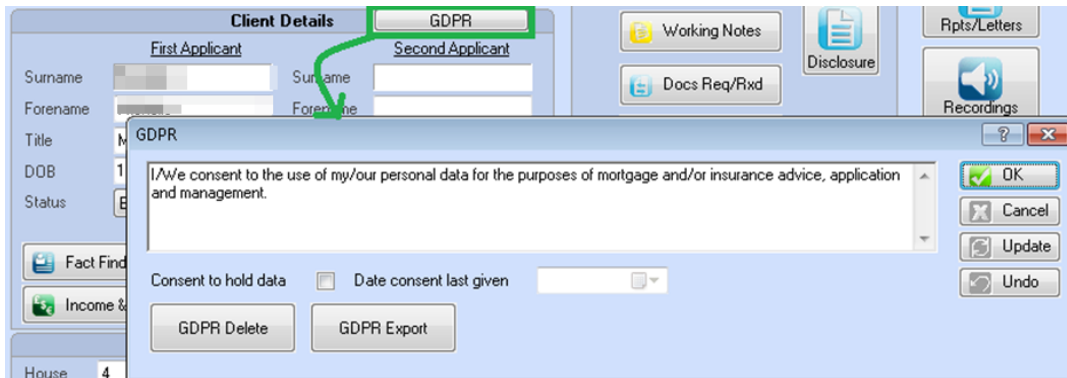


## MortgageStream 8.7.4.0 Release Notes

### Software Enhancements for GDPR

MortgageStream 8.7.4.0 is the first release of MortgageStream to include the GDPR dialog.



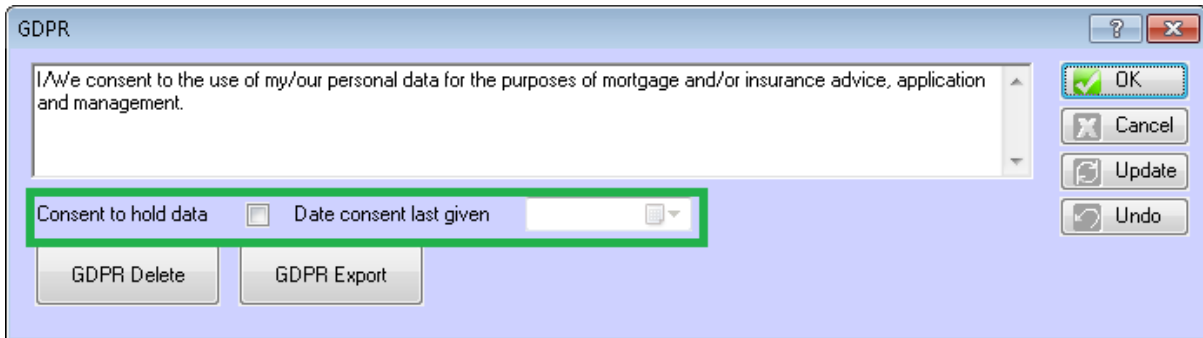
The GDPR dialogue is available to all leads and cases and provides the following GDPR functionality:

- The ability to record if consent to hold data has been given
- When consent to hold data was given
- The ability to delete a case/lead
- The ability to export a case/lead into a human readable files.

## GDPR - Consent

**Users must obtain consent to hold customer data.**

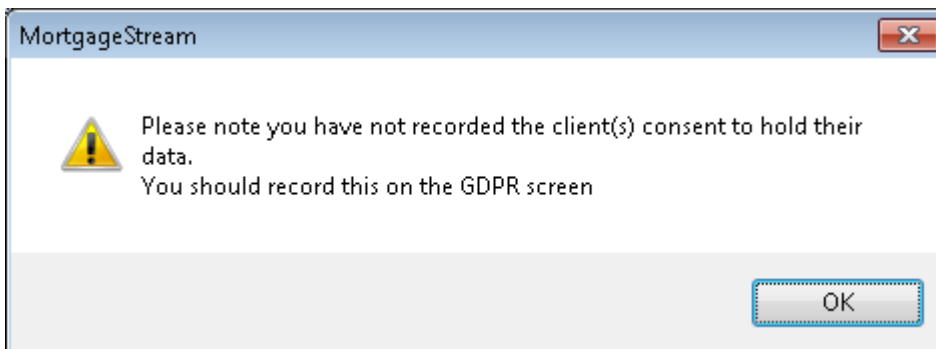
The GDPR dialog provides users with the facility to record if consent has been given to hold data and when this consent was given.



