

**User Guide**  
**for**  
**Dpo Portal**  
**for the**  
**Data Protection Office**  
**(Version No. 8.0)**



**March 2026**

## Contents

1. Introduction .....	3
2. Process Flow .....	4
3. Main Page.....	5
4. Administrator Registration (4 types of Administrator) .....	6
1. Individual.....	6
2. Management Companies Administrator Type.....	9
3. Group of companies Administrator Type .....	10
4. Organisation Administrator Type .....	10
5. Home Page.....	12
6. Manage Organisations .....	14
7. Manage Representatives.....	15
8. Link Certificate to Organisation.....	18
9. Register Application by representative .....	21
10. Renew Application.....	27
11. Query Application .....	29
12. Online Payment .....	30
12. View Certificate .....	31
13. Query Transactions .....	31
14. Register Online Complaint.....	32
15. Query Online Complaints.....	37
16. Register Anonymous Complaint .....	38
17. Search for an Anonymous Complaint.....	42
18. Eforms.....	43
18.1 Transfer of Personal Data Abroad.....	43
18.2 Notification of Personal Data Breach.....	45
18.3 Data Protection Impact Assessment (DPIA) .....	47
18.4 Compliance Audit .....	50
18.5 Certification Form .....	52
18.6 Uploading Documents and Submitting Eforms.....	54
18.7 Action Required and Response.....	55
18.8 Query EForms.....	57

## 1. Introduction

---

The DPO Portal (e-DPO) is an online platform where Companies, Organisations and Individuals can register as Processors or Controllers and submit eForms. It is a single platform where user can submit, query their application status, download certificate, and pay application fees using the various modes of payment including Online Payment (Credit Card) facilities. It is the one-stop shop for interacting with the Data Protection Office.

Register as administrator before using the DPO eservices platform where you will receive user credentials (username and password) to log into the system. The administrator will also be responsible to manage organisations, register representative(s) in the three scenarios explained in the next diagram and assign organisation(s) to representative(s).

A representative is a person assigned by the Administrator to perform operations such as submit applications or submit eForms for the controller/processor. A Representative is relevant to 3 types of Administrator and is not applicable to the individual "Administrator" one. All representatives need to have a [Maupass](#) account to gain access to the system. A representative can also submit complaint for his organization(s), if required.

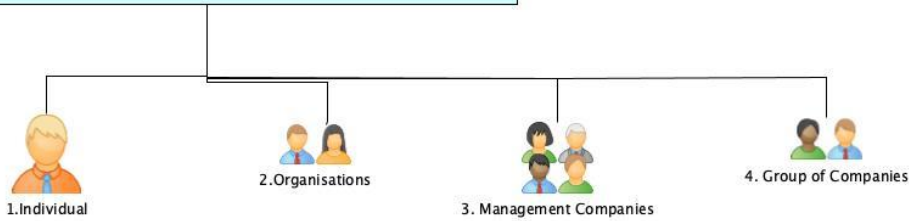
## 2. Process Flow

---

### DPO Portal for Eservices – Help Sheet

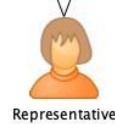
1. You need to register as an Administrator

