Global 3000
Service Pack Note

General Data Protection Regulation

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Project	ZM60_000514.docx	
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INTRODUCTION

The requirement is to update Global 3000 V6.0 to assist end users to become GDPR compliant.

The EU's General Data Protection Regulation (GDPR) applies from 25 May 2018. It supersedes the UK Data Protection Act 1998. The new law brings a 21st century approach to data protection. It expands the rights of individuals to control how their personal information is collected and processed, and places a range of new obligations on organisations to be more accountable for data protection.
NOTE: When used as intended these changes provide options that alongside procedures managed outside of Global 3000 allow a business using Global 3000 to comply with the General Data Protection Regulation (GDPR). The existence of these changes do <u>NOT</u> imply that a business using Global 3000 is GDPR compliant.
Note, named corporate 'business to business' data is classed as personal data and therefore has to be processed in line with the GDPR.
The changes are as follows: New system parameters have been created which enable data protection controls and allow the location of the data retention policy and privacy notice documents to be specified, these can then be viewed whilst creating/amending Customer or Supplier contact details. A new 'Data Protection' window now appears immediately after a Customer or Supplier contact record is created or updated. This allows users to record and update the privacy and data retention options for the contact. A new 'Data Protection Maintenance' option has been added to system parameters (within the administration options). This allows users to manage the data protection preferences for contacts (either individually or in bulk). When data protection controls are initially enabled, the system prepares the data by assuming that **none** of the existing contacts have opted in to data retention, receiving marketing material, sharing information with third parties or being aware of the privacy notice. The new 'Data Protection Maintenance' function can then be used to update the contacts in bulk to reflect their correct status. Contacts and addresses can be marked for anonymization, this will then take place when the current period is closed. A new phase (Data Protection Processing) has been added when a Debtors Ledger or Creditors Ledger period is closed. This handles the automatic anonymization of contacts and addresses (in cases where data retention is date limited or simply not confirmed) and ensures the contact details held on Global 3000 SOP and POP orders is anonymized as required. This will inevitably cause close period to take extra time to complete.
The new 'Data Protection' contact details are processed via a DLM to enable resellers to access it.
In addition new a reseller intercept point has been added so that reseller software can detect when a contact is added, amended or deleted and when a contact is anonymised.
The new intercept will be created as follows:

Name: CUI%CONTACT-UPDATE-INTERCEPT. When the routine is called it is passed the following details.

The module id which is set to either 'DL' or 'CL'.

The relative record number of the contact record.

A flag that indicates the mode. The flag is set as follows. 'C' if a contact has been created (or inserted), 'M' if the contact has been amended, 'D' if it has been deleted or 'A' if the contact details have been anonymised.

Bank Details

Whilst bank details relate to a customer or supplier account rather than an individual, changes have been made for security reasons. The changes are that if an account is marked as status 'inactive' any bank details will be removed when the current period is closed.