When the user ticks the checkbox, the date is automatically set to the present date, though the date can be amended for retrospectively recording consent given at an earlier date.

If the user unticks the checkbox, the date remains set in order to record historically the date consent was last given.

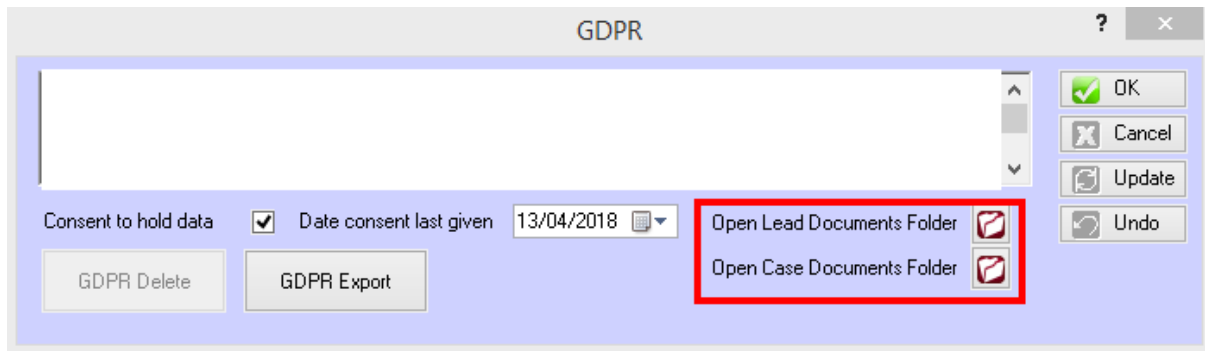
To encourage users to record whether the user has consent to hold client data a check is performed when a user opens a case or a lead within an editable state. If the user has not indicated that consent to hold data has been given a warning is displayed:



On clicking 'OK' to dismiss this message, the GDPR Dialog is automatically displayed.

## Access to Case and Lead Document Folders

In addition to GDPR Functionally the GDPR Dialog provides convenient access for users with “Level 7. **System Administration**” user Authorisation access to Lead and Case Document folders.



## GDPR Consent - Reporting

New columns are provided on the Lead and Case Summary Compliance tabs, showing whether consent has been given and on what date. This can allow users to easily see what cases and leads still require consent to be obtained.

The screenshot shows the 'CASE Summary' compliance tab in the MortgageStream software. The table displays the following data:

Consent?	Consent Date
	28/08/2017
Y	18/09/2017
Y	18/09/2017
Y	20/09/2017
Y	04/09/2017
Y	27/09/2017
Y	11/09/2017
Y	04/09/2017
Y	28/09/2017

## GDPR Deletion - Reporting

New columns are provided on the Lead and Case Summary Compliance tabs that provide the user with access to the date which a client was deleted for GDPR

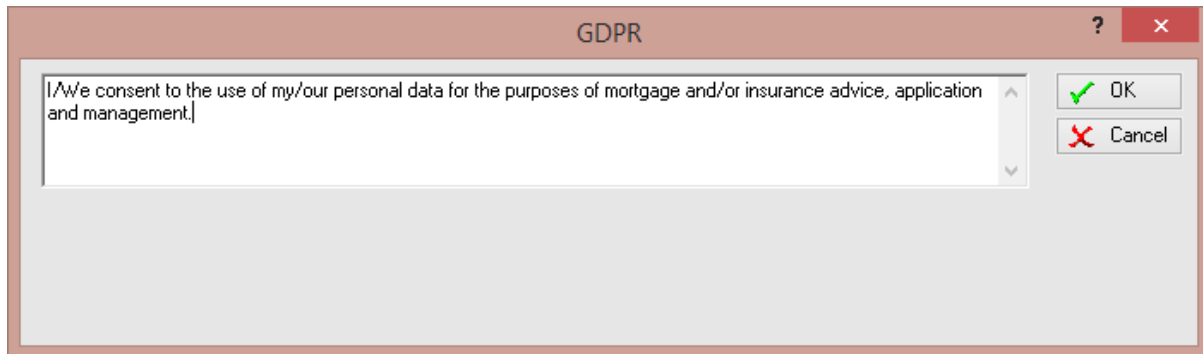
The screenshot shows the 'CASE Summary' compliance tab in the MortgageStream software. The table displays the following data:

Deleted Date
13/04/2018
13/04/2018
13/04/2018

## GDPR Consent - Configuration

The GDPR consent statement can be configured by users with level 9 **Compliance Officer** user authorisation.

