USER GUIDE

v.1.1

docukit
DATA PROTECTION
A P P L I C A T I O N

May 2019

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Welcome to **Docukit Data Protection Application**, which is to help organization's Data Protection Officer (DPO) to have a comprehensive overview of all personal data flows across their organization, in mapping and managing how personal data is being collected, stored, accessed, used, updated, disclosed, archived and disposed within the organization and across all data touchpoints, as well as a classification of the data to manage user access, with the aim to better control and meet their PDPA requirements. It allows organizations

a) To create multiple User types that would have different record creation and approval rights
b) Create multiple standardized fields to track type of information collected and to rate the sensitivity each field. DPO can download this information to rank the sensitivity of each record kept.
c) Create and track PDPA records by functional Departments
d) Update and keep track of issues identified
e) Dashboard summary of records

A workflow summary would be as follows:
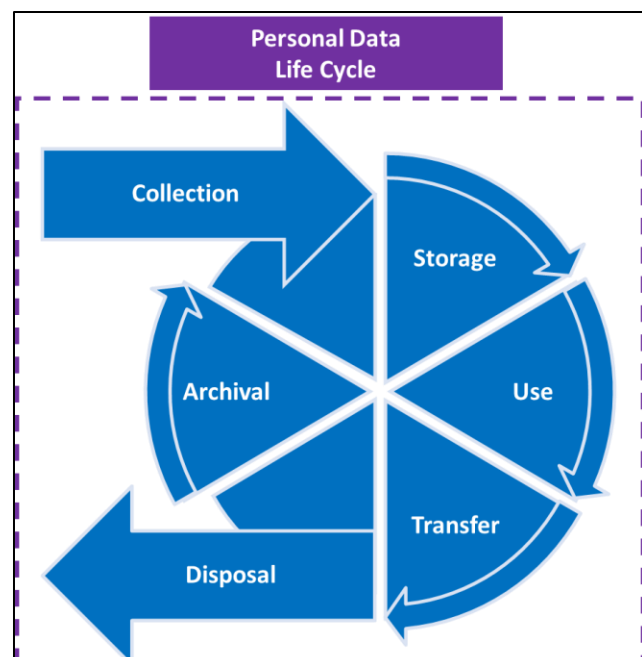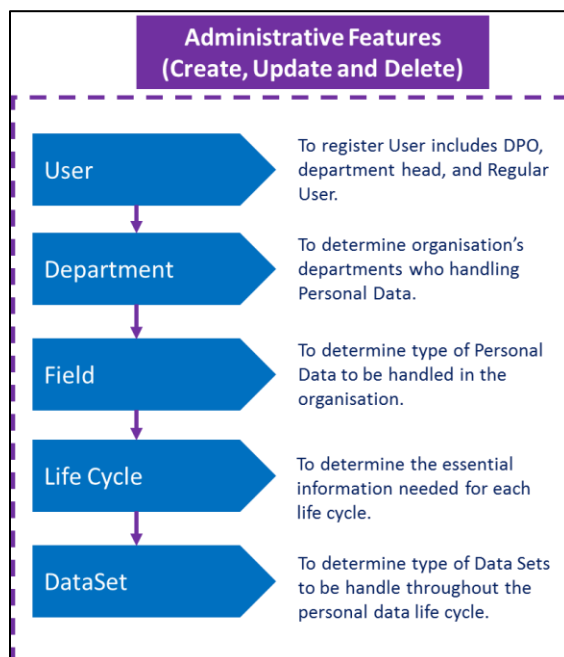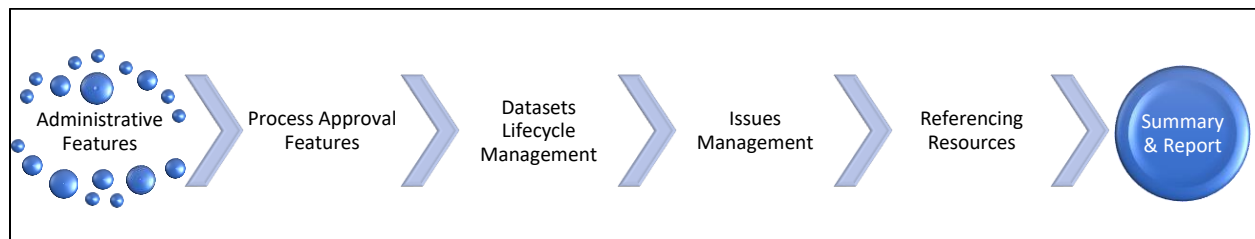
Below list of terminologies used in the tools, and their definition & descriptions

|	Name	Description	Where will you see them?
1	Field	"Field" is the place for DPO to define type of the personal data to be collected and handled throughout the data lifecycle. E.g., Name, contact information, email address, etc. Each field can be tagged with its own sensitivity, do the DPO can aware for the personal data to be collected according to the purpose, and justify the needs of handling such data. In this tool, there are pre-defined list of fields which DPO can add / modify / delete based on the organization needs	"Administration" → "Field"
2	Data Sets Header	"Data Sets Header" is the place for DPO to determine the essential information needed throughout each data lifecycle stage. E.g., Who is the owner of the data set collected, how was the dataset collected etc. Companies can create their own headers and additional fields as required and create their own headers. When exporting the data, each field has been set here will become the column of information.	"Administration" → "Data Sets Header"
3	Data Sets	"Data Sets" at the administration features provide DPO to create dataset templates, that would be regularly used by the company (E.g., Marketing Leads, HR staff record etc.) Each of this template will have a list of fields / type of personal data to be handled from collection until disposal.	"Administration" → "Data Sets"
4	Data Sets Lifecycle	"Data Sets" from the main features tab, which is providing DPO and users to management datasets throughout the whole lifecycle. This management feature has 6 data life cycle stages, and addition function for issues management. Here, users will define the organization processes on how personal data / datasets to be collected, stored, used, transferred, archived, and disposed. DPO can manage the datasets further via review, raise issues, tracking issues, approval for established process, etc.	"Data Sets" tab

SYSTEM INSTALLATION

The following are the pre-requisites in installing the Docukit Data Protection Application:

- Operating System: Windows Server 2016, Windows 10, Windows 7
- Web Server: IIS
- Microsoft Visual C++ 2015 Redistributable (x64) – 14.0 [vc_redist.x64.exe]
- .Net Core Windows Hosting [DotNetCore.2.0.5-WindowsHosting.exe]
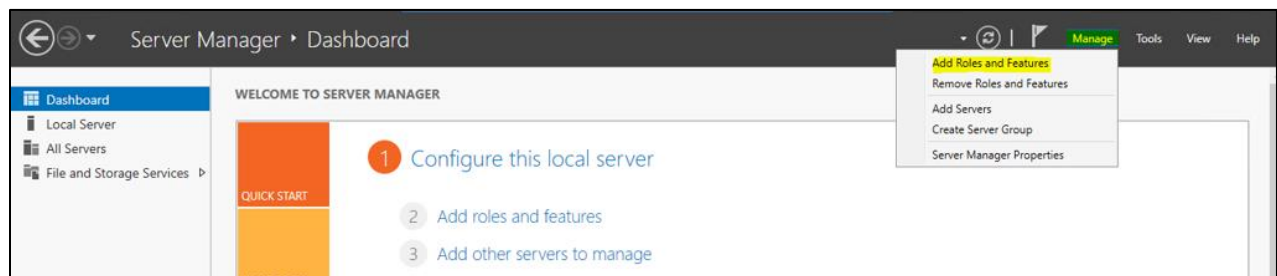- MySQL [mysql-installer-web-community-8.0.13.0.exe]

The Docukit DP App installer handles the pre-requisites such as .Net Core and MySQL. IIS Setup is already built-in in Windows feature. To setup IIS, follow instruction below:

Setup IIS

1. Search and open **Turn Windows features on or off**
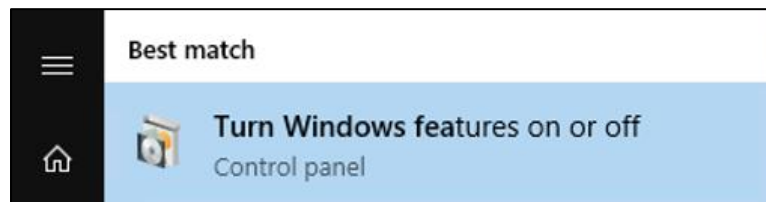
2. On the Upper Right corner, click **Manage** > **Add Roles and Features**