DOCUMENTATION CHANGES
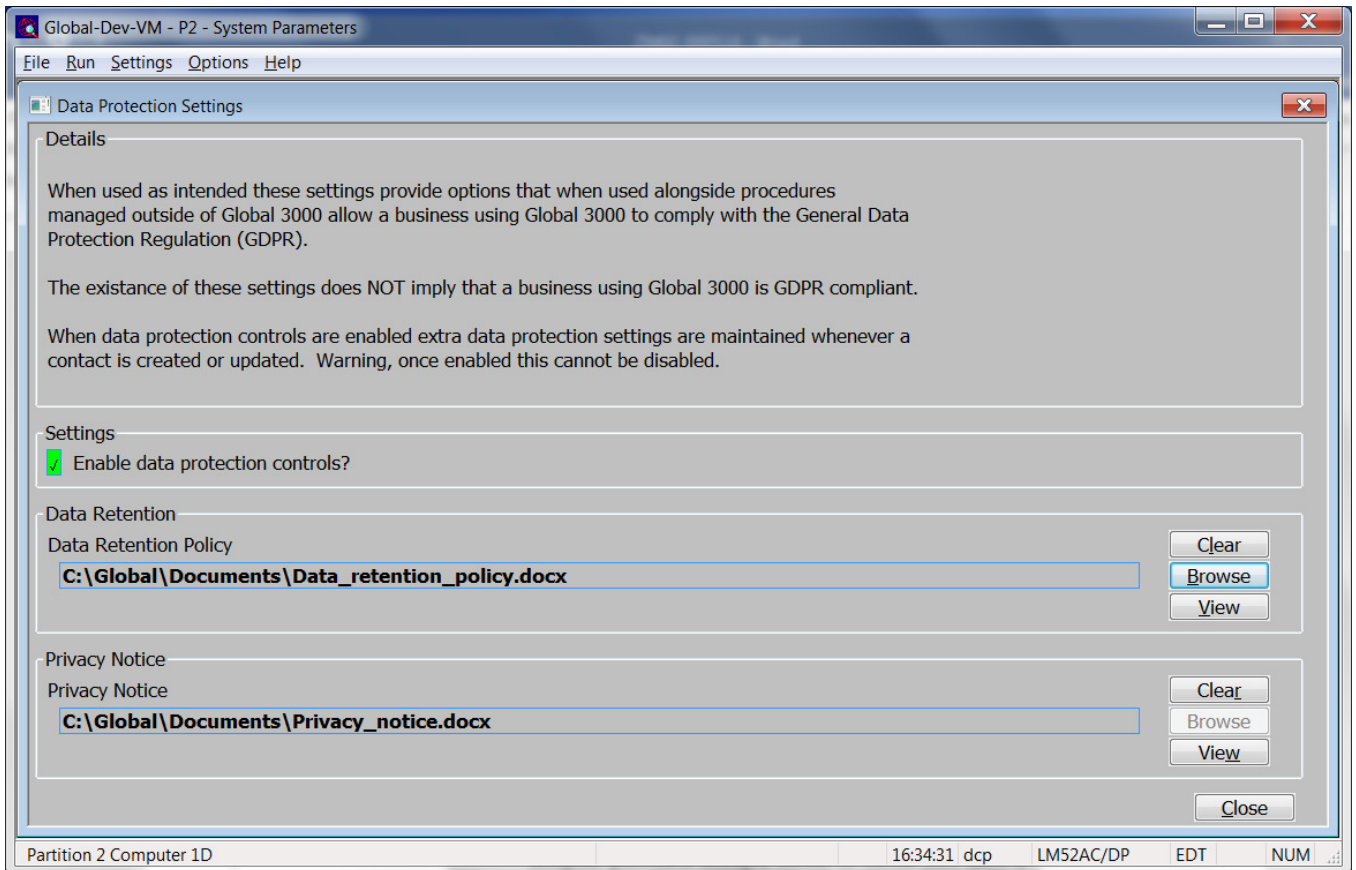

System Parameters – Administration Parameters
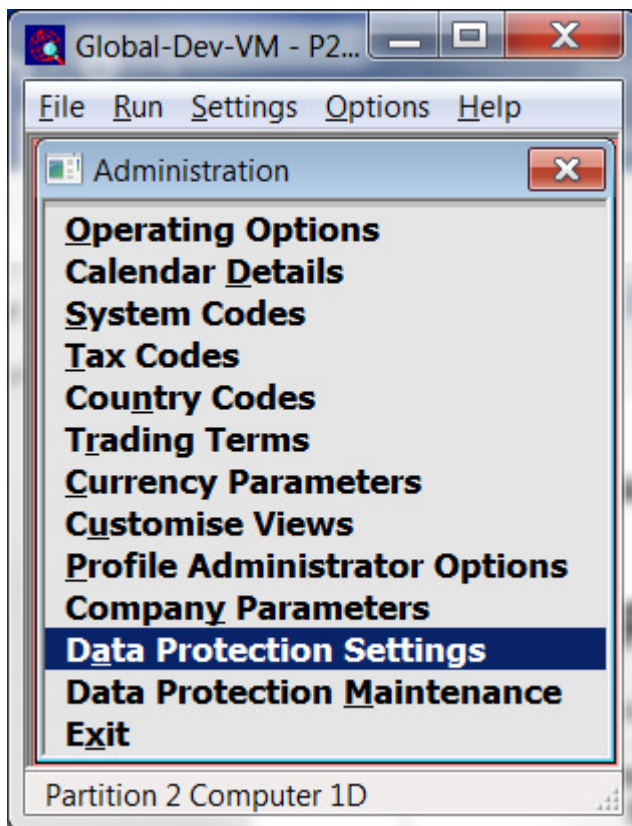
Data Protection Settings	These settings are used to enable the capture of data protection details for (customer and supplier) contacts.

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Data Protection Maintenance	*(Only available if data protection controls are enabled)* This function allows you to manage the data protection preferences for contacts (either individually or in bulk).

System Parameters (Administration) - Data Protection Settings

This window appears when you select 'Data Protection Settings' from the administration parameters menu.

Purpose   This window allows you to manage the data protection settings.

Notes
- These settings can be protected via an authorisation point (LM_D_PROT1).

- In multiple company systems these settings apply to **all** companies.

- When used as intended these settings provide options that alongside procedures managed outside of Global 3000 allow a business using Global 3000 to comply with the General Data Protection Regulation (GDPR). The existence of this function does NOT imply that a business using Global 3000 is GDPR compliant.

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The prompts are:

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Enable data protection controls	Set this to trigger the system to prompt for data protection settings when contacts are created and amended. When this is enabled (alongside procedures managed outside of Global 3000) it can be used as an aid towards compliance with the General Data Protection Regulation (GDPR). It should be noted that enabling this setting in no way means that the data is itself GDPR compliant.
Note	When this is enabled there is an amount of data set-up performed by the system, this may take a short while to complete. The set up assumes that **none** of the existing contacts have opted in to data retention, receiving marketing material, sharing information with third parties or being aware of the privacy statement. The new 'Data Protection Maintenance' function can then be used to update the contacts in bulk to reflect their correct status.
Warning	Once data protection controls have been enabled they cannot be disabled.
Data retention policy	*(Only available if data protection controls are enabled)* This is a link to the data retention policy document, it should be selected using the associated 'Browse' button. Buttons are also available to clear the link and view the document.
Privacy notice	*(Only available if data protection controls are enabled)* This is a link to the privacy notice document, it should be selected using the associated 'Browse' button. Buttons are also available to clear the link and view the document.

System Parameters (Administration) – Data Protection Maintenance – Contact Selection.
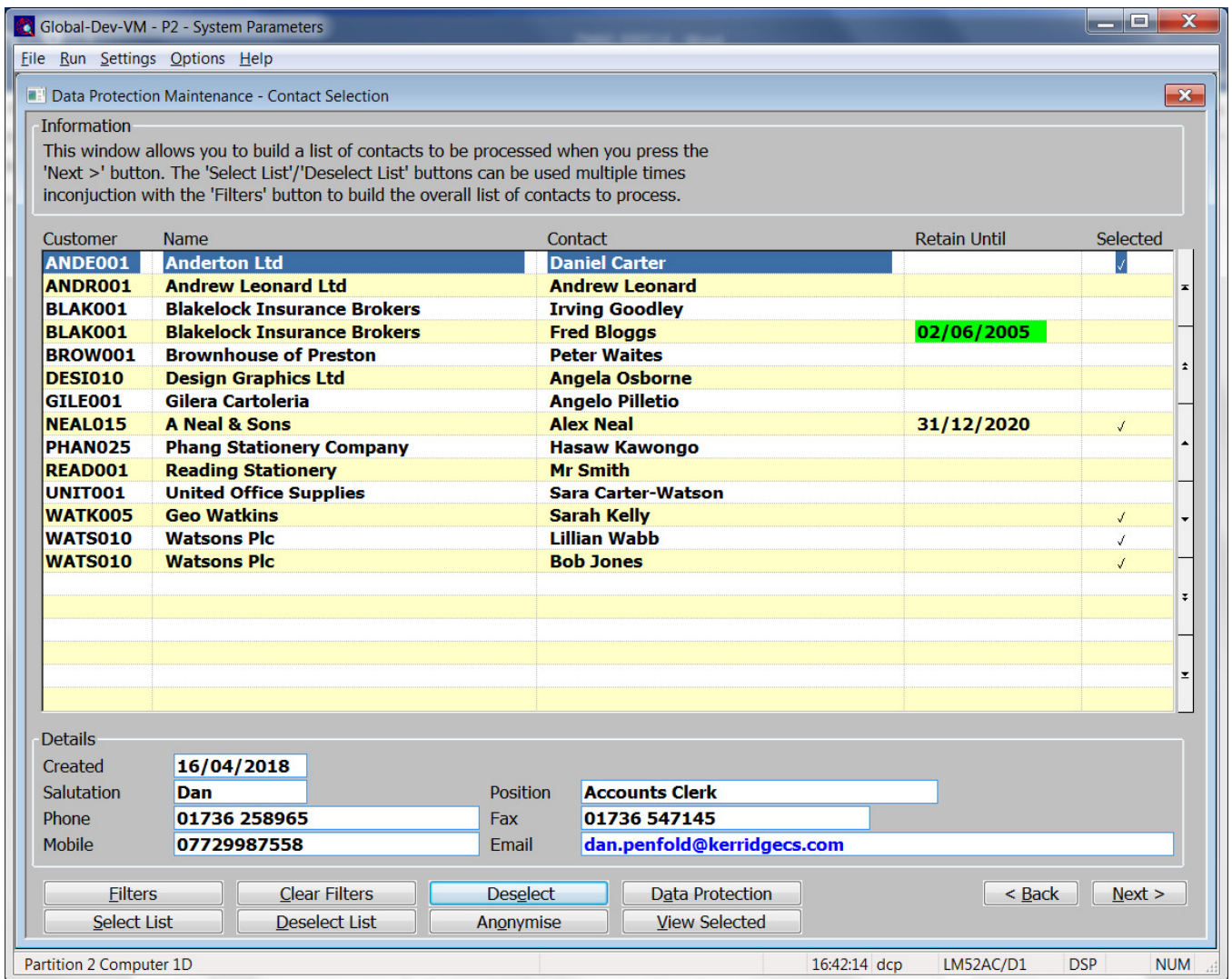
This window appears when you select 'Data Protection Maintenance' from the administration parameters menu. Before it is displayed you are prompted to select the type of contacts you wish to process (e.g. customer contacts or supplier contacts).

Purpose
This window allows you to manage the data protection preferences for contacts (either individually or in bulk). Processing takes place in two phases, first contacts are selected for update; then (when the 'Next' button is pressed) the selected contacts can be updated in bulk (e.g. anonymised or opted in/out of marketing etc.).

Notes
- This function can be protected via an authorisation point (LM_D_PROT1).