2. There are four types of Administrators as follows



3a. Individual is his own representative

3b. The three types of Administrators have to add one or more representatives



4. Individual or Representative can Register Controller/Processor, make payment and submit Eforms

Controller/Processor Application  
Payment  
Search  
Submit Eforms

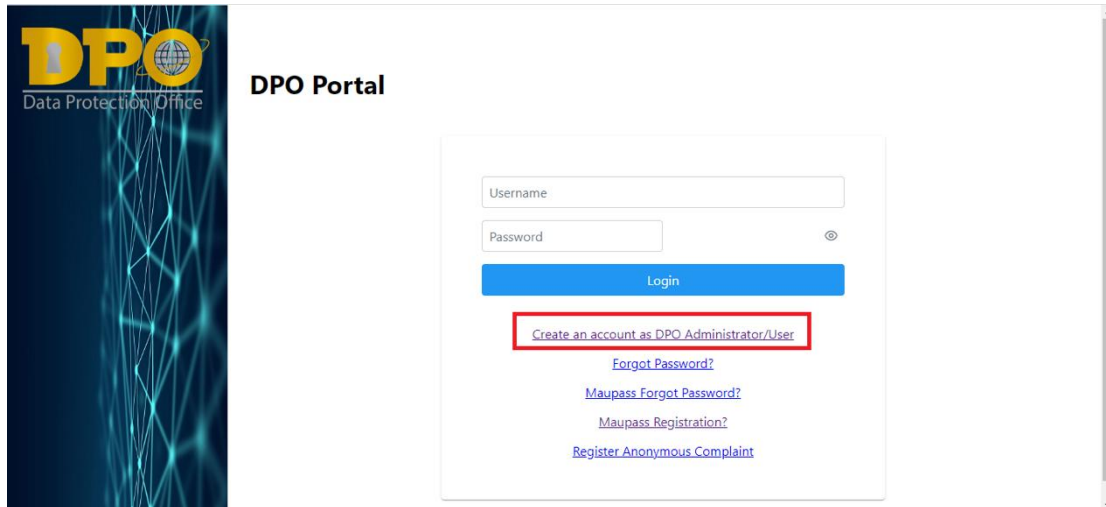
5. The system will send email notifications in the process

6. You can query Applications/Print Certificates

7. You can query Transactions

8. Please read this DPO portal guide for detailed instructions

### 3. Main Page



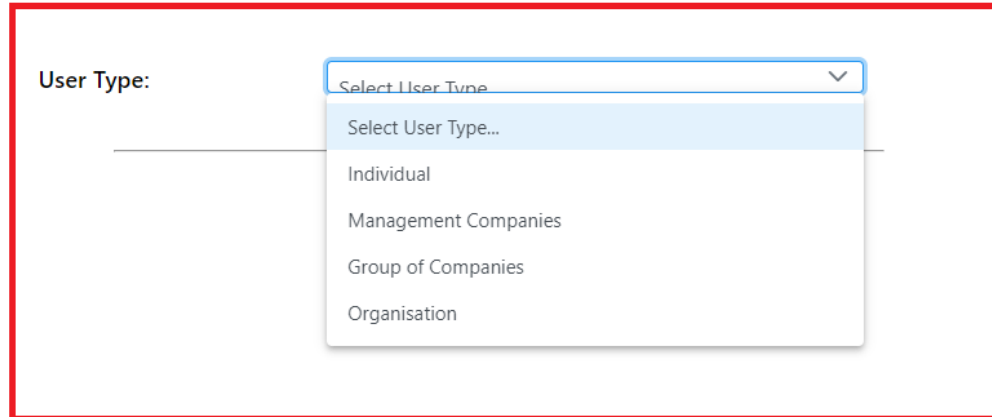
The main page of the Portal allows user to login using their respective Credentials or redirect to links to Register on the system. **Companies/Organizations registered will login using credentials generated by the system whereas individuals will login using their Maupass credentials.**

Clicking on:

- 'Create an account as DPO Administrator' will redirect user to register as an administrator on the platform.
- 'Forgot Password?' will redirect user to generate One-time Password to reset Password of user. To note that this function will only work for Companies/Organizations registered as Administrators and not Individuals.
- 'Maupass Forgot Password?' – for Individual with Maupass Account.
- 'Maupass Registration?' – for individual to register on Maupass.
- 'Register Anonymous Complaint' – redirect to page to register an anonymous complaint.

## 4. Administrator Registration (4 types of Administrator)

### REGISTER AS ADMINISTRATOR



The screenshot shows a 'User Type' label followed by a dropdown menu. The dropdown menu is open, displaying the following options: 'Select User Type...', 'Individual', 'Management Companies', 'Group of Companies', and 'Organisation'. The 'Select User Type...' option is highlighted in blue.