3. On **Before you Begin** to **Server Roles,** Click **Next**
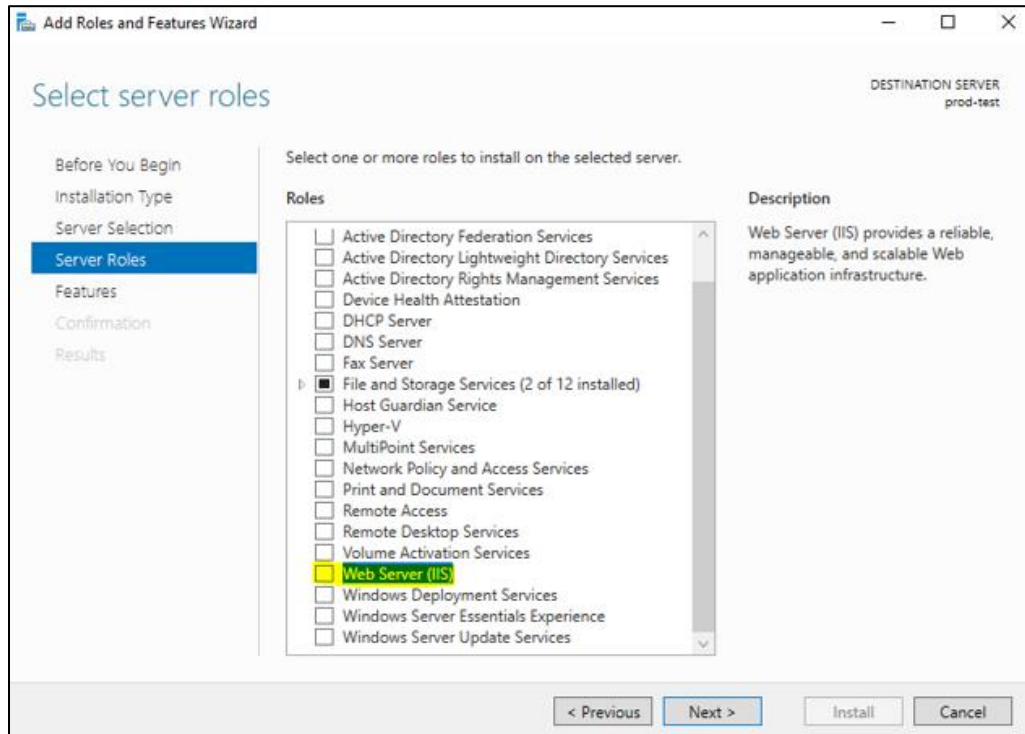
4. Select **Web Server (IIS)** > Check **Include management tools (if applicable)** > Click **Add Features**
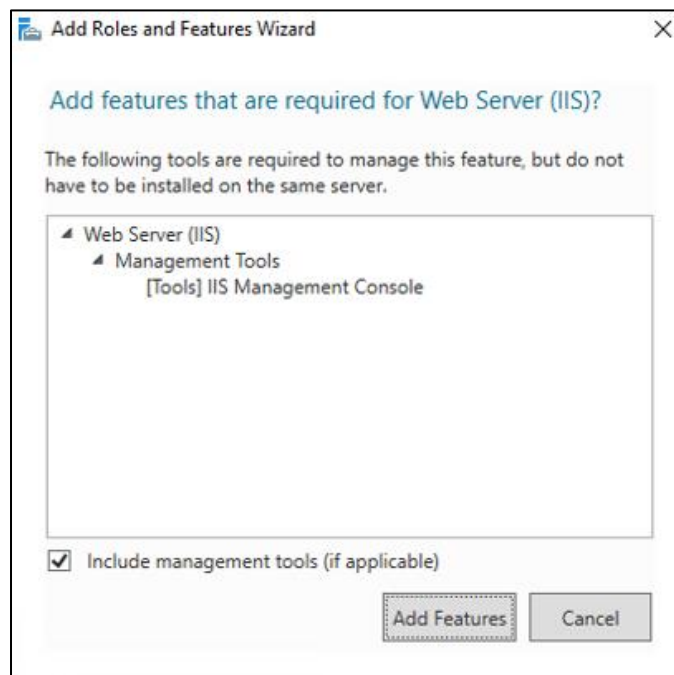
5. On **Features** to **Role Services,** Click Next
6. **Confirmation**, Click **Install**
7. **Result**, Click **Close**
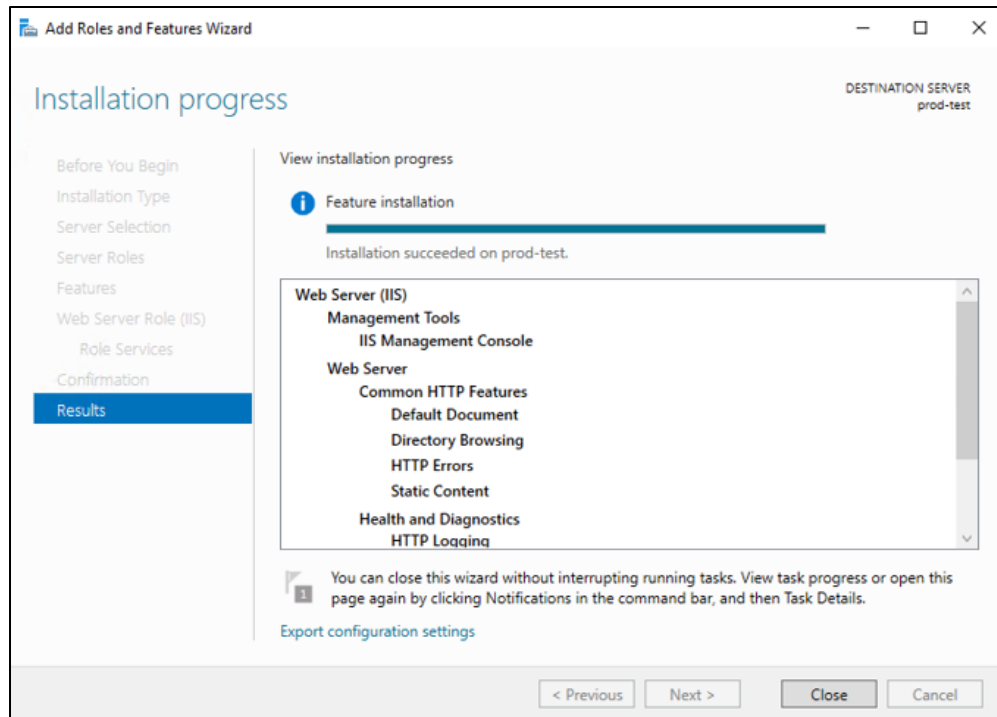
8. Open IIS Manager, **IIS** > Right Click on **[Server Name]** > Click **Internet Information Services (IIS) Manager**
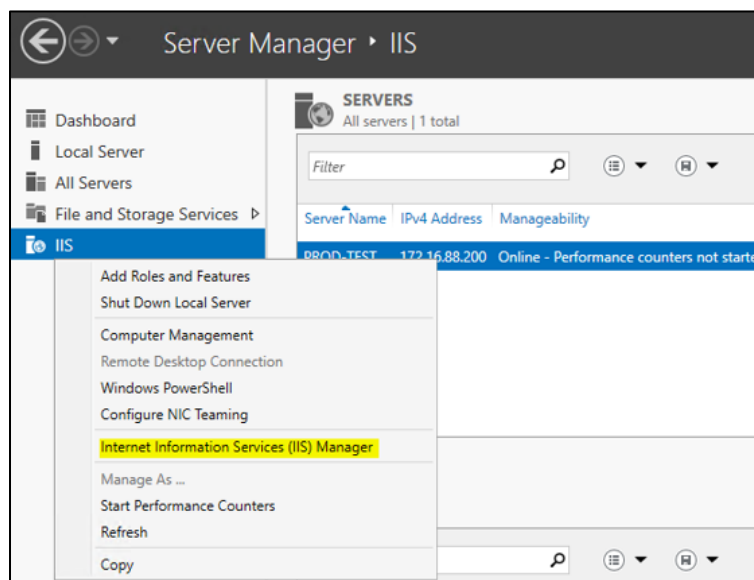
SYSTEM INSTALLATION

Docukit DP App Installation:

1. Copy **DDPA Setup.exe** anywhere in your desktop/laptop.
2. Double Click on **DDPA Setup.msi**
3. Home > Click **Next**
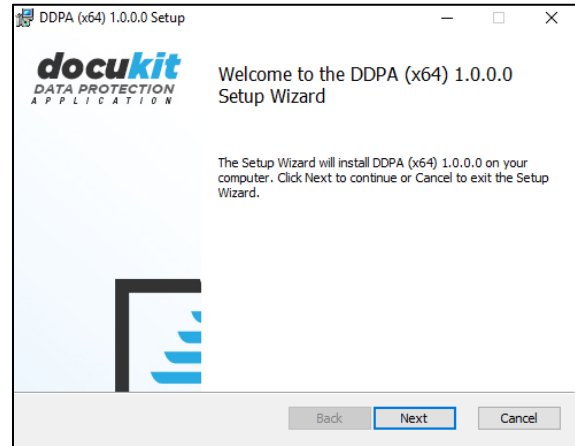
4. Accept License, then click **Next**
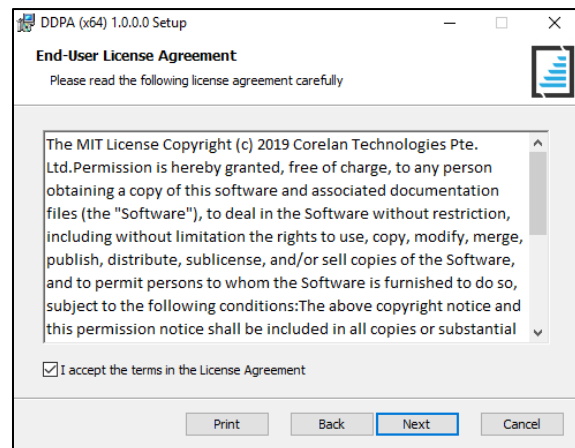
5. Installer will detect if prerequisites are already installed, click **Next** for prerequisites configuration.
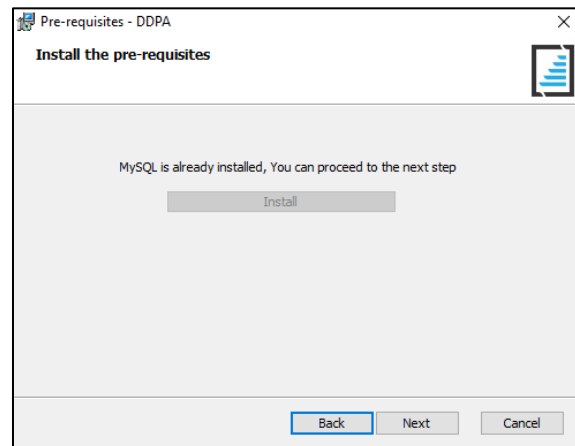
6. Input password used on your database. Then click **Next**.
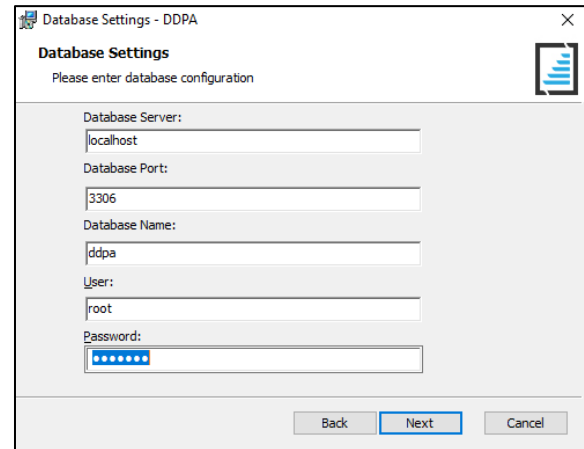
7. On Custom Setup, Click **Next.**
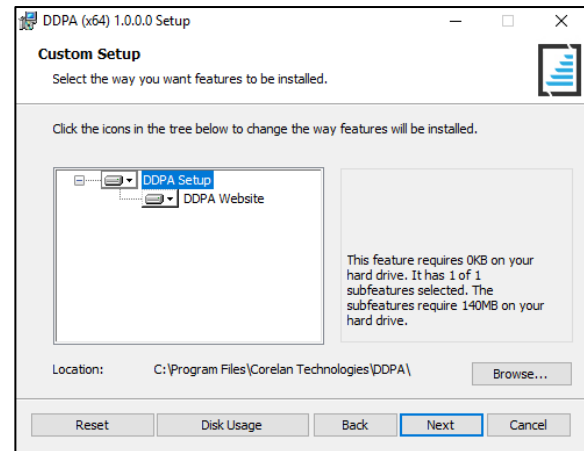
8. Click **Install.**
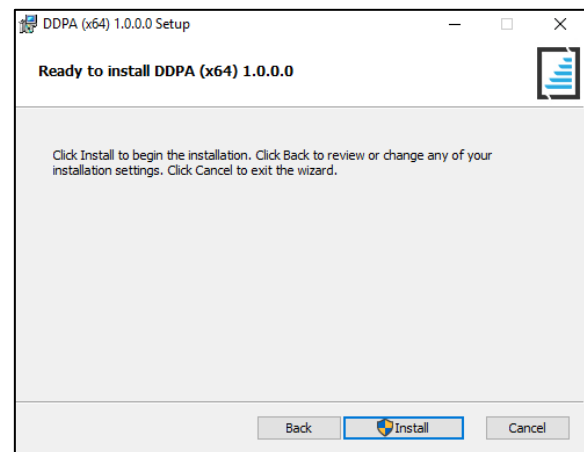
9. Once done, click **Finish.**
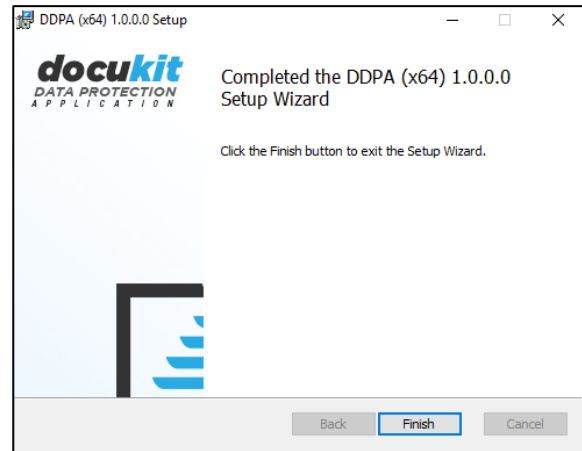
Uninstall Docukit DP App
1. Double Click on **DDPA Setup.exe**
2. Home > Click **Next**
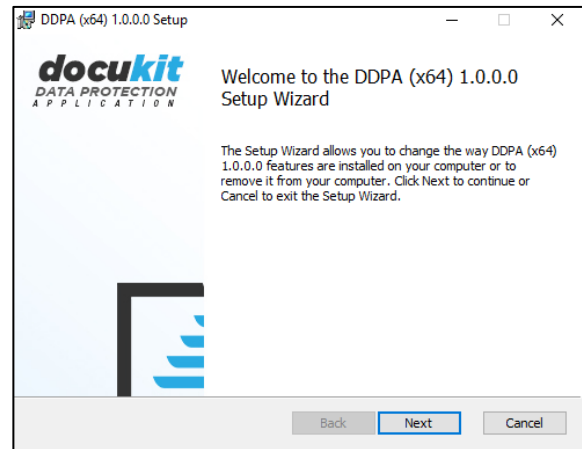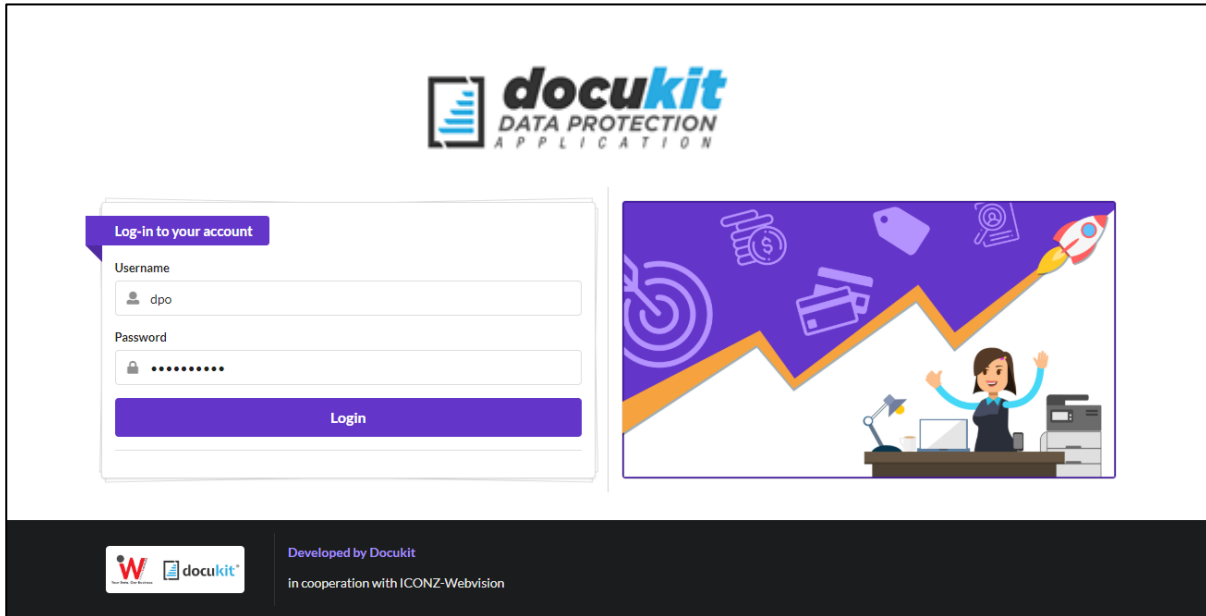
3. Select **Remove** then click **Next**.
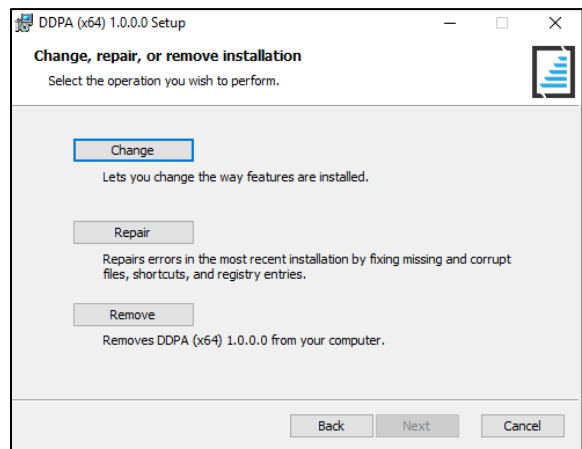
Login to Docukit DP App