- When used as intended this function provides options that alongside procedures managed outside of Global 3000 allow a business using Global 3000 to comply with the General Data Protection Regulation (GDPR). The existence of this function does NOT imply that a business using Global 3000 is GDPR compliant.

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The prompts are:

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Customer/Supplier	*(Display only)* The customer/supplier code.
Name	*(Display only)* The customer/supplier name.
Contact	*(Display only)* The contact name.
Retain Until	*(Display only)* The date the contact is to be retained until.
Selected	*(Display only)* This is set when the contact is selected for further update.

The buttons are:

Filters	Press this to control the contacts listed in the window, for example to limit the list to only those that have opted in to the data retention policy or to include contacts created between specific dates.
Clear Filters	When this is pressed the filters criteria is reset back to its default state, which is to include all contacts.
Select/Deselect	Press this to select or deselect the currently hi-lighted contact.
Select List	Press this to select all contacts that meet the **current** filter criteria.
Deselect List	Press this to deselect all contacts that meet the **current** filter criteria.
Note	The 'Select List' and 'Deselect List' options can be used multiple times with different filter criteria to build an overall list of contacts to be processed.
Anonymise/Restore	Press this to toggle between the currently hi-lighted contact being marked for anonymization or not ('Restore'). Anonymization takes place when the current period is closed and removes the contacts name, telephone/fax/mobile numbers and email address.
Notes	If all contacts at the associated address (and the address is not marked as being one of the main addresses (invoice, payment statement or delivery) for the account) have been anonymised the address itself will also be anonymised.
	If you mark a contact for anonymization this overrides and removes any 'retain until date' settings the contact may have configured.
	Contacts that have been anonymised are physically deleted at year end.
Data Protection	When this is pressed you can view and amend the data protection settings for the currently hi-lighted contact.
View Selected	When this is pressed **all** currently selected contacts are listed (in a separate window) regardless of any existing filters.
<Back	Remove all selections and return to the contact type selection menu.
Next>	Press this to process the list of selected contacts.

Data Protection Maintenance Contacts Selection – Filters Window
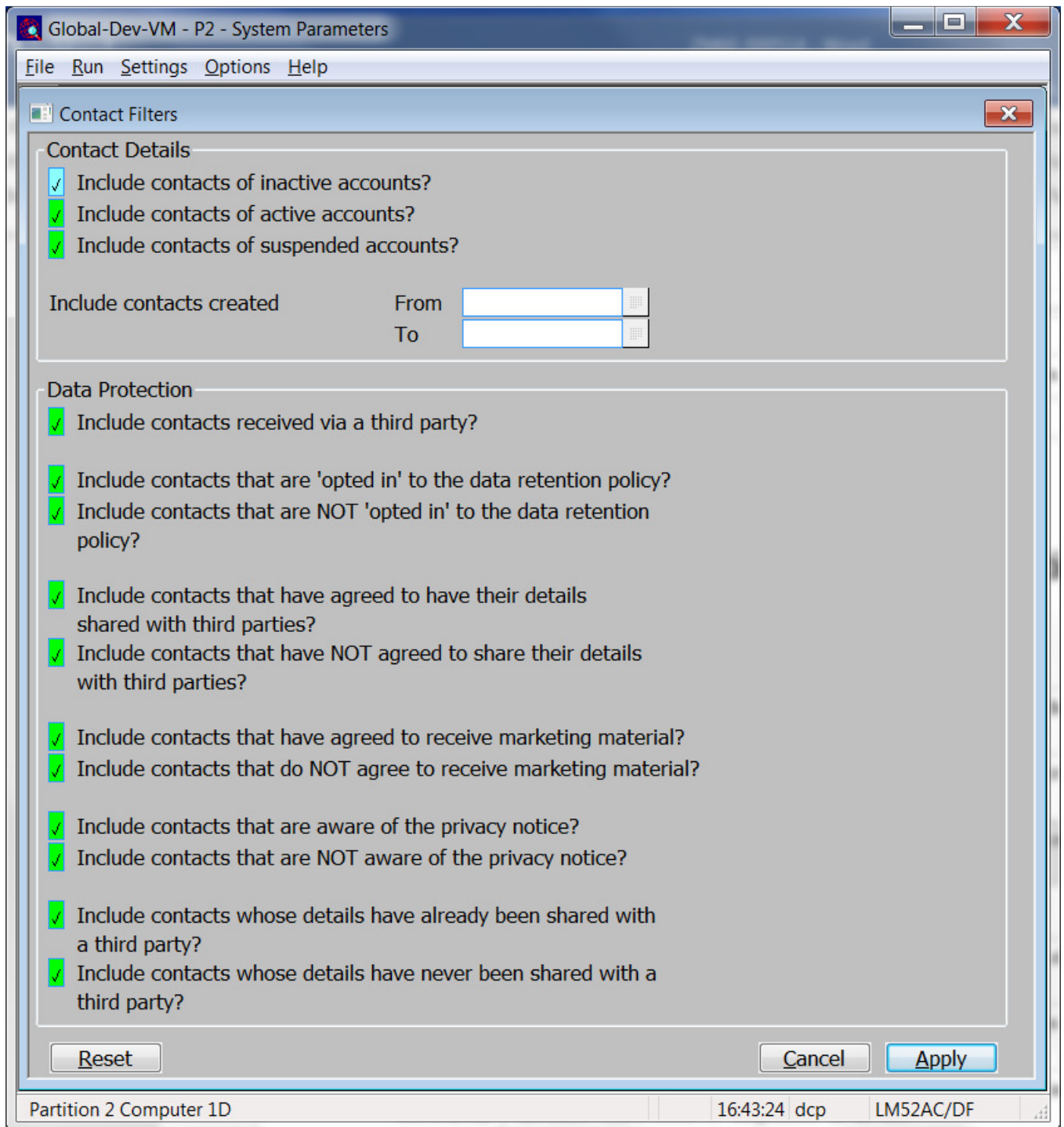
This window appears when you press the 'Filters' button in the 'Data Protection Maintenance – Contact Selection' window.

Purpose   This window enables you to enter criteria by which you can restrict the list of contacts displayed in the window.

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Note	Selections made via the 'Filters' button are only retained until you exit Data Protection Maintenance, they are not saved.

The prompts are:

Include contacts of inactive accounts?	Set this if you want to include contacts for accounts with a status of 'inactive' in the list.
Include contacts of active accounts?	Set this if you want to include contacts for accounts with a status of 'active' in the list.
Include contacts of suspended accounts?	*(Only applies to customer contacts).* Set this if you want to include contacts for accounts with a status of 'suspended' in the list.
Include contacts created from…to	If you want to limit the list of contacts by their creation date, enter a range of dates here. Any contacts with a creation date outside the range will be excluded from the list.
Include contacts received via a third party?	Set this to include contacts supplied by a third party. For example on a sales order which is to be delivered directly to a consumer rather than to the customers standard delivery address.
Include contacts that are 'opted in' to the data retention policy?	Set this to include contacts that have confirmed that they agree to their personal information being retained for the purposes outlined in the data retention policy. Note, if you set this contacts that originally opted in but subsequently opted out will be excluded from the list.
Include contacts that are NOT 'opted in' to the data retention policy?	Set this to include contacts that have **not** confirmed that they agree to their personal information being retained for the purposes outlined in the data retention policy. Note, if you set this contacts that originally opted in but subsequently opted out will also be included in the list.
Include contacts that have agreed to have their details shared with third parties?	Set this to include contacts that have given permission for their details to be shared with third parties
Include contacts that have NOT agreed to share their details with third parties?	Set this to include contacts that have **not** given permission for their details to be shared with third parties
Include contacts that have agreed to receive marketing material?	Set this to include contacts that have agreed to receive marketing material.
Include contacts that do NOT agree to receive marketing material?	Set this to include contacts that have **not** agreed to receive marketing material.
Include contacts that are aware of the privacy notice?	Set this to include contacts that have confirmed that they are aware of the privacy notice.
Include contacts that are NOT aware of the privacy notice?	Set this to include contacts that have **not** confirmed that they are aware of the privacy notice.
Include contacts whose details have already been shared with a third party?	Set this to include contacts whose details have already been shared with at least one third party.

| Include contacts whose details have never been shared with a third party?	Set this to include contacts whose details have never been shared with at least one third party.