A new tool menu for compliance officers to amend the GDPR consent statement can be accessed within **Tools > Options > GDPR Options**



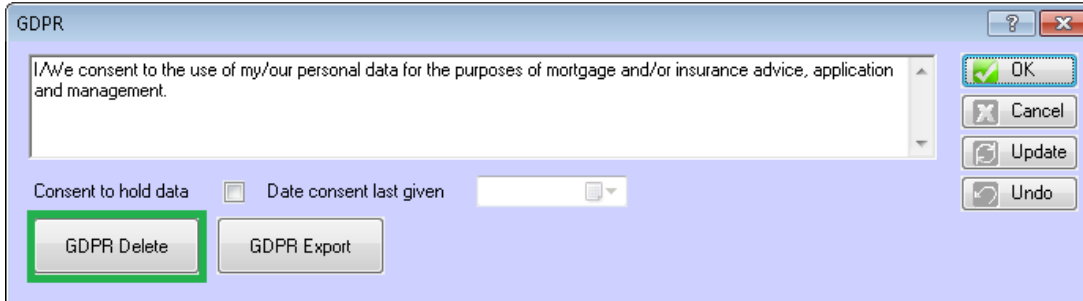
The default text is worded as follows:

"I/We consent to the use of my/our personal data for the purposes of mortgage and/or insurance advice, application and management."

## GDPR – Delete

**Firms must provide a mechanism for deleting client data if requested.**

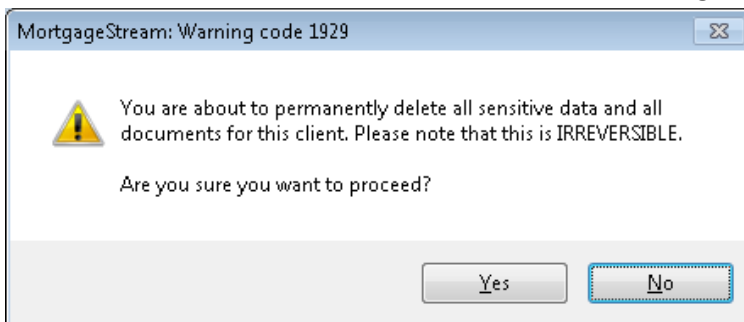
The new GDPR dialogue contains a **GDPR Delete** button to provide this functionality:



The GDPR button is enabled for users who have Data Archive and Supervisor user authorisation levels set.

Please note Only ABANDONED leads and ABANDONED or CLOSED cases may be deleted.

If the lead/case is at a suitable state for deletion, a warning is displayed :



If 'Yes' is clicked on the above warning message, client deletion proceeds. This results in the following:

- Client name(s) are obfuscated (with "X")
- Client address details are obfuscated
- Client telephone numbers are obfuscated
- Client email(s) are blanked
- Date(s) of birth are blanked
- ID Verified(s) set to unticked
- Best time to call and preferred method of contact are blanked
- Compliance Dialog > Reference No. / Serial No. / Expiry date field is obfuscated
- Documents Dialog > Other Documents Requested/Received and Document Notes fields are obfuscated
- Fact Find > NI Number, Previous or Maiden Name, Employer / Previous Employer / Landlord / Accountant / Previous Address details are obfuscated
- Diary entries are deleted
- Notes (Audit, Working, Fact Find, Recording, Interview Recording) are deleted
- Physical documents are deleted
- A single Audit Note is created to record the fact that the client was deleted for GDPR.

Please note:- for clients with multiple separate leads/cases (e.g. BTL Portfolio clients) each individual lead or case will need to be deleted as required.

## GDPR – Bulk Delete

A Bulk Deletion facility has also been implemented into MortgageStream 8.7.4.0. In order for users to take advantage of the Bulk GDPR a new user authorisation called “GDPR Bulk Delete” is included within release 8.7.4.0.