1. After installation, access the Docukit DP App using the provided username and

password.

2. As first user (DPO), input you Company/Organization Name and you are required to change your password before you proceed to the Docukit DP App.

Password should consist of:
- At least 1 uppercase,
- At least 1 numeric,
- Minimum of 8 characters

DASHBOARD

After changing your password, you may now login to Docukit DP App and it will redirect to "Dashboard". Dashboard consists of different data analysis.
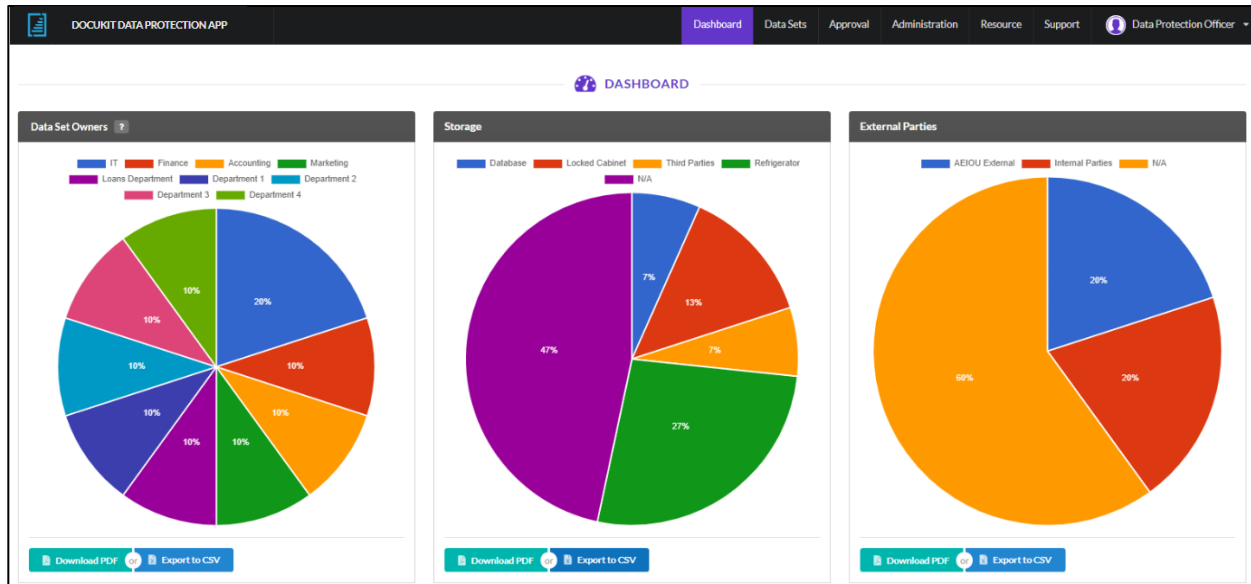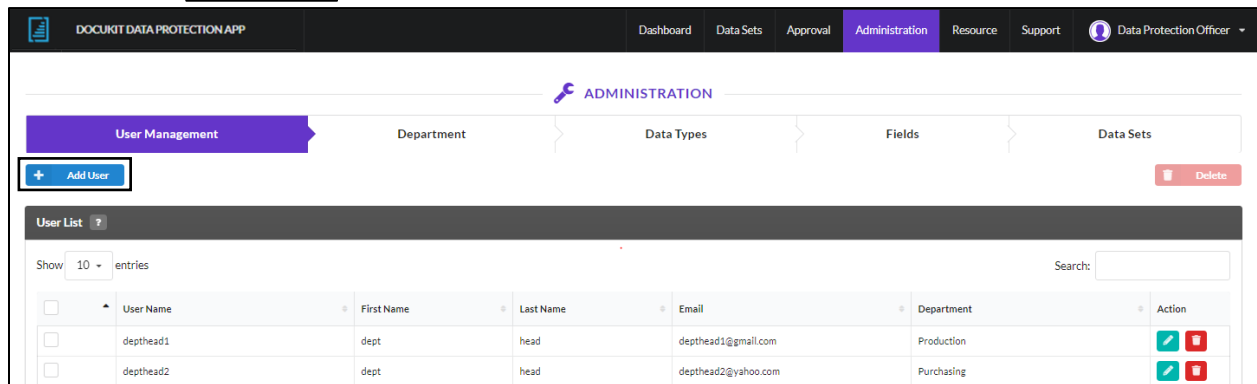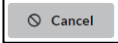
ADMINISTRATION – USER MANAGEMENT
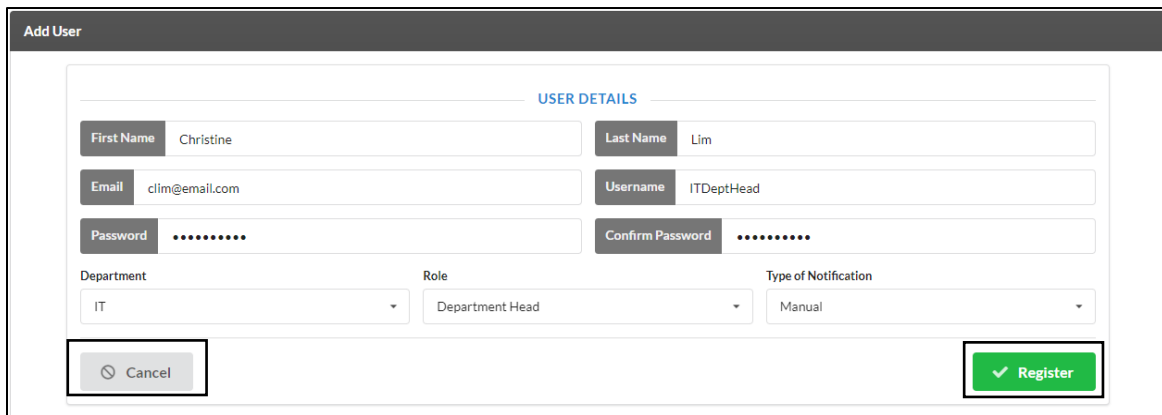
Administration Section denotes the setup that must be completed to use this record tracking tool.

Add User

1. To add new user, click "Administration" menu tab and select "User Management" then click [+ Add User] button in the upper left side.
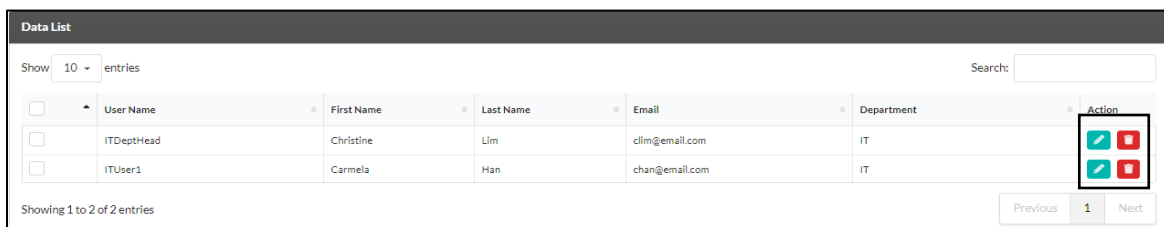
2. Fill-up all needed information then click [✓ Register] to register new user, [⊘ Cancel] if you want to cancel the registration.