The buttons are:

Reset	When this is pressed the filters criteria is reset back to its default state, which is to include all contacts.
Cancel	This exits the window and returns to the contact selection window. Any changes made to the filters are ignored.
Apply	This exits the window and returns to the contacts selection window which is then refreshed based on the criteria entered here.

System Parameters (Administration) – Data Protection Maintenance – Contact Processing
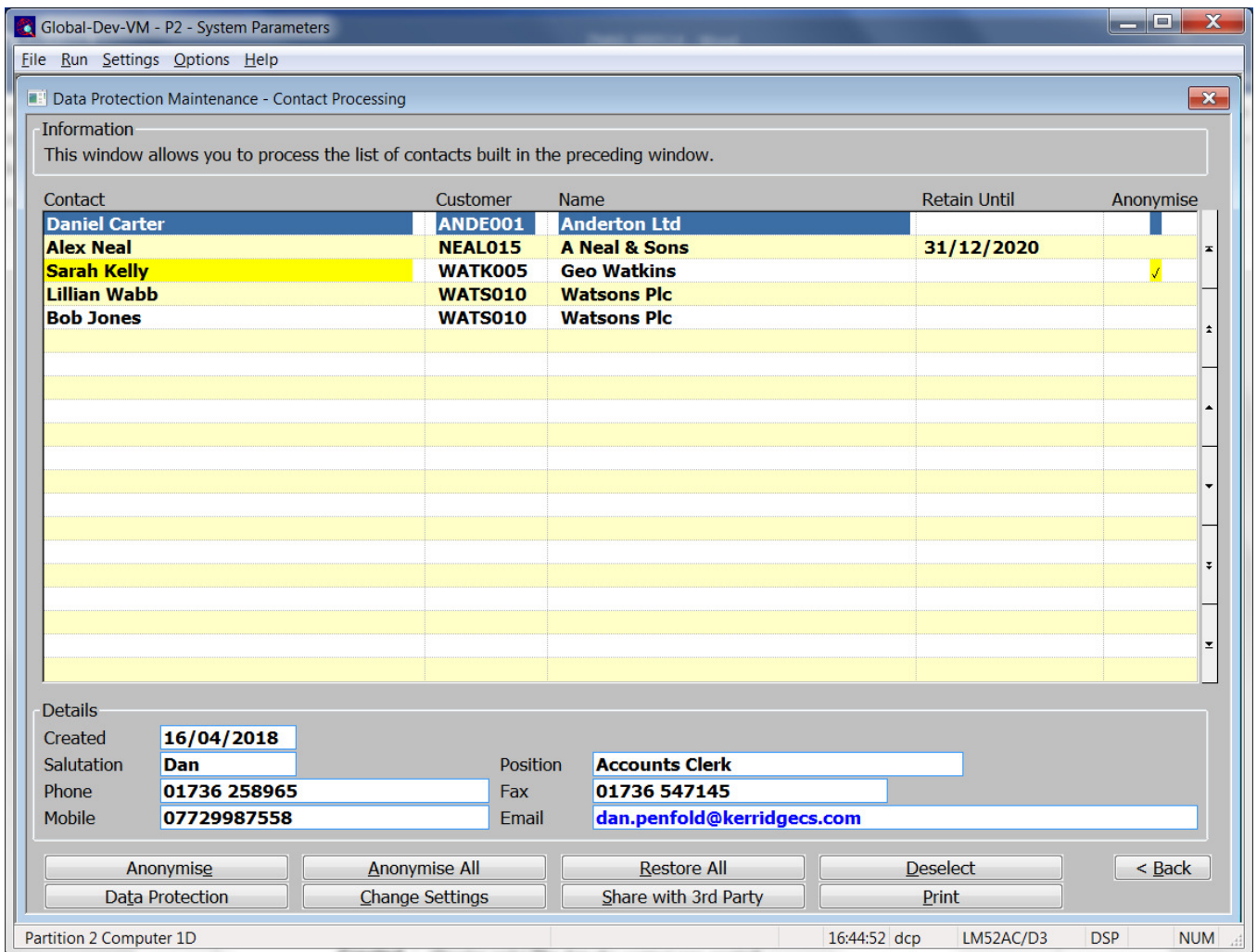
This window appears when the 'Next' button is pressed in the 'Data Protection Maintenance – Contact Selection' window.

Purpose This window allows you to manage the data protection preferences for the contacts selected in the preceding window.

Note When used as intended these settings provide options that alongside procedures managed outside of Global 3000 allow a business using Global 3000 to comply with the General Data Protection Regulation (GDPR). The existence of this function does NOT imply that a business using Global 3000 is GDPR compliant.

The prompts are:

Contact *(Display only)* The contact name.

Customer/Supplier *(Display only)* The customer/supplier code.

Name *(Display only)* The customer/supplier name.

Retain Until *(Display only)* The date the contact is to be retained until.

Anonymise *(Display only)* This is set when the contact has been marked for anonymization at the end of the current period.

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The buttons are:

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Anonymise/Restore	Press this to toggle between the currently hi-lighted contact being marked for anonymization or not ('Restore'). Anonymization takes place when the current period is closed and removes the contacts name, telephone/fax/mobile numbers and email address.
Notes	If all contacts at the associated address (and the address is not marked as being one of the main addresses (invoice, payment statement or delivery) for the account) have been anonymised the address itself will also be anonymised.
	If you mark a contact for anonymization this overrides and removes any 'retain until date' settings the contact may have configured.
	Contacts that have been anonymised are physically deleted at year end.
Anonymise All	Press this to anonymise all the selected contacts (when the current period is closed). This removes the contacts name, telephone/fax/mobile numbers and email address.
Warning	Once anonymised by close period the contacts details cannot be restored.
Restore All	Press this to restore all of the selected contacts that are currently marked for anonymization at the end of the current period.
Data Protection	When this is pressed you can view and amend the data protection settings for the currently hi-lighted contact.
Change Settings	When this is pressed you can specify data protection settings (via a separate window) to apply to the all the selected contacts.
Share with 3rd Party	When this is pressed all the selected contacts (that have given permission for their details to be shared) are marked as having been shared with a third party (you will be prompted to enter details that can be used to identify the third party).
Print	This produces a listing of the selected contacts full details. It can be used when an individual requests a copy of their personal data held within Global 3000.
Note	The contacts listing is only available in PDF format.
Deselect	Press this to deselect the currently hi-lighted contact.
<Back	Returns to the contact selection window (retaining current selections).