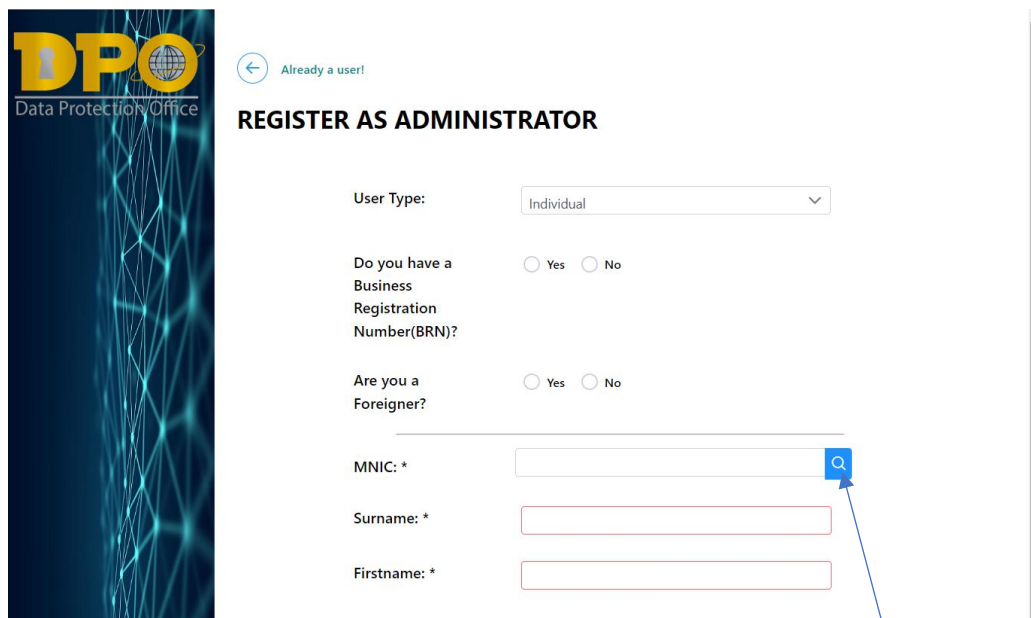
There are 4 types of administrators.

The four types are listed as (as per Screenshot):

#### 1. Individual

A Maupass account is required to log in to the system. You must create and activate the Maupass account first.

Both Foreigners and Local users should register as individuals to use the DPO system and use their Maupass account to login once access has been granted.



The screenshot shows the 'REGISTER AS ADMINISTRATOR' form. On the left is the DPO Data Protection Office logo. The form includes a back button labeled 'Already a user!', a 'User Type' dropdown menu set to 'Individual', two radio button questions: 'Do you have a Business Registration Number(BRN)?' and 'Are you a Foreigner?', and three text input fields for 'MNIC: \*', 'Surname: \*', and 'Firstname: \*'. A blue search button is located to the right of the MNIC field.

Click on search button to retrieve details. If unsuccessful, fill the details manually.

User will have to choose whether he/she will register using a BRN if available and if he/she is a foreigner.

The screenshot shows the 'REGISTER AS ADMINISTRATOR' form on the DPO Data Protection Office website. The form includes a navigation link '← Already a user!', a 'User Type' dropdown menu set to 'Individual', and two radio button questions: 'Do you have a Business Registration Number(BRN)?' (with 'Yes' selected) and 'Are you a Foreigner?' (with 'No' selected). The 'Business Registration Number(BRN): \*' field is highlighted with a red border and has a blue search icon to its right. A callout box with a blue arrow points to this search icon, containing the text: 'Click on search button to retrieve details. If unsuccessful, fill the details manually.' Other fields include 'Issue Date of Bus. Reg. Card: \*' with a calendar icon, 'MNIC: \*' with a search icon, and 'Entity Name:'.

If Individual selects to register using BRN, the latter will be prompted to enter the BRN. Once input, click on the 'search icon' next to the input box and if Information will be retrieved from InfoHighway for BRN typed in. If Searching using BRN is not getting any data, individual can still input their National Identity Card Number in the 'MNIC' input box and search their respective information. Information such as Name and address will be retrieved from InfoHighway.