Update/Delete User

1. To Update/Delete user click to "Administration" menu tab and select "User Management". In table list, click [✎] button to *edit* and the red one [🗑] is for *delete*.
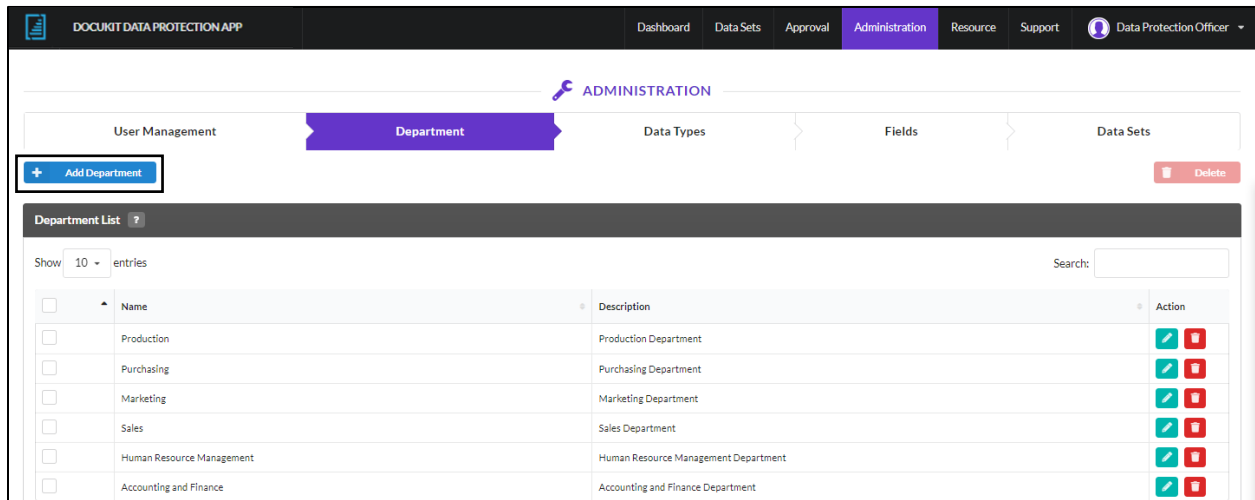
ADMINISTRATION – USER MANAGEMENT

Type of user	Authorization & Features
DPO (admin)	• Create users and assign roles • Create department - assign each dept head (see role below) to a department • All other access of other roles • Approve the entries and modifications on the data sets and types submitted by the Dept Head. • FULL system access including logs
Department Head	**By default:** • View, create, edit data sets for his/her department. • View, create, edit data types for each data set. • Specify which users have rights (add, edit, view) to each data set. • Can only view and manage data sets under his/her department. • Approve and submit the entries and modifications on the data sets and types made by his department to DPO for approval. <table><tr><td>Module</td><td>View</td><td>Add</td><td>Edit</td></tr><tr><td>Dashboard</td><td>✓</td><td></td><td></td></tr><tr><td>Dataset</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>Approval</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>Maintenance</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>Resource</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>Support</td><td>✓</td><td>✓</td><td>✓</td></tr></table> • Please note, DPO can configure further the access right as per needs
User	**By default:** • View, add, edit (as defined by the department head) to a data set/data type where regular user has rights to. • Can only view and manage data sets assigned department. <table><tr><td>Module</td><td>View</td><td>Add</td><td>Edit</td></tr><tr><td>Dashboard</td><td>✓</td><td></td><td></td></tr><tr><td>Dataset</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>Approval</td><td>✓</td><td></td><td></td></tr><tr><td>Maintenance</td><td>✓</td><td></td><td></td></tr><tr><td>Resource</td><td>✓</td><td>✓</td><td>✓</td></tr><tr><td>Support</td><td>✓</td><td>✓</td><td>✓</td></tr></table> • Please note, DPO can configure further the access right as per needs

ADMINISTRATION - DEPARTMENT

Add Department

1. To add new department, click "Administration" menu tab and select "Department". Click [**+ Add Department**] button in the upper left side.
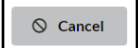
2. Fill-up all needed information then click [✓ Add] to add new department, [⊘ Cancel] if you want to cancel the registration.

ADMINISTRATION - DEPARTMENT

Update/Delete Department

1. To edit/delete department, click to "Administration" menu tab and select "Department".
2. In table list, click [edit icon] button to *edit* and [delete icon] to *delete*.

Below are the default departments that usually organizations, where the organization can modify further depend on the needs and uses of own structures.

- Production
- Purchasing
- Marketing
- Sales
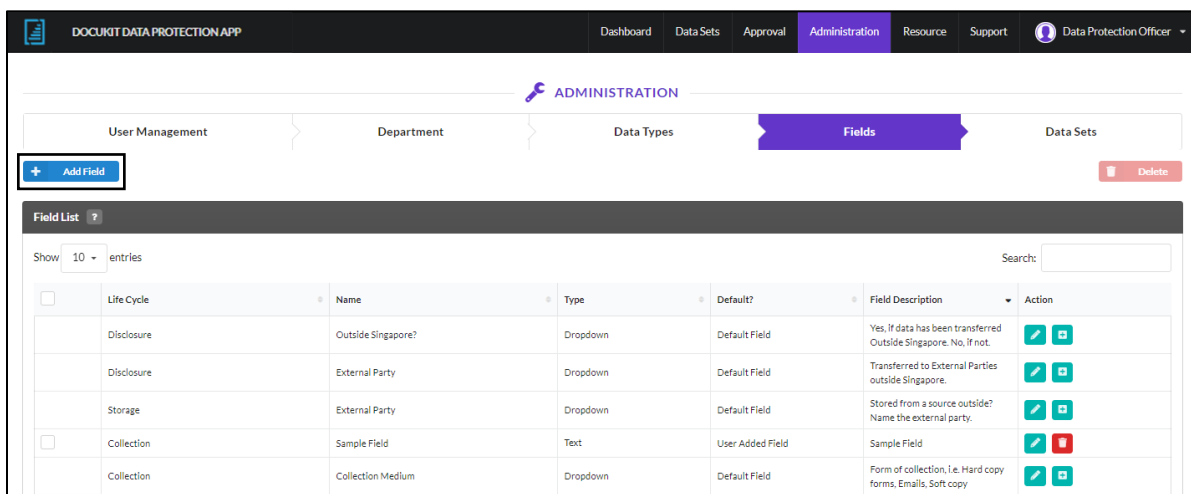- Human Resource Management
- Accounting and Finance

ADMINISTRATION – FIELDS

This is to define the essential information needed for users to create for each record created. E.g., who is the owner of the data set collected, how was the dataset collected etc. Companies can create their own headers and additional fields as required and create their own headers. When exporting the data, each field has been set here will become the column of information.
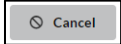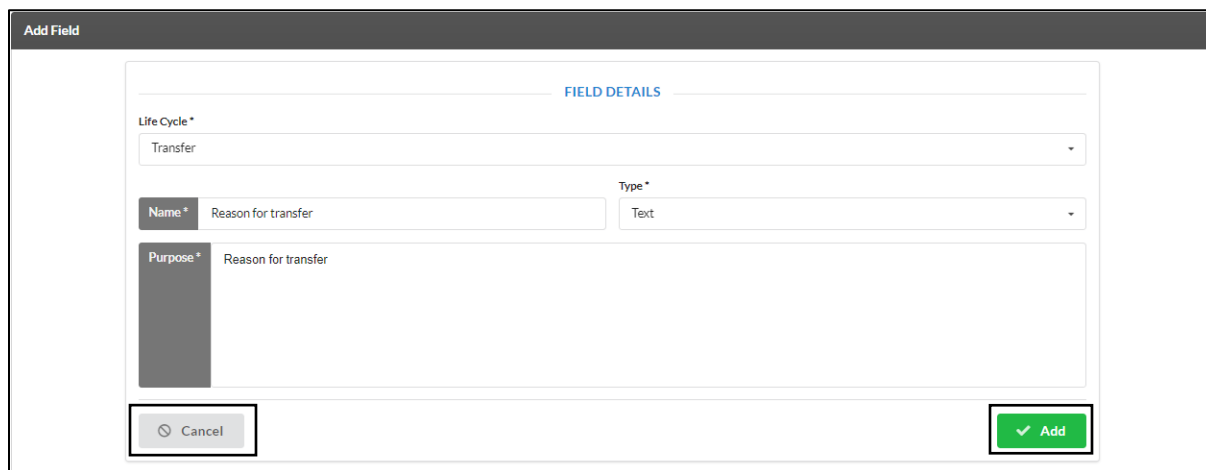
Add Fields

1. To add new field, click "Administration" menu tab and select "Fields". Click button in the upper left side.

2. Fill-up all needed information then click to add new field, if you want to cancel the registration.

ADMINISTRATION – FIELDS

Update/Add Field:

1. To edit/delete field, click to "Administration" menu tab and select "Data Types".
2. In table list, click button to ✏️ **edit** and ➕ to **add** values to the fields.

Field List

Show 10 ▾ entries   Search: [   ]

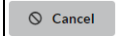|	Life Cycle	Name	Type	Default?	Purpose	Action
☐	Disclosure	Outside Singapore?	Dropdown	Default Field	Yes, if data has been transferred Outside Singapore. No, if not.	✏️ ➕
	Disclosure	External Party	Dropdown	Default Field	Transferred to External Parties outside Singapore.	✏️ ➕
	Storage	External Party	Dropdown	Default Field	Stored from a source outside? Name the external party.	✏️ ➕
☐	Collection	QA Field 1	Text	User Added Field	QA Field 1	✏️ 🗑️

3. To add values to the field, fill-up all needed information then click ✔ Add to add new field, ⊘ Cancel if you want to cancel the registration.

Add Item

Name*	Support
Description	Support

Add

Department - Items

Added Fields

Name ▲	Description	Action
Accounting		🗑️
Finance		🗑️
IT		🗑️
Marketing		🗑️

Showing 1 to 4 of 4 entries   Previous 1 Next

⊘ Cancel   ✔ Done

ADMINISTRATION – FIELDS

By default, below are the predefined field for each life cycle, which will be shown later when you use them in "Data Sets" tab, moreover DPO can update / configure further as per needs.

Field List ?

Show 10 ▾ entries   Search: collection

	Life Cycle	Name	Type	Default?	Field Description	Action
	Collection	Collection Purpose	Memo	Default Field		✏
	Collection	Data Owner	Dropdown	Default Field		✏ ⊞
	Collection	Collection Source	Dropdown	Default Field		✏ ⊞
	Collection	Collection Medium	Dropdown	Default Field	Form of collection, i.e. Hard copy forms, Emails, Soft copy	✏ ⊞
	Collection	How is consent obtained?	Textarea	Default Field		✏
	Collection	Comment	Textarea	Default Field		✏

Field List ?

Show 10 ▾ entries   Search: Storage

	Life Cycle	Name	Type	Default?	Field Description	Action
	Storage	Onsite/Offsite	Dropdown	Default Field		✏ ⊞
	Storage	External Party	Dropdown	Default Field	Stored from a source outside? Name the external party.	✏ ⊞
	Storage	Third Party Address	Textarea	Default Field		✏
	Storage	Storage	Dropdown	Default Field		✏ ⊞
	Storage	Define Storage	Text	Default Field		✏
	Storage	Obligation & Contract are Obtained	Checkbox	Default Field		✏
	Storage	Comment	Textarea	Default Field		✏

Field List ?

Show 10 ▾ entries   Search: Use

	Life Cycle	Name	Type	Default?	Field Description	Action
	Use	Purpose of Use	Dropdown	Default Field		✏ ⊞
	Use	User of Data	Dropdown	Default Field		✏ ⊞
	Use	Access Data By	Dropdown	Default Field		✏ ⊞
	Use	Comment	Textarea	Default Field		✏

Field List ?