System Parameters (Administration) – Data Protection Maintenance – Contact Settings Update
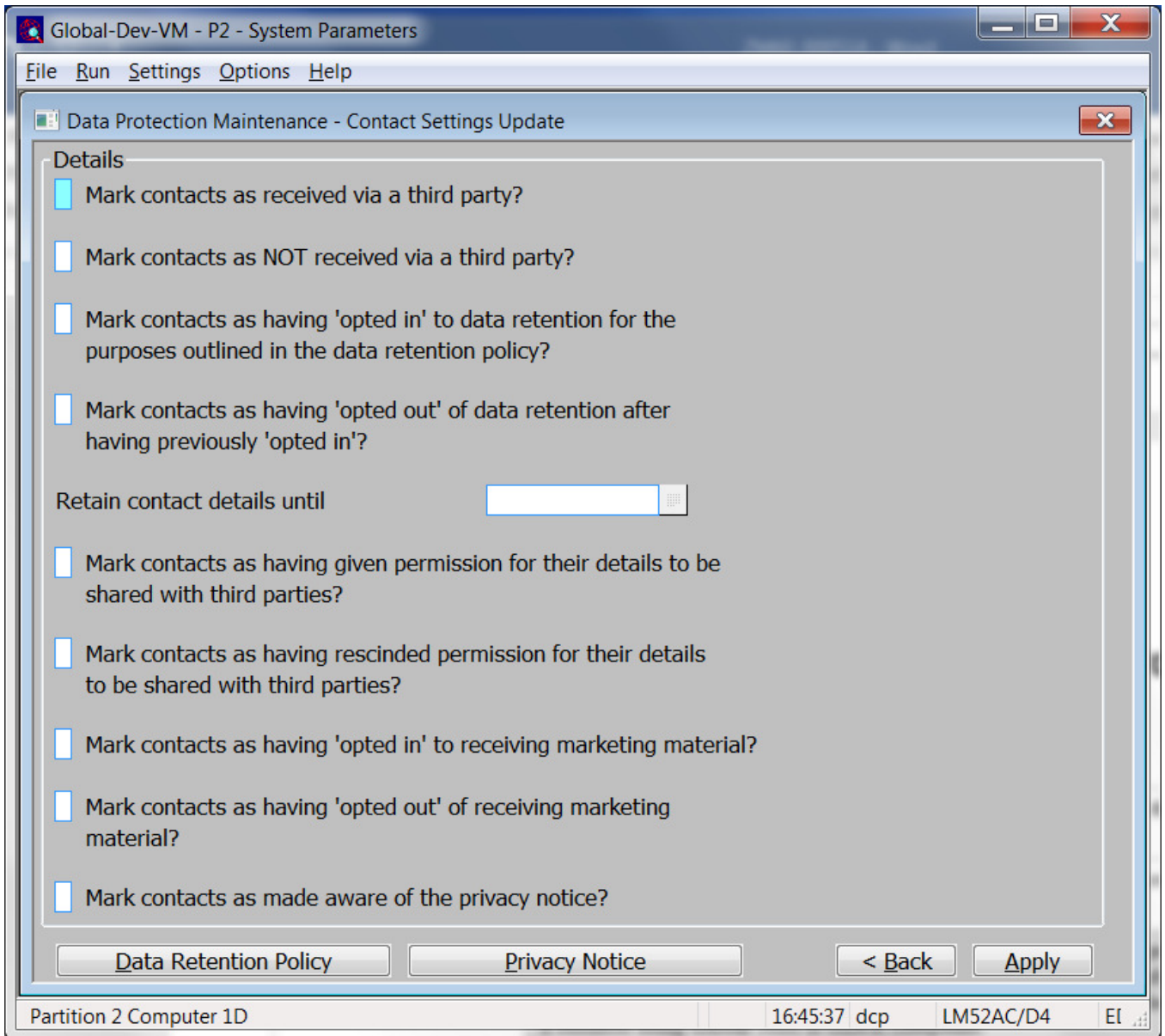
This window appears when the 'Change Settings' button is pressed in the 'Data Protection Maintenance – Contact Processing' window.

Purpose   This window allows you to manage the data protection preferences for **all** contacts selected in the preceding window.

Note   When used as intended these settings provide options that alongside procedures managed outside of Global 3000 allow a business using Global 3000 to comply with the General Data Protection Regulation (GDPR). The existence of this function does <u>NOT</u> imply that a business using Global 3000 is GDPR compliant.

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*The prompts are:*

Mark contacts as received via a third party?	Set this to mark all selected contacts as having been supplied by a third party.
Mark contacts as not received via a third party?	Set this to mark all selected contacts as **not** having been supplied by a third party.
Mark contacts as having 'opted in' to data retention for the purposes outlined in the data retention policy?	Set this to confirm that all selected contacts have agreed to their personal information being retained for the purposes outlined in the data retention policy.
Mark contacts as having 'opted out' of data retention after having originally 'opted in'?	Set this to confirm that although the selected contacts have previously agreed to 'opt in' to data retention, they have subsequently decided to 'opt out'.
Retain contact details until	Set this date to the date the selected contacts are to be retained until, this date is checked by close period (Debtors Ledger or Creditors Ledger) and if the start of the new period is later, the contact details are automatically anonymised.
Mark contacts as having given permission for details to be shared with third parties?	Set this to mark all selected contacts as having given permission for their details to be shared with third parties.
Mark contacts as having rescinded permission for details to be shared with third parties?	Set this to mark all selected contacts as having rescinded permission for their details to be shared with third parties.
Mark contacts as 'opted in' to receiving marketing material?	Set this to confirm that the selected contacts have agreed to receive marketing material.
Mark contacts as 'opted out' of receiving marketing material?	Set this to confirm that the selected contacts have not agreed to receive marketing material.
Mark contacts as made aware of privacy notice?	Set this to confirm that the contacts have been made aware of the details in the privacy notice. The privacy notice should be given/read to the contact at the time the contact details are recorded; if the contact has been received from a third party they should be made aware of the privacy notice within one month of the contact being created.

The buttons are:

<Back	Returns to the contact processing window (making no changes).
Apply	Press this to update the data protection settings of all selected contacts with the selections made in this window.
Data Retention Policy	Press this to view the data retention policy. This is only available if a link to the data retention policy document has been configured in system parameters.
Privacy Notice	Press this to view the privacy notice. This is only available if a link to the privacy notice document has been configured in system parameters.