Authorisation:	Data Access:
<input checked="" type="checkbox"/> 1. Data Entry	<input checked="" type="checkbox"/> View Everyone's Diary
<input checked="" type="checkbox"/> 2. Data Entry (inc. Fees/Costs in individual cases)	<input checked="" type="checkbox"/> View Working Notes
<input checked="" type="checkbox"/> 2a. Fee splits (and fee split payments)	<input checked="" type="checkbox"/> Prompt for Full Fact Find on Client Creation
<input checked="" type="checkbox"/> 3. Data Archive / Re-instate	<input type="checkbox"/> Show only Pipeline tab for Leads / Cases
<input checked="" type="checkbox"/> 4. Co-ordination (Performance statistics)	<input checked="" type="checkbox"/> Show Quick View for Pipeline Tab
<input checked="" type="checkbox"/> 5. System Configuration (Setting Options)	<input type="checkbox"/> Show Quick View for All Tab
<input type="checkbox"/> 6. Financial Information (Ledger / Fee Summary)	<input type="checkbox"/> Prevent creation of summary reports
<input type="checkbox"/> 6a. Fee Summary for own cases	<input checked="" type="checkbox"/> Create Workflow Reminders
<input checked="" type="checkbox"/> 7. System Administration	<input type="checkbox"/> Allow Remote Web Interface Access
<input checked="" type="checkbox"/> 8. Supervisor	<input type="checkbox"/> Hide Income & Affordability
<input checked="" type="checkbox"/> 9. Compliance	
<input checked="" type="checkbox"/> 10. GDPR Bulk Delete	

If the user has this authorisation ticked, then a new menu option is available under:

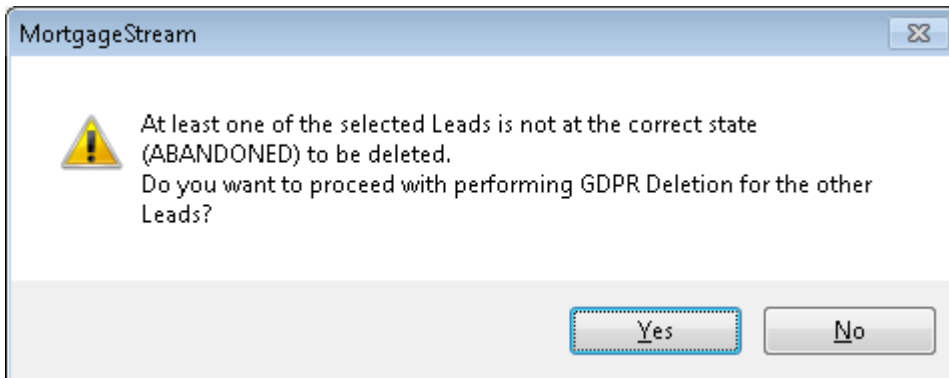
### Tools > GDPR Bulk Delete

Note: This menu option is only enabled if all of the following conditions are met:

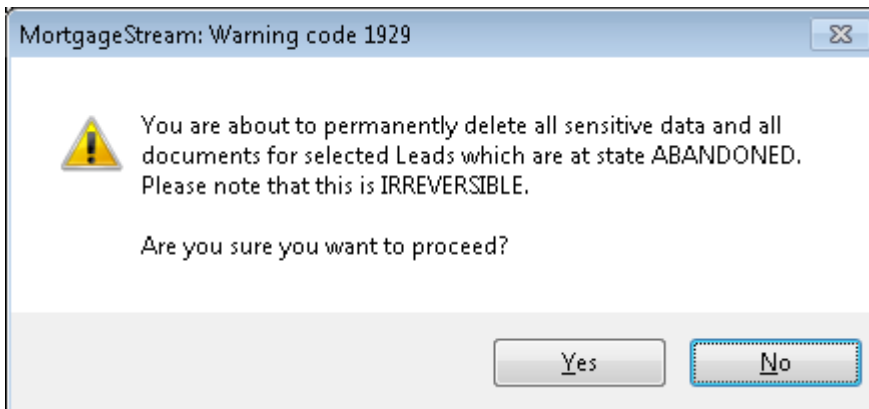
- The user has the level “10. **GDPR Bulk Delete**” user authorisation
- The Lead or Case Summary dialog is displayed
- A suitable summary tab which contains either ABANDONED leads or ABANDONED or CLOSED cases.