Show 10 ▾ entries   Search: Disclosure

	Life Cycle	Name	Type	Default?	Field Description	Action
	Disclosure	Outside Singapore?	Dropdown	Default Field	Yes, if data has been transferred Outside Singapore. No, if not.	✏ ⊞
	Disclosure	Transferred To	Dropdown	Default Field		✏ ⊞
	Disclosure	External Party	Dropdown	Default Field	Transferred to External Parties outside Singapore.	✏ ⊞
	Disclosure	Purpose of Transfer	Dropdown	Default Field		✏ ⊞
	Disclosure	Mode of File Transfer	Dropdown	Default Field		✏ ⊞
	Disclosure	Comment	Textarea	Default Field		✏

ADMINISTRATION – FIELDS

Field List ?

Show 10 ▾ entries   Search: archival

☐ ▲	Life Cycle	Name	Type	Default?	Field Description	Action
	Archival	Retained in	Dropdown	Default Field		✏ ⊟
	Archival	Storage	Dropdown	Default Field		✏ ⊟
	Archival	Retention Period in Years	Numeric	Default Field		✏
	Archival	Retention Period Justification	Textarea	Default Field		✏
	Archival	Storage Medium	Dropdown	Default Field		✏ ⊟
	Archival	Storage Location	Dropdown	Default Field		✏ ⊟
	Archival	Obligation & Contract are Obtained	Checkbox	Default Field		✏
	Archival	Comment	Textarea	Default Field		✏
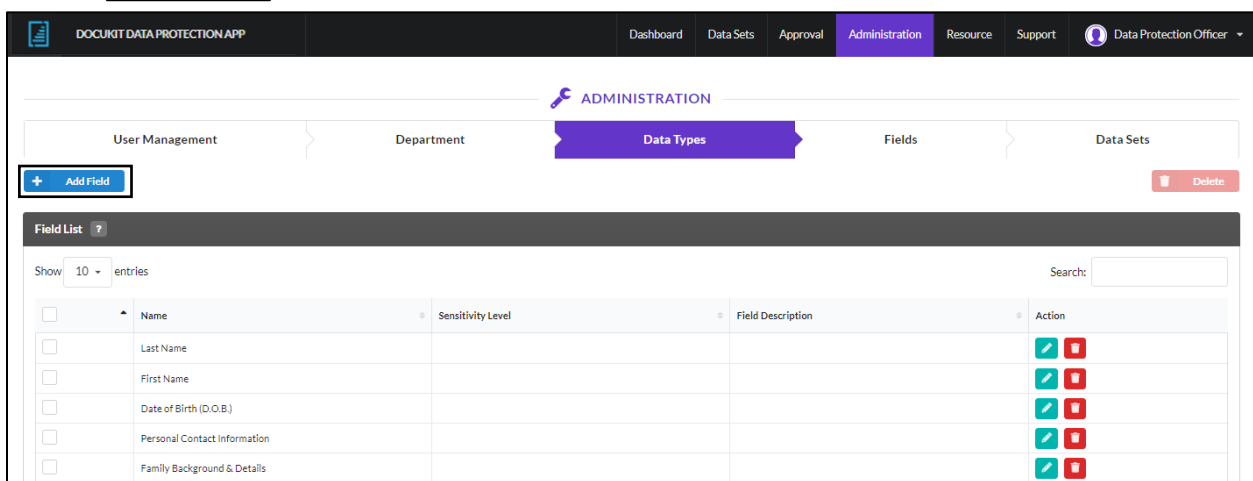
Field List ?

Show 10 ▾ entries   Search: Disposal

☐ ▲	Life Cycle	Name	Type	Default?	Field Description	Action
	Disposal	Disposal Method	Dropdown	Default Field		✏ ⊟
	Disposal	Reason for Disposal	Dropdown	Default Field		✏ ⊟
	Disposal	Obligation & Contract are Obtained	Checkbox	Default Field		✏
	Disposal	Comment	Textarea	Default Field		✏

ADMINISTRATION – DATA TYPES
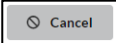
This is to define the essential information needed for users to create for each record created. E.g., who is the owner of the data set collected, how was the dataset collected etc. Companies can create their own headers and additional fields as required and create their own headers. When exporting the data, each field has been set here will become the column of information.
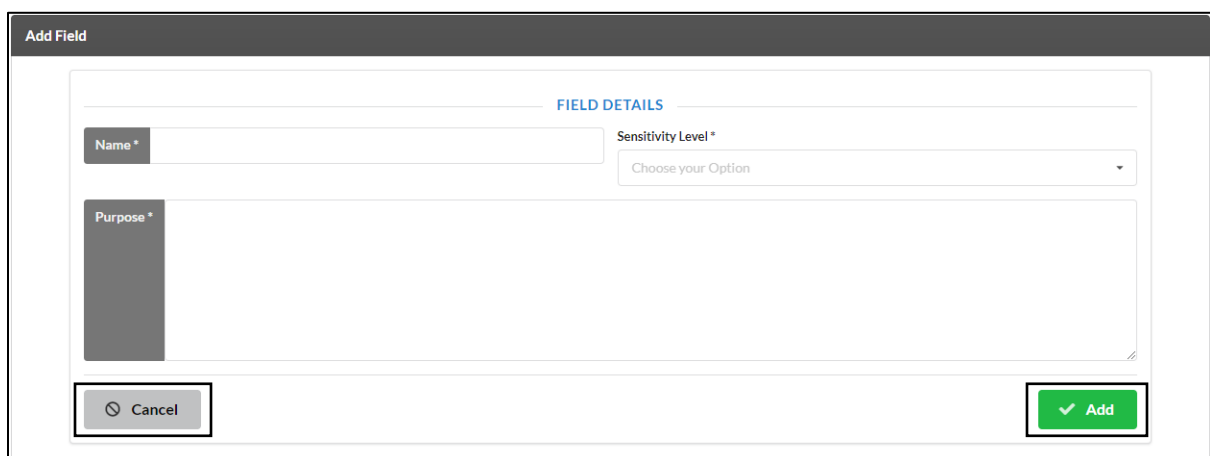
Add Field

1. To add new field, click "Administration" menu tab and select "Data Types". Click **+ Add Field** button in the upper left side.

2. Fill-up all needed information then click **✓ Add** to add new field, **⊘ Cancel** if you want to cancel the registration.

ADMINISTRATION – DATA TYPES

Update/Delete Data Types:

1. To edit/delete department, click to "Administration" menu tab and select "Data Types".
2. In table list, click [edit icon] button to *edit* and [delete icon] to *delete*.

	Name	Type	Default(?)	Required(?)	Action
☐	Address	Text	✕	✕	[edit] [delete]
☐	Birth date	Text	✕	✓	[edit] [delete]
☐	Firstname	Text	✕	✓	[edit] [delete]
☐	Lastname	Text	✕	✓	[edit] [delete]
☐	Medical History	Text	✕	✕	[edit] [delete]

In practice, an organization should implement robust policies and procedures for ensuring appropriate levels of security for personal data of varying levels of sensitivity; but default, the below sensitivity levels are configured, where the organization can modify further depend on the needs and uses of own processes.

The following would type of personal data would be available by default, where DPO can add, delete or modify them as per needs:
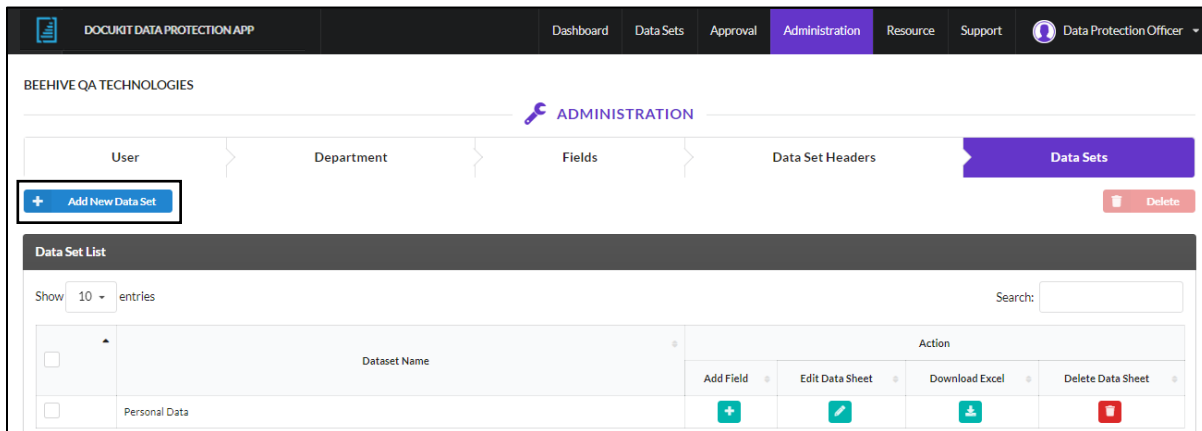
Types of personal information collected
Last Name
First Name
Date of Birth (D.O.B.)
Personal Contact Information
Family Background & Details
Physical Characteristics
Educational Qualifications
Financial Information
Medical Details/Health Information
Criminal Background/Past Offences
Transactional records containing personal data
Location
Photos & Video Footage
Computer Device ID
NRIC number

ADMINISTRATION – DATA SET TEMPLATE
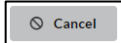
This is to create record/data set templates that would be regularly used by the company. E.g. Marketing Leads, HR staff record etc.

Add Data Set Template

1. To add new field, click "Administration" menu tab and select "Data Sets" then click **+ Add New Data Set** button in the upper left side.

2. Fill-up all needed information then click **✓ Add** to add new field, **⊘ Cancel** if you want to cancel the registration.

ADMINISTRATION – DATA SET TEMPLATE

Data Set Template management

1. To assign data types in your data set template, click to "Administration" menu tab and select "Data Sets". In Action column in table list, click [+] button to assign fields.

2. Click button [✏] to **edit** your data set template and [🗑] button to **delete** your data set template.

Dataset List					
Show 10 ▼ entries					Search:

	DATASET NAME	ACTION			
		Add Field	Edit Data Sheet	Download Excel	Delete Data Sheet
☐	Personal Data	➕	✏	⬇	🗑
☐	Workshop Event	➕	✏	⬇	🗑

Showing 1 to 2 of 2 entries   Previous 1 Next

Assigning fields in Data Set Template

1. Tick [➕] button to add fields on your data set template, then click [✓ Done] button to save.
2. To remove field on your data set template, tick [🗑] button.

Available Fields			**Data Set Name**		
				Added Fields	

Name	▲	Action
Disclosure		➕
Firstname		➕
Personal Data		➕
Transfer to External Parties		➕
Type of Personal Data		➕

Previous 1 2 3 Next

Name	▲	Action
Birth date		🗑
First Name		🗑
Lastname		🗑

Previous 1 Next

⊘ Cancel   ✓ Done

The above concludes all the setup requires. It is recommended that users pre-defined and standardize their naming convention and records/data sets as much as possible for recurring reports. The following section would be for the creation of actual records of data sets kept for tracking and dashboard reporting.

DATA SETS – DATA LIFE CYCLE

This section assumes that all the setup has been completed. It provides DPO and users to management datasets throughout the whole lifecycle.