Customer/Supplier Maintenance - Address Details
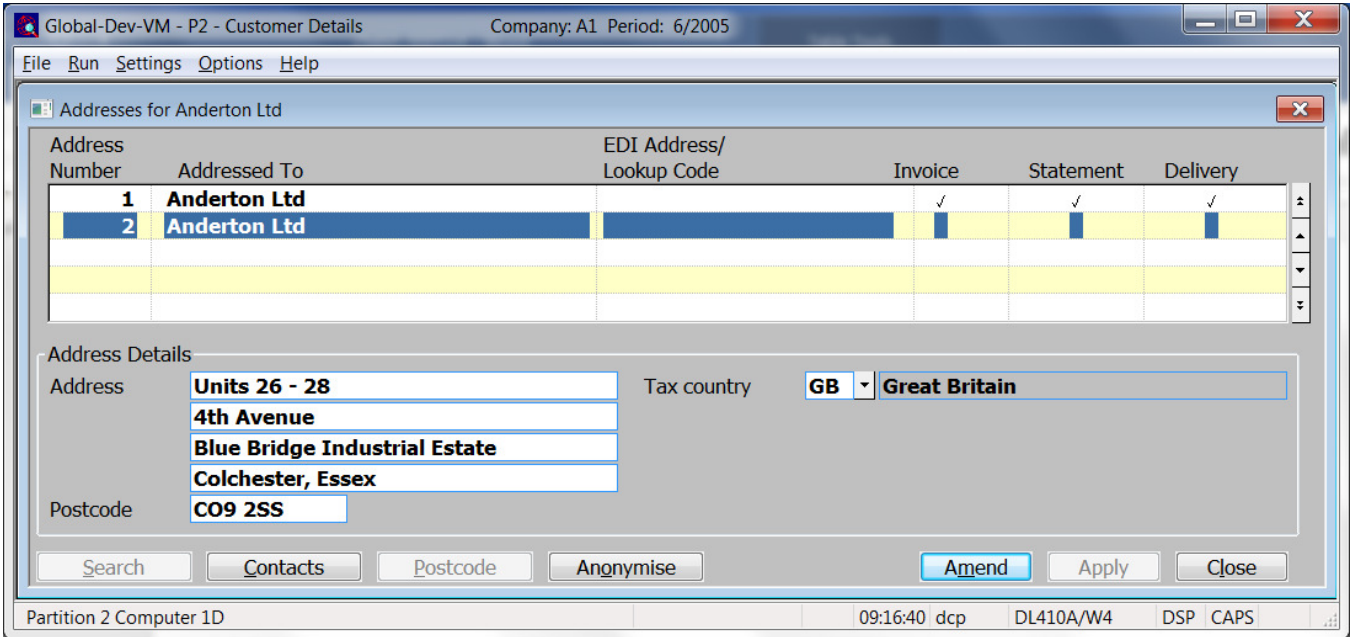
Anonymise/Restore	*(Not available for supplier, delivery or invoice addresses)* Press this to anonymise the currently hi-lighted address. Anonymization takes place when the current period is closed and removes the address name, address lines and postcode. The country code is retained (for tax purposes). You will be prompted to decide whether or not the contacts associated with the address are to be anonymised.

Note	If an address is anonymised it may no longer appear on reprinted documents. If Global 3000 SOP/POP is in use the address details will be anonymised from completed sales/purchase orders when the current period is closed.

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Customer/Supplier Maintenance - Contact Details

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Anonymise/Restore	Press this to toggle between the contact being marked for anonymization or not ('Restore'). Anonymization takes place when the current period is closed and removes the contacts name, telephone/fax/mobile numbers and email address.
Notes	If all contacts at the associated address (and the address is not marked as being a supplier, delivery or invoice address) have been anonymised the address itself will also be anonymised.
	If you mark a contact for anonymization this overrides and removes any 'retain until date' settings the contact may have configured.
	Contacts that have been anonymised are physically deleted at year end.
Data Protection	When this is pressed you can view and amend the data protection settings for the currently hi-lighted contact.

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Data Protection Settings – Contacts
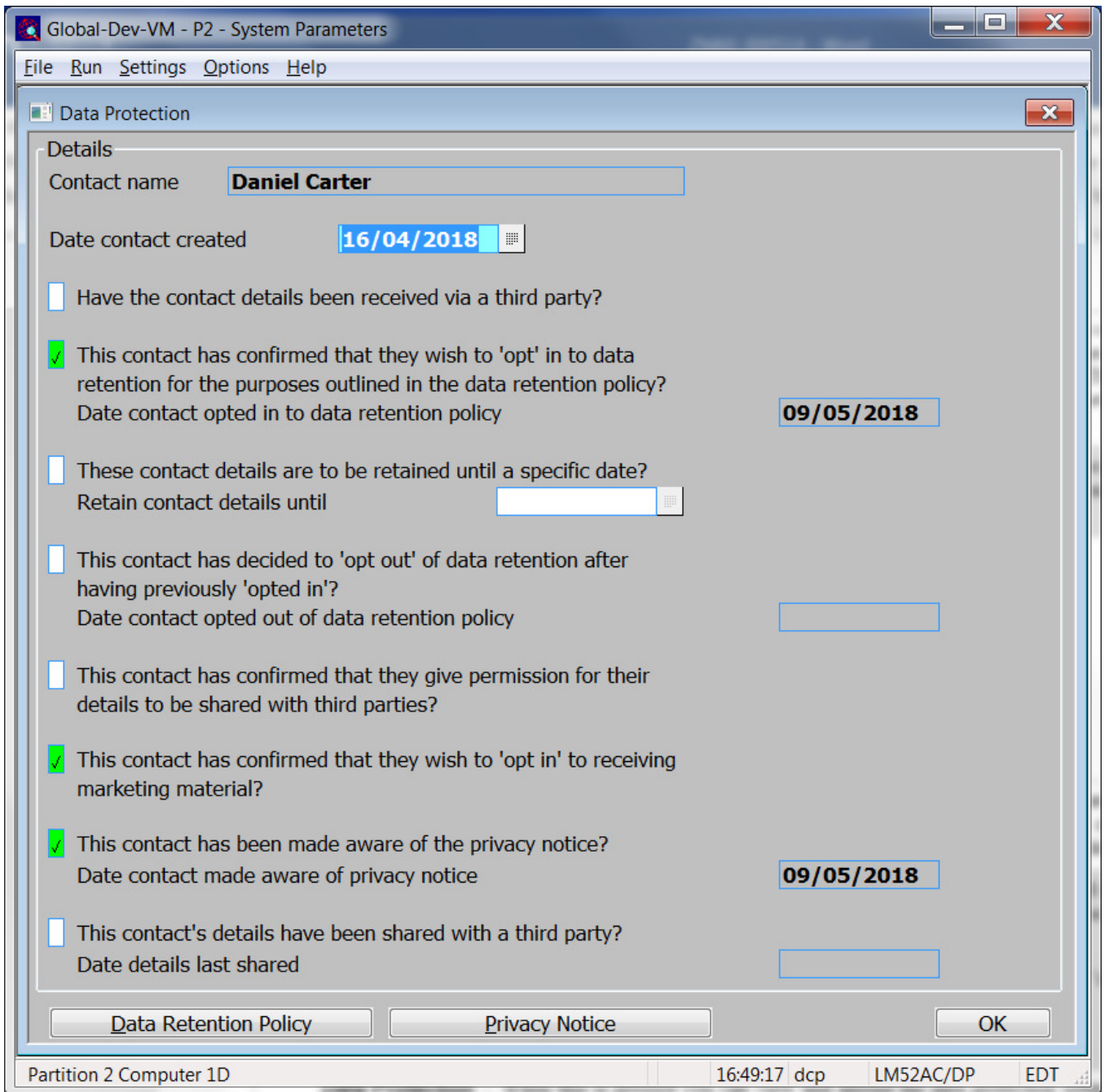
This window appears when you complete the amendment or creation of contact details.

Purpose   This window allows you to specify the data protection preferences made by the contact.

Note   When used as intended these settings provide options that alongside procedures managed outside of Global 3000 allow a business using Global 3000 to comply with the General Data Protection Regulation (GDPR). The existence of these options do NOT imply that a business using Global 3000 is GDPR compliant.