This screenshot shows the same 'REGISTER AS ADMINISTRATOR' form. In this version, the 'Passport No.: \*' field is highlighted with a red border. The 'Business Registration Number(BRN): \*' field is no longer highlighted. The 'MNIC: \*' field is present but empty. The 'Entity Name:' field is also visible at the bottom of the form.

If individual is a foreigner, their passport number is required to register on the system.

**DPO**  
Data Protection Office

[← Already a user!](#)

### REGISTER AS ADMINISTRATOR

User Type: Individual

Do you have a Business Registration Number(BRN)?  Yes  No

Are you a Foreigner?  Yes  No

MNIC: \*

Surname: \*

Firstname: \*

Contact Details

Phone Number: \*

If individual chooses to register without the BRN, type in only the MNIC or the Passport Number as required depending on the type of individual (Foreigner or local).

**DPO**  
Data Protection Office

[← Already a user!](#)

### REGISTER AS ADMINISTRATOR

User Type: Individual

Do you have a Business Registration Number(BRN)?  Yes  No

Are you a Foreigner?  Yes  No

Passport No.: \*

Surname: \*

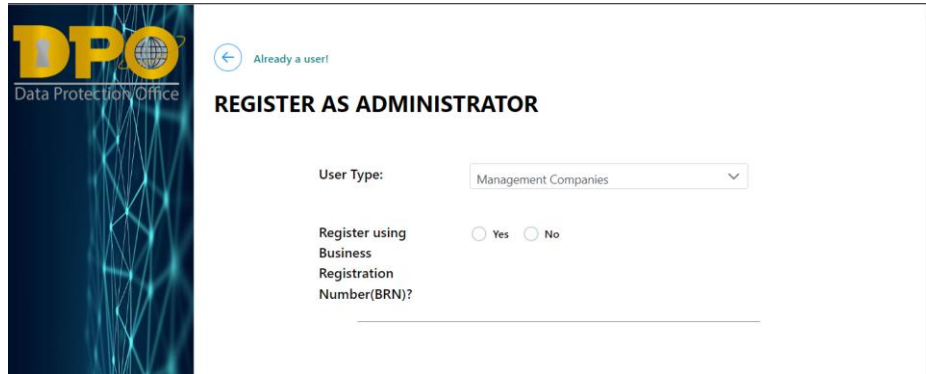
Firstname: \*

Contact Details

Phone Number: \*

## 2. Management Companies Administrator Type

Management Companies can register controllers/processors under his management after registering as Management Companies Administrator.



**DPO**  
Data Protection Office

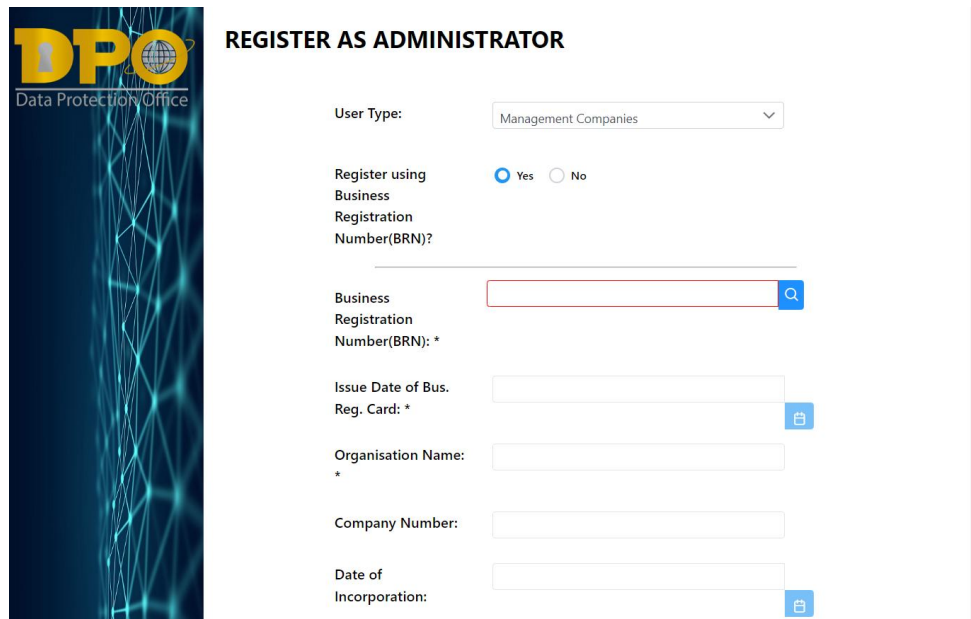
← Already a user!