Here, users will define the organization processes on how personal data / datasets to be collected, stored, used, transferred, archived, and disposed. DPO can manage the datasets further via review, raise issues, tracking issues, approval for established process, etc.
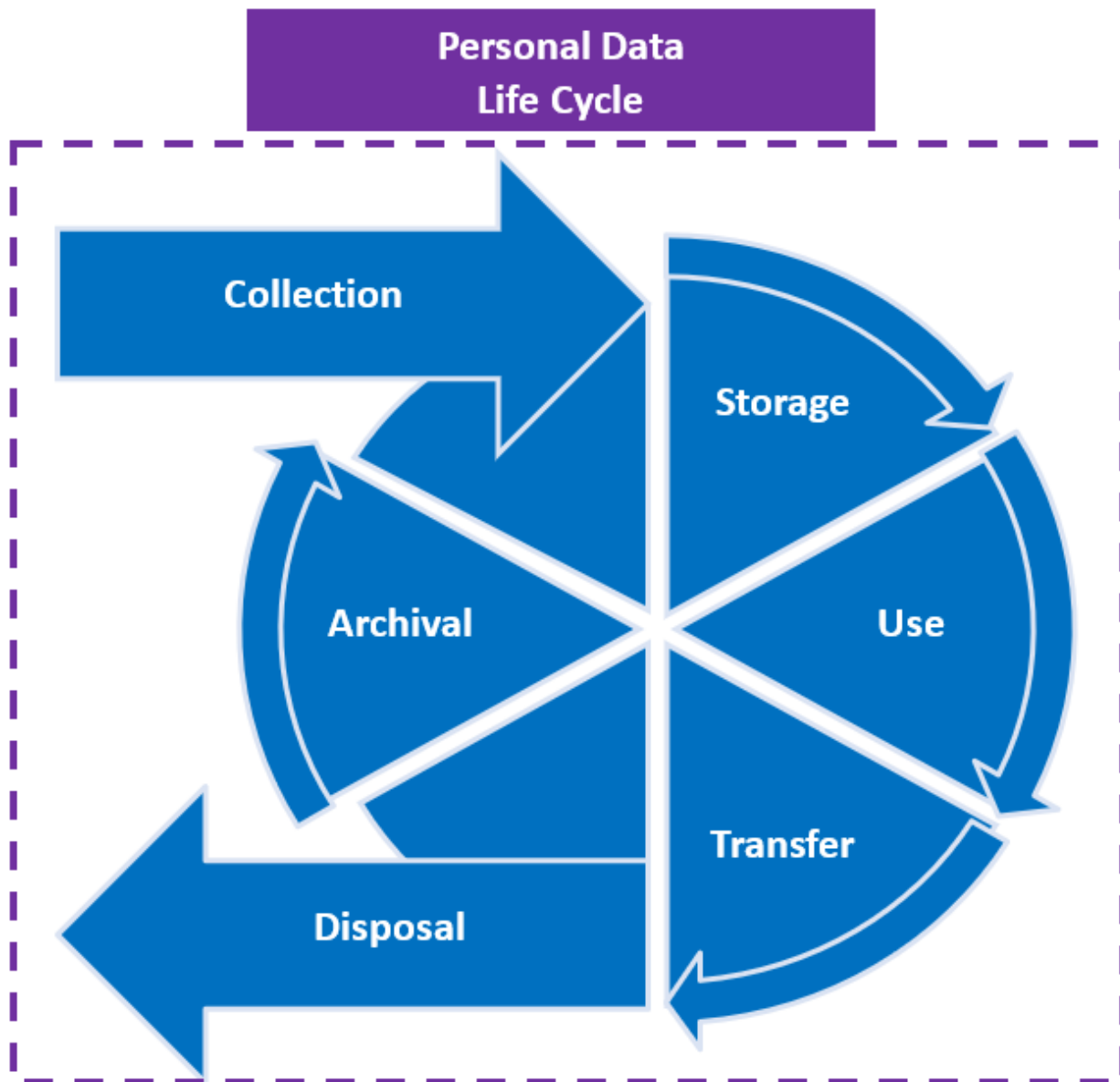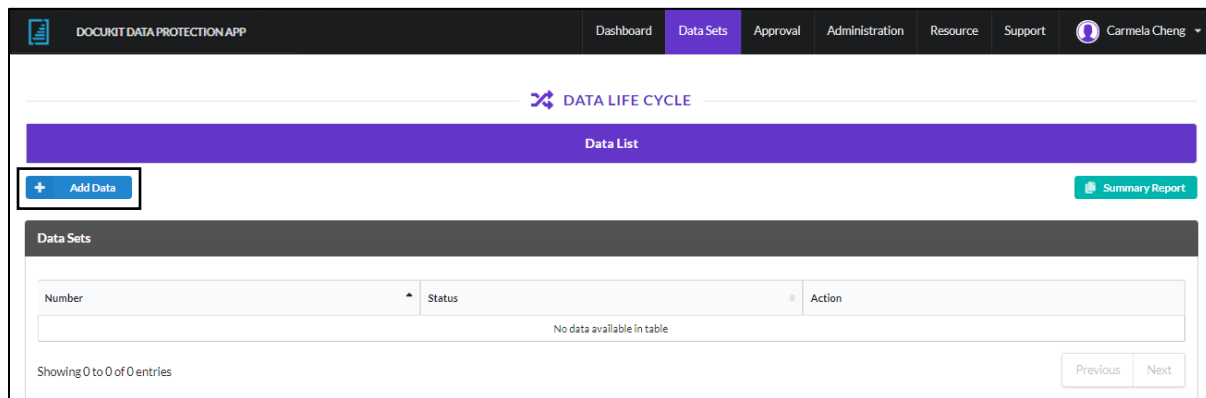
DATA SETS – DATA LIFE CYCLE

***Note:** All data sets added/edited/deleted by Department Head and Regular Users are subject to approval of DPO.
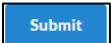
Add Data Set

1. To add new data set, click "Data Set" menu tab then click [**+ Add Data**] button in the upper left side.

1. Upon clicking [**+ Add Data**] button, pop-up modal will appear for data set template selection. Select template and click [**Use**] button if you wish to use the selected template.

2. Tick [**Skip**] button if you want to skip use of template and [**Cancel**] button if you want to cancel add data set.
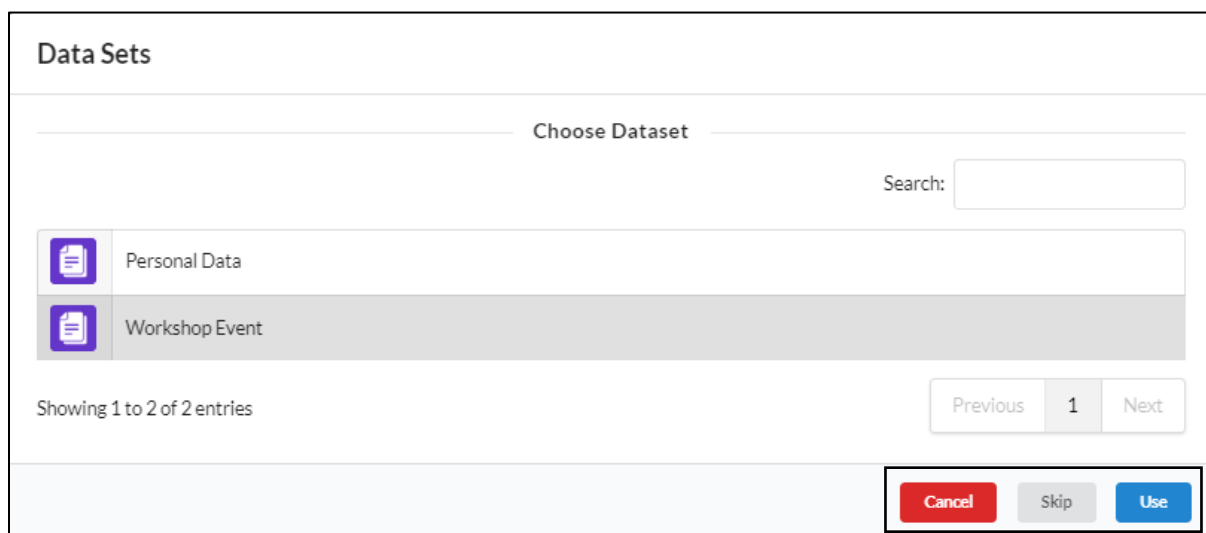
3. After selecting template to use, fill up all needed information from *collection* to *disposal* then click [**Save**] to save your entry as "Draft" and [**Submit**] button to submit is for approval as "Pending".
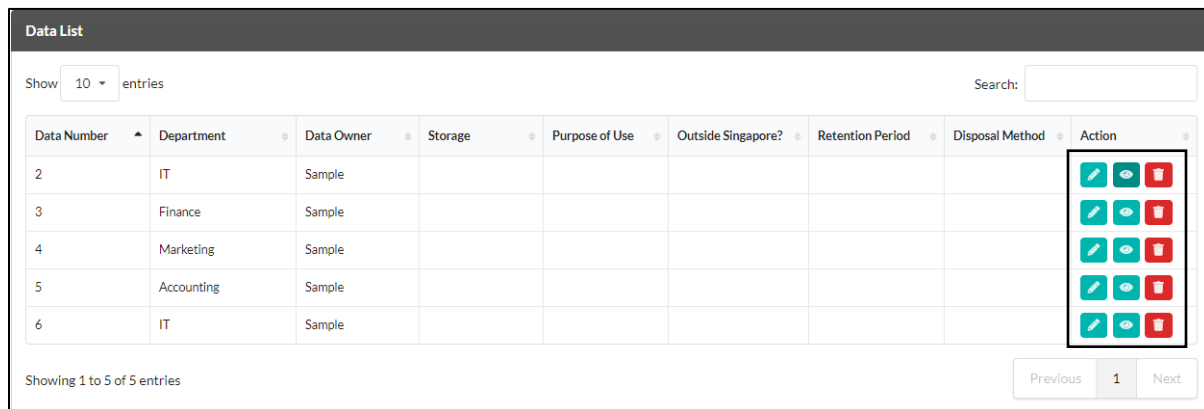
DATA SETS – DATA LIFE CYCLE

Data Life Cycle

Collection

Collection	Storage	Use	Disclosure	Archival	Disposal	Issues

← Data List

Data Collection

Data Collection Details

Data Number	1		Collection Purpose	
Data Owner		+	Collection Source	+
Collection Medium		+	How is consent obtained?	

Storage

Collection	Storage	Use	Disclosure	Archival	Disposal	Issues

← Data List

Data Storage

Data Storage Details

Data Number	1		Onsite/Offsite	+
External Party		+	Third party address	
Storage		+	Define Storage	

☐ Obligation & Contract are obtained

DATA SETS – DATA LIFE CYCLE

Use

Transfer

Archival

DATA SETS – DATA LIFE CYCLE

Disposal

Collection	Storage	Use	Disclosure	Archival	Disposal

← Data List

Data Disposal ?

Data Disposal Details

Data Set Name	Personal Data	Disposal Method	▾ +

Reason for Disposal	▾ +	☐ Obligation & Contract are Obtained

**Update/Delete Data Set**

1. To edit/delete data set, click to "Data Sets" menu tab. In table list, click ✎ button to *edit* data sets and button 🗑 for delete.