Users can use the Lead/Case ‘State’ filter to list only those leads that are ABANDONED, or only those cases that are ABANDONED / CLOSED. ***It is only leads/cases in these states that the GDPR Bulk Delete action will delete.*** The user should select one or more leads/cases in the summary, then invoke the **Tools > GDPR Bulk Delete** menu option:

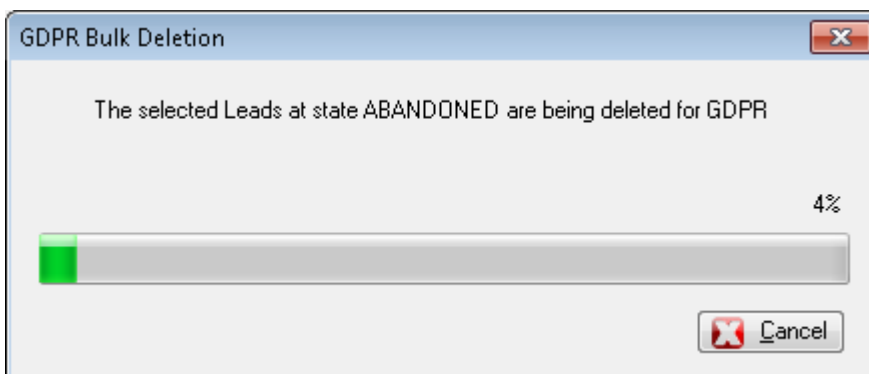
If any of the selected entries are not at the correct state to allow deletion, a message of the form below will be displayed:



Once confirmed above (if required), the user is warned about the irreversible nature of GDPR Deletion, with the following message:



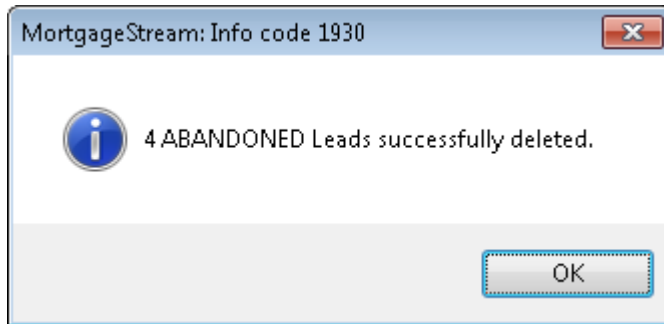
If the user clicks 'Yes', Bulk Deletion will proceed. Deletion progress is displayed in a progress bar as below:



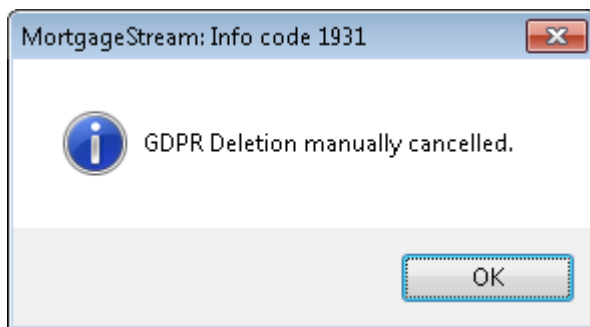
The user can stop the deletion process using the 'Cancel' button – note: any leads/cases including the one being processed when the cancel button is pressed, will still be deleted from the system. Cancelling merely stops the deletion process at the current point in the list of entries.



Once the Bulk Deletion is complete (or has been cancelled) a summary message is displayed:



If the process was cancelled, a further message is also displayed:

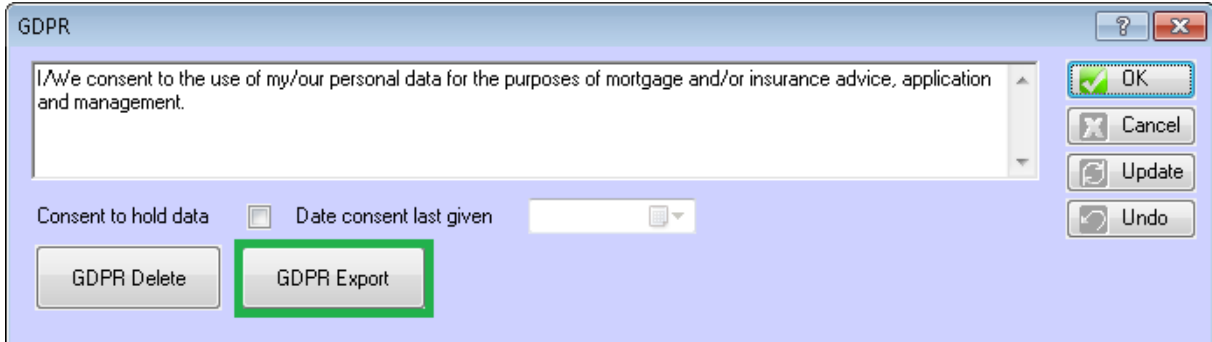


The Summary dialog will then refresh.