### REGISTER AS ADMINISTRATOR

User Type: Management Companies

Register using Business Registration Number(BRN)?  Yes  No

If registering using BRN, input BRN in text Box provided and click on the 'search icon' and then proceed to fill in other details.



**DPO**  
Data Protection Office

### REGISTER AS ADMINISTRATOR

User Type: Management Companies

Register using Business Registration Number(BRN)?  Yes  No

Business Registration Number(BRN): \*  🔍

Issue Date of Bus. Reg. Card: \*  📅

Organisation Name: \*

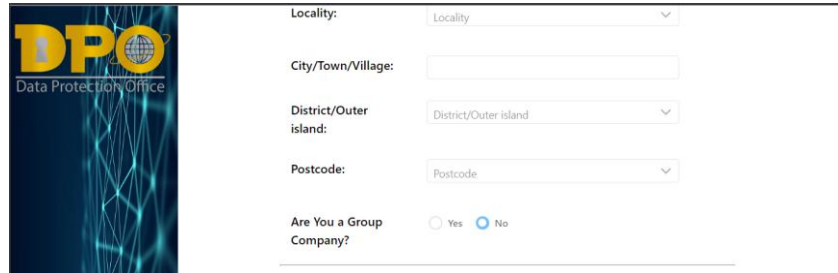
Company Number:

Date of Incorporation:  📅

If not registering using BRN then data will not be retrieved and all fields need to be typed in manually.

### 3. Group of companies Administrator Type

Under the Group of companies Administrator type, one can register as one main entity (company) or have the possibility to add other companies which they are responsible for.



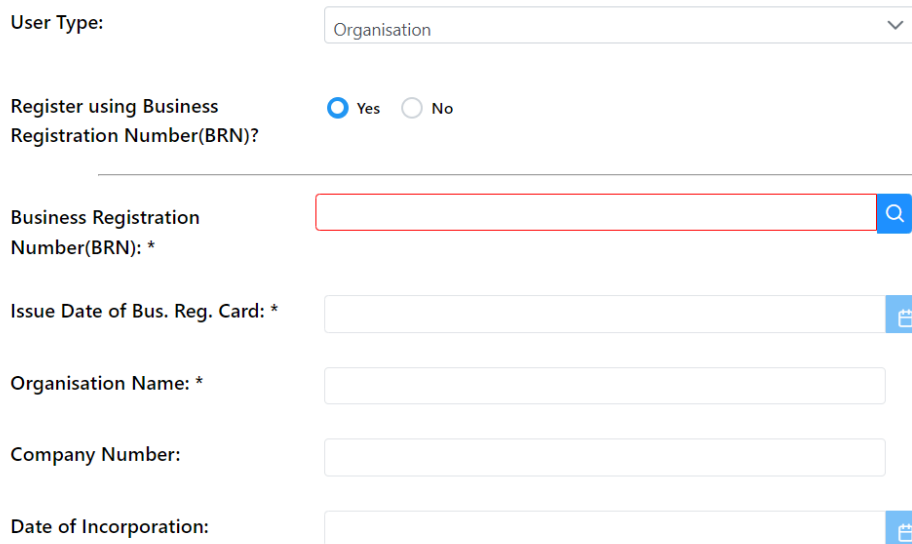
The screenshot shows the registration form for a Group of companies Administrator. On the left is the DPO logo (Data Protection Office). The form fields include: Locality (dropdown), City/Town/Village (text), District/Outer island (dropdown), Postcode (dropdown), and a radio button selection for 'Are You a Group Company?' with 'Yes' and 'No' options. The 'No' option is selected.