The prompts are:

Contact name	*(Display only)* The contact name.
Date contact created	The date the contact was created.
Note	For historical contacts the creation date will be set by the system to the earlier of the account creation date, the date the account was last amended or todays date.
Have the contact details been received via a third party?	Set this if the contact details were supplied by a third party. For example on a sales order which is to be delivered directly to a consumer rather than to the customers standard delivery address.
Note	When a Debtors Ledger or Creditors Ledger account is imported, any contact details supplied are treated as being received via a third party. Contact details on sales orders received via Global 3000 EDI are also treated as being received via a third party.
This contact has confirmed that they wish to 'opt in' to data retention for the purposes outlined in the data retention policy?	Set this to confirm that the contact has agreed to their personal information (name, contact numbers, email address etc.) being retained for the purposes outlined in the data retention policy. Once set, this cannot be amended.
Date contact opted in to data retention policy	*(Display only)* This is the date the contact opted in to the data retention policy.
These contact details are to be retained until a specific date?	Set this if the contacts details are only to be retained until a specific date.
Retain contact details until	*(Only available if the contact details are retained until a specific date)* Set this date to the date the contact details are to be retained until, this date is checked by close period (Debtors Ledger or Creditors Ledger) and if the start of the new period is later, the contact details are automatically anonymised.
This contact has decided to 'opt out' of data retention after having previously 'opted in'?	*(Only available if the contact initially opted in to the data retention policy)* Set this to confirm that although the contact had previously agreed to 'opt in' to data retention, they have subsequently decided to 'opt out'.
Date contact opted out of data retention policy	*(Display only)* This is the date the contact opted out of the data retention policy.
This contact has confirmed that they give permission for their details to be shared with third parties?	Set this to confirm that the contact has given permission for their details to be shared with third parties.
This contact has confirmed that they wish to 'opt in' to receiving marketing material?	Set this to confirm that the contact has agreed to receive marketing material.

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Note	If the contact does not 'opt in' to marketing materials then attachments are not sent to the contacts email address if it is used when documents (e.g. Debtors Ledger statements or Creditors Ledger remittance advices) are delivered via email.
This contact has been made aware of the privacy notice?	Set this to confirm that the contact has been made aware of the details in the privacy notice. The privacy notice should be given/read to the contact at the time the contact details are recorded; if the contact has been received from a third party they should be made aware of the privacy notice within one month of the contact being created.
Date contact made aware of privacy notice	*(Display only)* This is the date the contact was made aware of the privacy notice.
This contact's details have been shared with a third party?	Set this to confirm that these contact details have been shared with a third party.
Date contact details last shared	*(Display only)* This is the date the contact details were last shared with a third party.

The buttons are:

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Data Retention Policy	Press this to view the data retention policy. This is only available if a link to the data retention policy document has been configured in system parameters.
Privacy Notice	Press this to view the privacy notice. This is only available if a link to the privacy notice document has been configured in system parameters.

System Parameters – Email Attachments
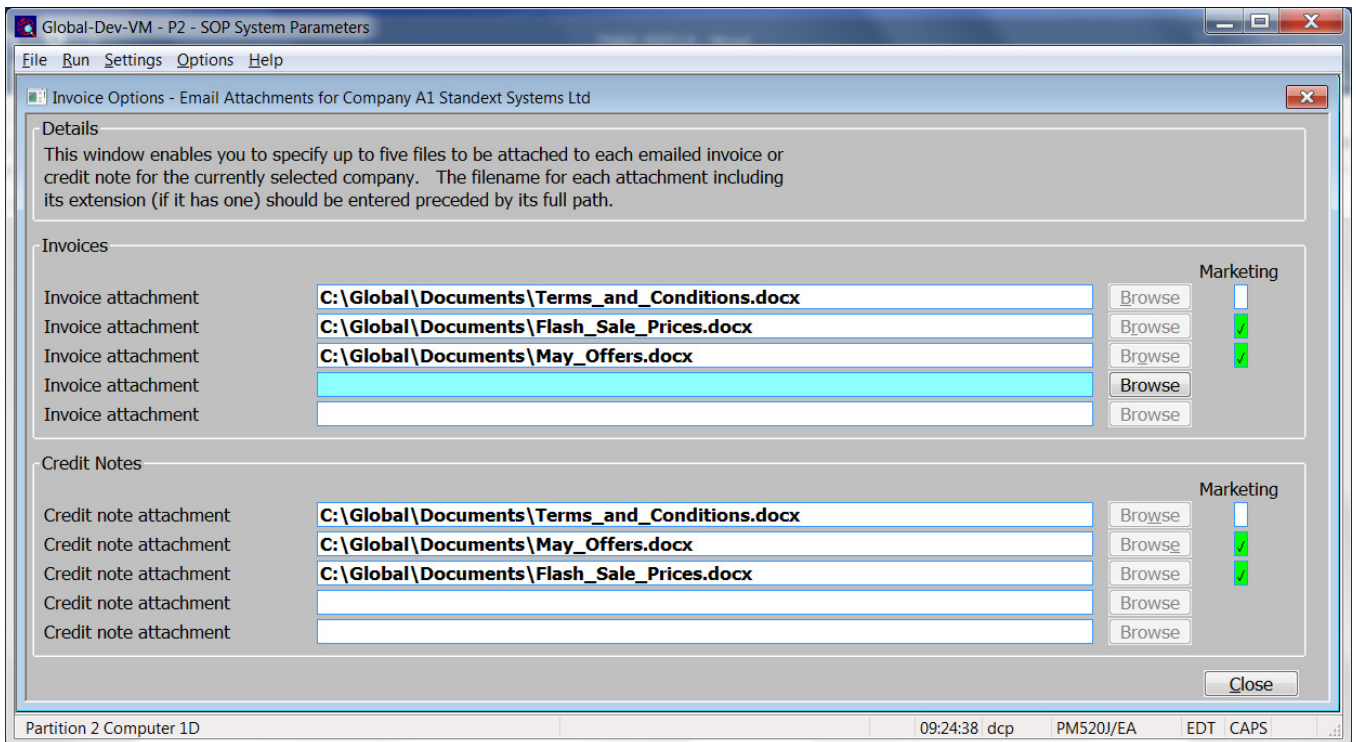
Marketing	When this is set (the default) the corresponding attachment document is considered as marketing material and as such is not attached to emails where the email address belongs to a contact that does not accept marketing material.