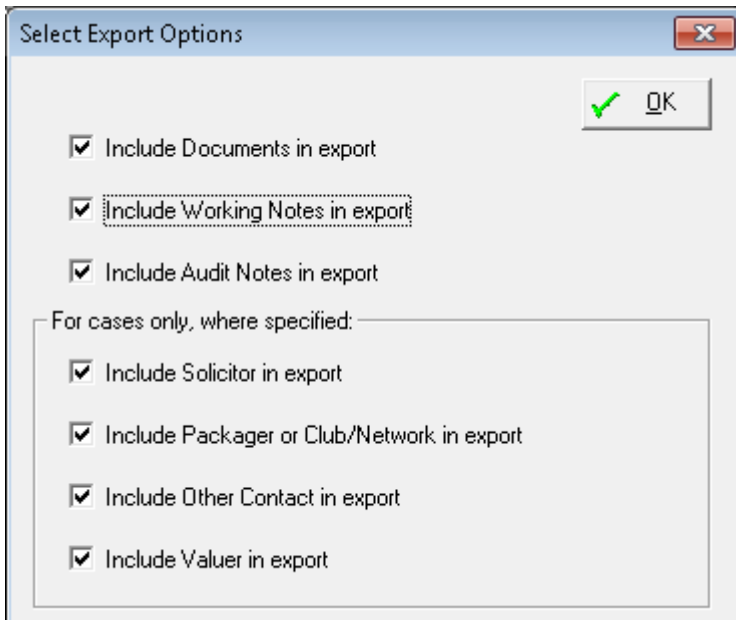
## GDPR – Export

**Firms must be able to export client data and documents to a human-readable format if requested.**

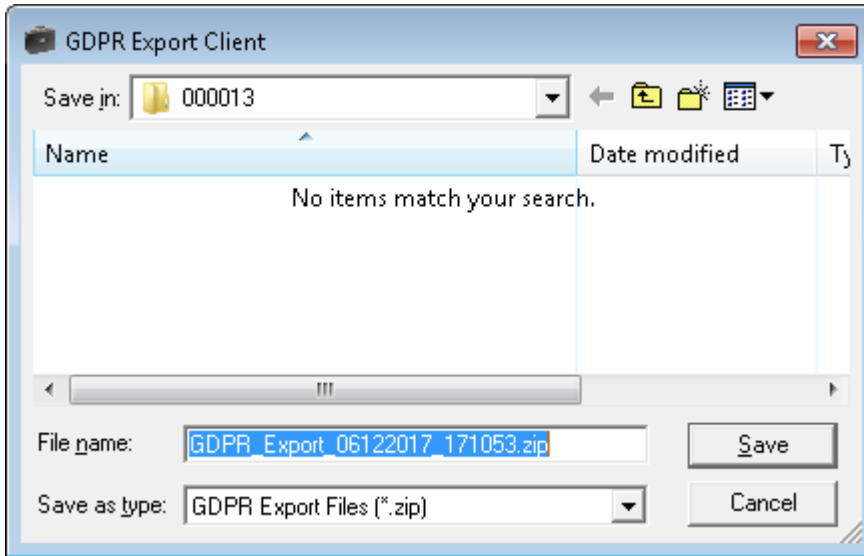
The GDPR Dialog provides a **GDPR Export** button to provide this functionality:



Clicking this button pops up the following options dialog to allow finer selection of what data / documents should be exported:

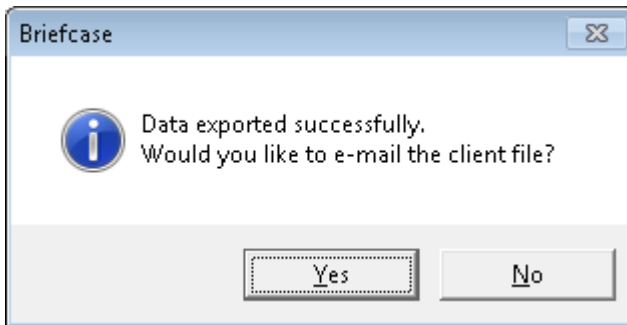


After making the required selections and clicking 'OK', a zip file is created containing the specified data in the form of an XML file, and (if requested) any documents stored against the client. By default the zip file is located in the lead/case documents folder:



On clicking 'Save' this confirms that the zip file should be saved in the location specified.

The user is then offered the opportunity to email the zip file:



If 'Yes' is clicked, an e-mail containing the attached zip file is created in the default e-mail client.