Data List

Show 10 ▾ entries   Search:

Data Number ▲	Department	Data Owner	Storage	Purpose of Use	Outside Singapore?	Retention Period	Disposal Method	Action
2	IT	Sample						✎ 👁 🗑
3	Finance	Sample						✎ 👁 🗑
4	Marketing	Sample						✎ 👁 🗑
5	Accounting	Sample						✎ 👁 🗑
6	IT	Sample						✎ 👁 🗑

Showing 1 to 5 of 5 entries   Previous 1 Next

View Data Set

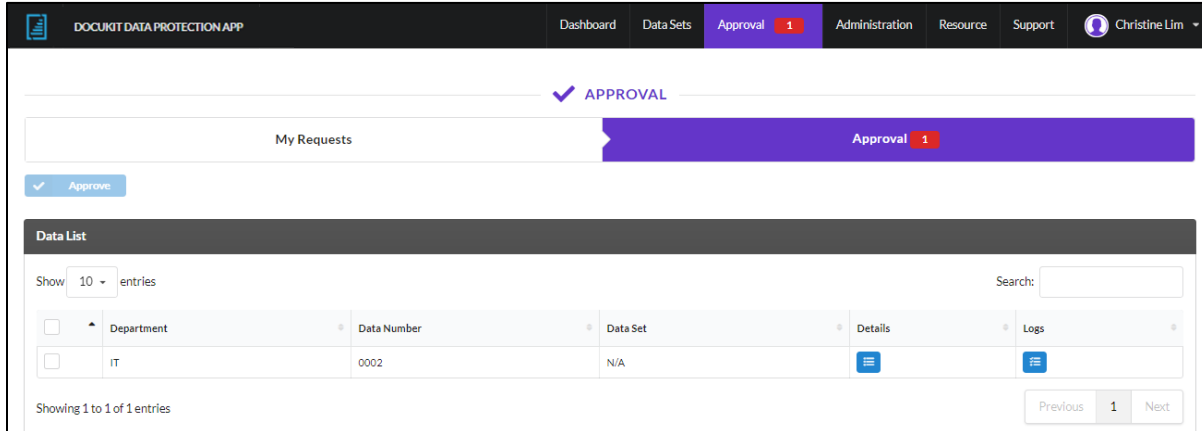1. In table list, click [eye icon] button to *view* details of data set.

APPROVAL

This section addresses how authorized users can approve any creation or amendment of the data sets or records.

Review Pending Request (Department Head / DPO)

1. Login as Department Head. Go to "Approval" page in menu tab and select Approval.
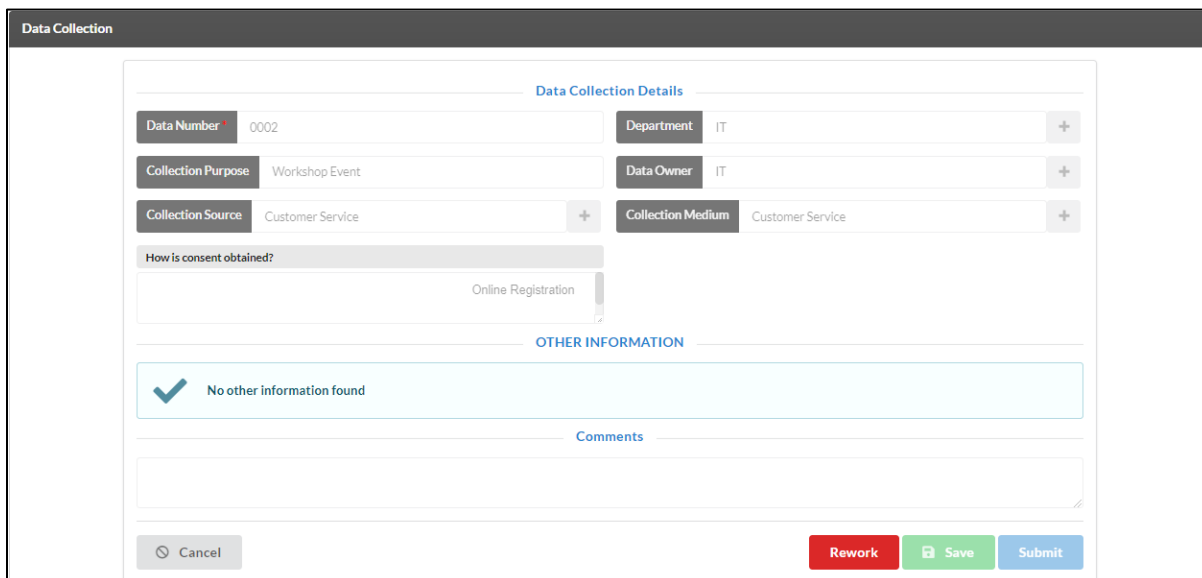
2. Click [≡] button to check details of data set request.

APPROVAL

Request rework

1. As an approver, after reviewing the details of data set you can request for rework if needed. To request a rework, click [**Rework**] button and the details for rework.

2. After sending the data set for rework, the request will return to the requestor to revise and send it again for approval.

Approval

1. If the requestor submits it again for approval, then approver will check again the details and if satisfied, approve the data set. To approve data set, select data set to approve and click button. [✔ **Approve**]
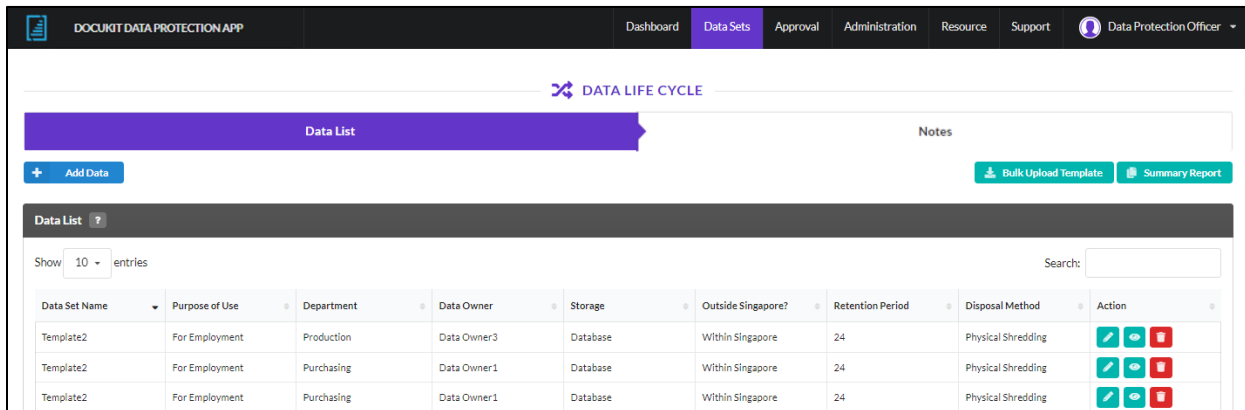
DATA SETS – NOTES

This section addresses how issues raised, can be tracked and monitored. Such issues are also highlighted in the Dashboard to facilitate DPO and management tracking.

Add Notes (DPO)

1. To add new issues in data set, click "Data Sets" menu tab, In table list, click ✏ button of selected data set.

2. In data life cycle, select "Notes" and click ➕ Add Note button to add notes.

3. Fill-up all required fields and click button to save note and button **Cancel** if you want to cancel.

DATA SETS – NOTES

Update Data Set Note

1. To edit notes in data set, click "Data Sets" menu tab, In table list, click [✏️] button of selected data set.

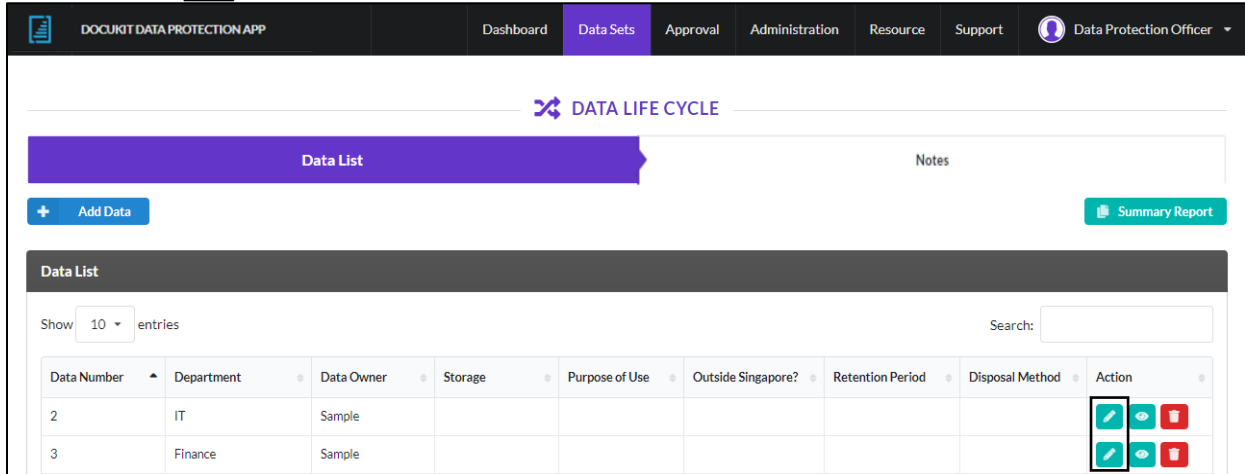2. In data life cycle, select "Notes" and click [✏️] button in table list to edit notes.

REPORT

Report feature provides DPOs to generate:

- Statistic summary of datasets being handled by department
- Statistic summary of how the datasets being stored
- Statistic summary of datasets being handled by external parties
- Statistic summary of notes and their owners
- Export report in CSV format
- Export report in pdf format

Summary Report

1. To add generate summary report, go to "Data Set" menu tab and click **Summary Report** button in the upper right side of the page.

Sample Generated

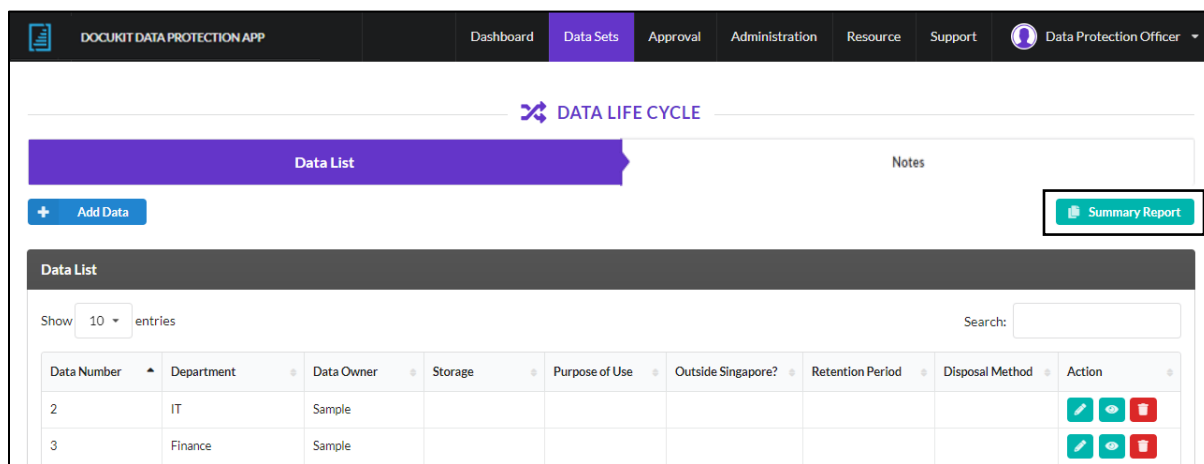| Data Sets Summary Report					
Report Date: 14 Feb 2019					
Data Number	Department	Data Sets	Collection Purpose	Data Owner	Collectio
1	IT	Personal Data- Mode of File Transfer, Comment, Retained in, Storage,	Sample	Sample	Custome
2	IT	Personal Data- Mode of File Transfer, Comment, Retained in, Storage,	Sample	Sample	Custome
6	IT	Personal Data- Mode of File Transfer, Comment, Retained in, Storage,	IT	Sample	Custome
3	Finance	Personal Data- Mode of File Transfer, Comment, Retained in, Storage,	Test	Sample	Custome
5	Accounting	Personal Data- Mode of File Transfer, Comment, Retained in, Storage,	Collection	Sample	Custome
4	Marketing	Personal Data- Mode of File Transfer, Comment, Retained in, Storage,	Testing	Sample	Custome