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Customer Maintenance
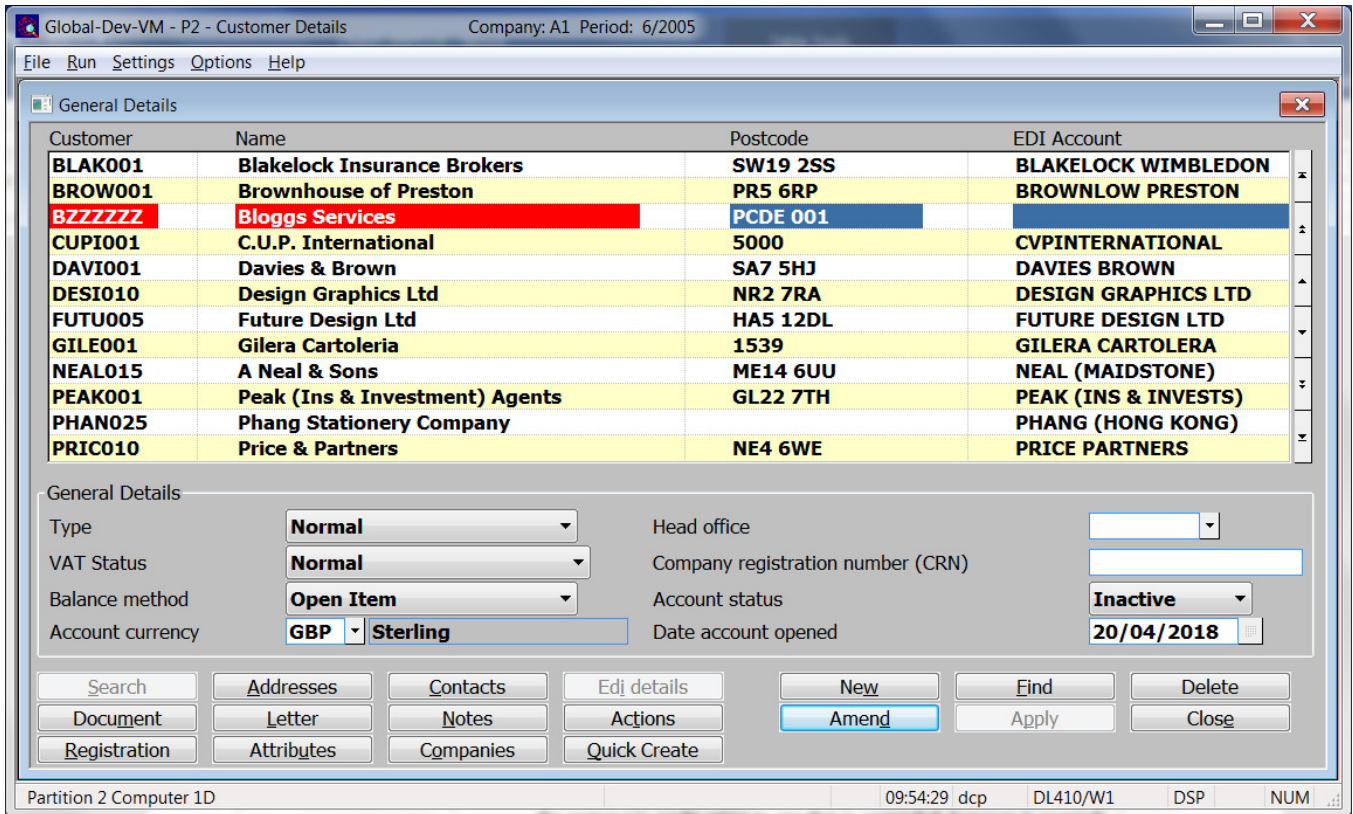
Account status This allows you to define the account's status. Select one of the following:
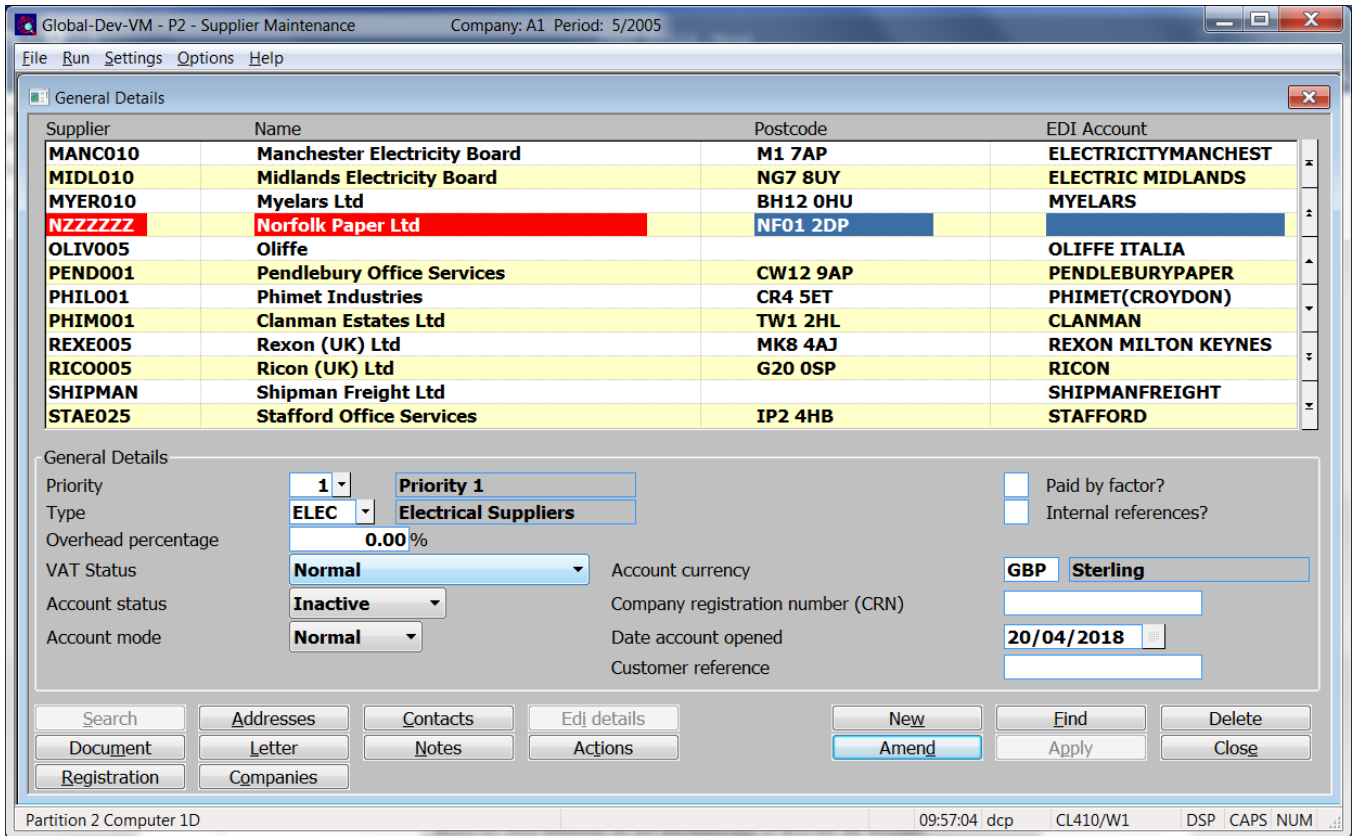
- **Active**. This is the default.

- **Inactive**. Accounts flagged as inactive are by default excluded from account searches, account enquiries, the customer list and the customer address list. All of these features provide the ability to include inactive accounts in their operation. If an inactive account is used during Debtor's Ledger transaction entry, you are offered the options of activating the account or abandoning the transaction. For security and data protection, bank details are removed from inactive accounts. This takes place when the current period is closed.

- **Suspended**. This does not prevent you from entering transactions for these customers directly into Debtors Ledger. However if you attempt to enter an order for a suspended customer in Sales Order Processing, you are warned that the customer is suspended and offered the option to enter a held order for the customer. This setting has the same effect as changing the customer's credit rating to one that is suspended; however it suspends the customer for all companies that they trade with.

Note An account status of 'inactive' does not prevent the addition of Sales Orders however, such additions do not automatically re-activate the account.

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Supplier Maintenance

Account status   This allows you to define the account's status. Select one of the following:

- **Active**. This is the default.

- **Inactive**. Accounts flagged as inactive are by default excluded from account searches, account enquiries, the supplier list and the supplier address list. All of these features provide the ability to include inactive accounts in their operation. If an inactive account is used during Creditor's Ledger transaction entry, you are offered the options of activating the account or abandoning the transaction. For security and data protection, bank details are removed from inactive accounts. This takes place when the current period is closed.

Note   An account status of 'inactive' does not prevent the addition of Purchase Orders however, such additions do not automatically re-activate the account.