Grouping | Query Order | Security

Limit # of Results: Randomize Results?

Column to Query	Operator	Value	<input type="checkbox"/> Ask At Run-Time?	<input type="checkbox"/> Use Column?
<input type="text" value="Individual::Anonymization Status"/>	<input type="text" value="Is Equal To"/>	<input type="text" value="Anonymized"/>	<input type="checkbox"/>	<input type="checkbox"/>

Distinct?

Add (| Add to Query | Add) | Add Or | **Create SQL**

Individual Anonymization Status as shown in Query Designer

Consent

netFORUM's communication preferences, available in iWeb and eWeb, can be used to track an individual's opt-in preferences for different communication types.

You may use these preferences in queries to include any EU residents only if they have explicitly opted-in to a particular communication type.

Communication preferences contain a datetime stamp for add date and change date, plus add user and change user, in order to keep a record of who made the change.

List of Validations

The list of baseline validations as of initial release includes the following:

Customer has at least one invoice (in an open batch). You must close the batch before continuing.

Customer has at least one payment (in an open batch). You must close the batch before continuing.

Customer has at least one credit (in an open batch). You must close the batch before continuing.

Customer has at least one refund (in an open batch). You must close the batch before continuing.

Customer has at least one adjustment (in an open batch). You must close the batch before continuing.

Customer has at least one miscellaneous transaction (in an open batch). You must close the batch before continuing.

Customer has one or more open Orders. You must close or complete any open Orders before continuing.

Customer has outstanding Credit. You must close or refund before continuing.

Customer has an address record that others link to. You must unlink the other customers before continuing.

Customer has a phone record that others link to. You must unlink the other customers before continuing.

Customer has a fax record that others link to. You must unlink the other customers before continuing.

Customer is member of multi-member household. You must first remove customer from household or remove all other customers from household before continuing.

Customer has non-household relationship to another customer or organization. You must first remove all non-household relationships before continuing.

Customer is a member of a committee. You must first end or remove all committee relationships before continuing.

Customer has at least one open invoice where the line balance is larger than zero. Please resolve before continuing.

Customer is registered for an event occurring in the future or past 30 days. You must cancel the event registration before continuing.

Customer has at least one active individual membership. Must terminate before continuing.

Customer has at least one active chapter membership. Must terminate before continuing.

Customer has at least one inherited membership. Must terminate before continuing.

Customer has an address linked to another's address. Please un-link before continuing.

Customer has a phone linked to another's address. Please un-link before continuing.

Customer has a fax linked to another's address. Please un-link before continuing.

Customer has fulfillments that have not been shipped. Please resolve before continuing.