REPORT

Export to PDF/CSV

1. To export pdf/csv report, go to "Dashboard" menu tab and click [Download PDF] or [Export to CSV] button at the bottom part of the chart.
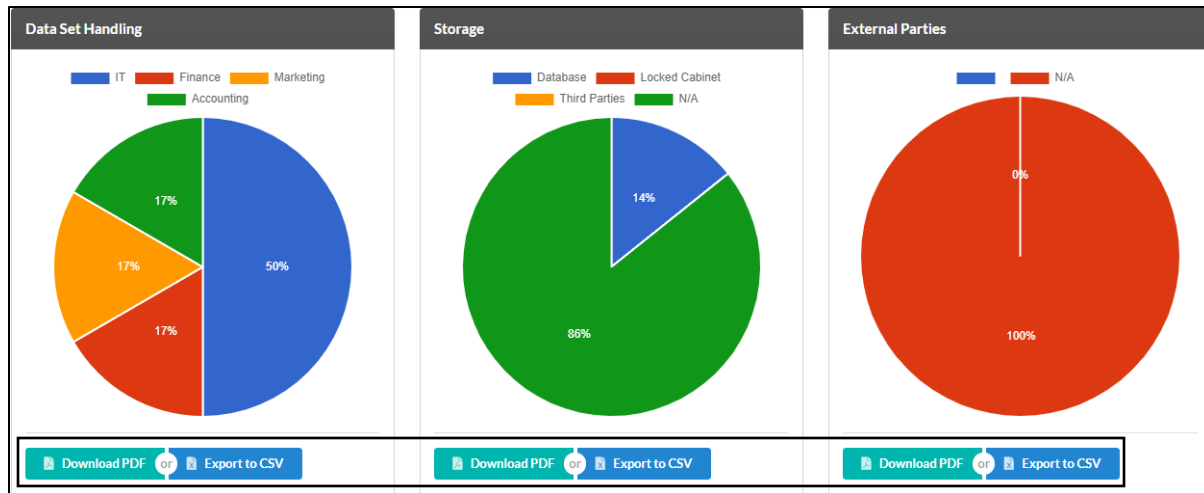
Sample Generated

Storage Summary Report						
Report Date: 14 Feb 2019						
Data Number	Department	Onsite/Offsite	External Party	Third party address	Storage	Define Storage
1	IT					
2	IT					
3	Finance					
4	Marketing					
5	Accounting					
6	IT					

Data set's per department.
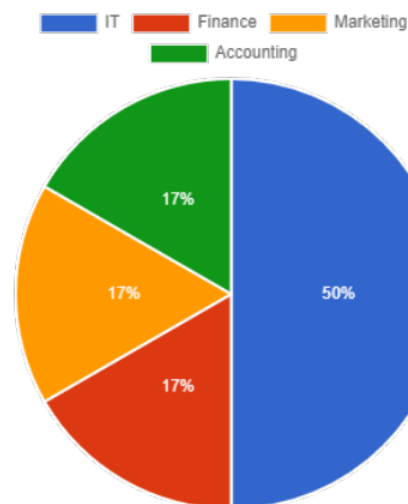
RESOURCE

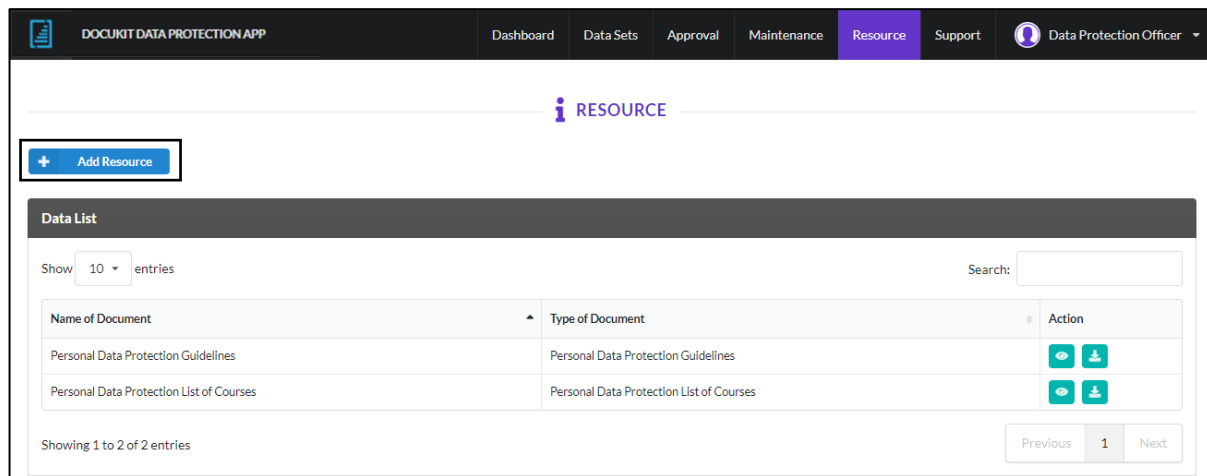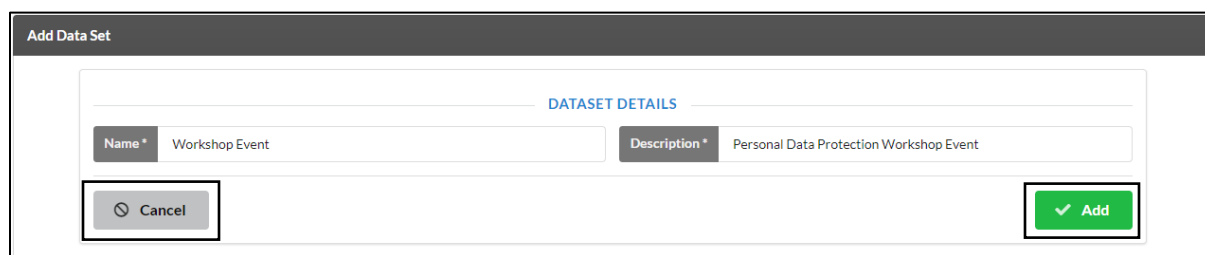DPOs can upload referencing information, examples, personal data related policies, procedures, regulatory guidelines, which can be viewed or downloaded.

Add Resource (for DPO Only)

1. To add new field, click "Resource" menu tab then click ![Add Resource] button in the upper left side.
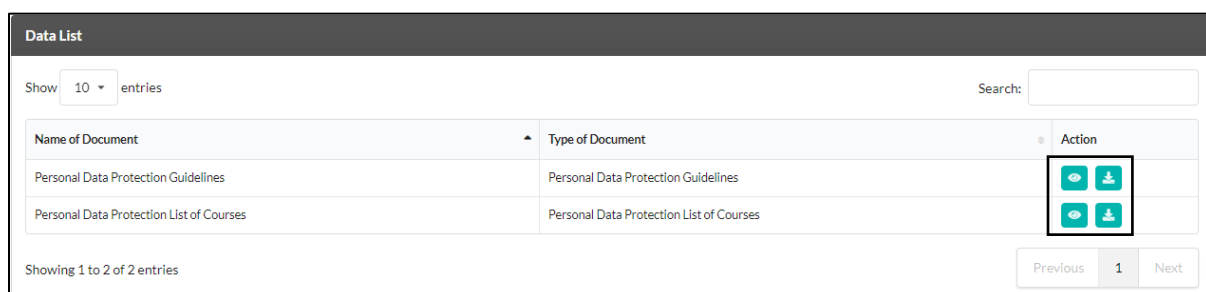
2. Fill-up all needed information then click ![Add] to add new field, ![cancel icon] if you want to cancel.

View/Download Resource

1. To view/download resource, click to "Resource" menu tab. In table list, click ![view icon] button in the right side to view the file, and ![download icon] button to download the file.
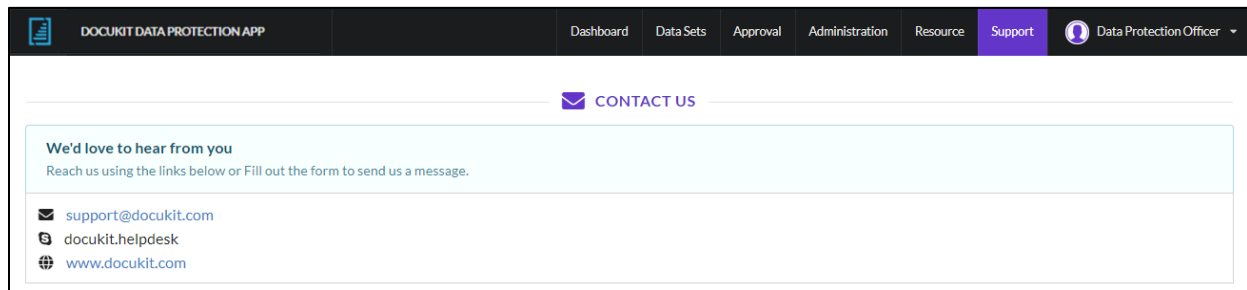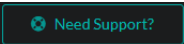
SUPPORT

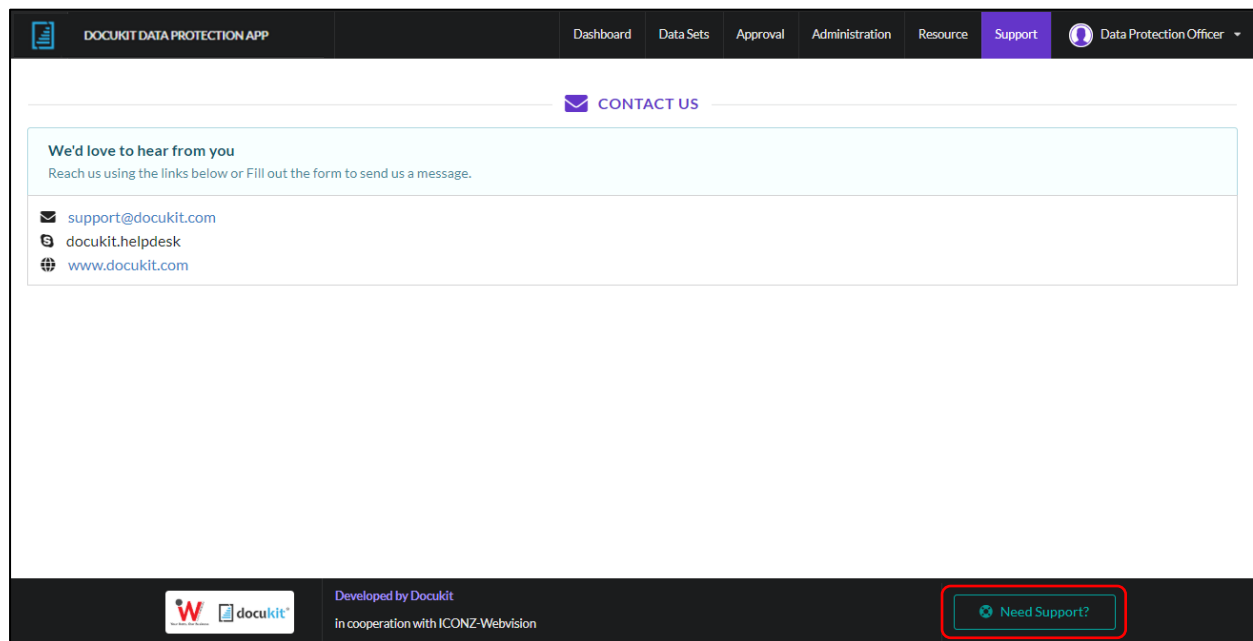For Support and other inquiries, users may use Support Page.

Contact Support

1. To contact support, click "Support" menu. Contact details are available.

Chat Support

1. For fast and quality support, support through chat is also available. Just click Button on the lower right part of the page ang you will be directed to the chat support page.

LOGOUT TO INVENTORY TOOL

1. Click the upper right part of the page where name of the user is visible.
   Tick to logout to the system.