This type of Administrator will have to choose if the Group of company will have several companies to register as Processor/Controller (option Yes) or only one company (option No).

### 4. Organisation Administrator Type

This type is catered for organisation such as societe, trust, ministries having or not having a BRN.

#### 4.1 Organisation with BRN



The screenshot shows the registration form for an Organisation Administrator with a Business Registration Number (BRN). The form includes: User Type (dropdown set to 'Organisation'), Register using Business Registration Number (BRN)? (radio buttons, 'Yes' selected), Business Registration Number (BRN): \* (text input with search icon), Issue Date of Bus. Reg. Card: \* (calendar icon), Organisation Name: \* (text input), Company Number: (text input), and Date of Incorporation: (calendar icon).

Contact Details

## 4.2 Organisation without BRN


User Type:

Register using Business Registration Number(BRN)?  Yes  No

---

Organisation Name: \*


Company Number:

Date of Incorporation:  

---

Contact Details

The remaining fields below must be typed in manually and fields highlighted in red are mandatory fields for all the four types of Administrators.



Firstname: \*

---

Contact Details

Phone Number: \*

Mobile Number:

Fax Number:

E-mail Address: \*

House/Flat Number:

Street: \*

Locality:

City/Town/Village:

District/Outer island:

Postcode:

Once all fields are filled, the applicant can upload required documents before submitting the application.

The Administrator will get an acknowledgement email and will be notified once Data Protection Office (DPO) has verified the request and granted Administrator access to the portal.



---

---

+ New Document

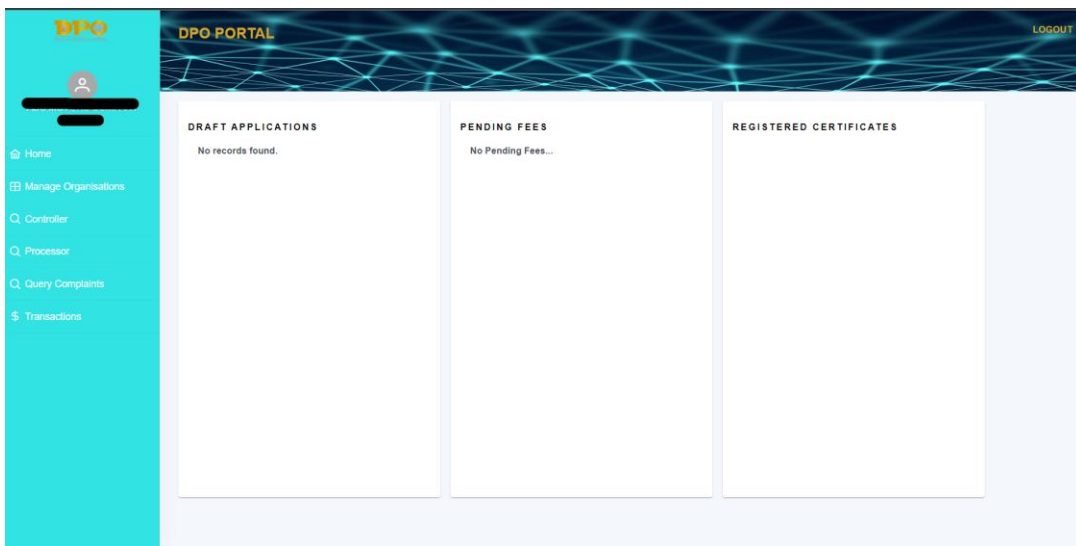
Upload Documents

Document Type	Document Name	Remove
No Documents Uploaded		

✓ Submit

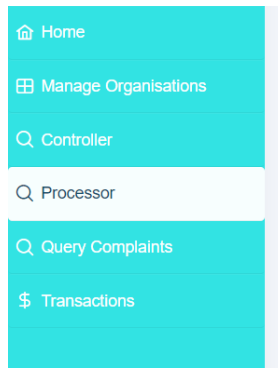
## 5. Home Page

Once respective administrator is granted access, they will be able to start their application or manage their organisations or representatives depending on which type of administrator is logged in.



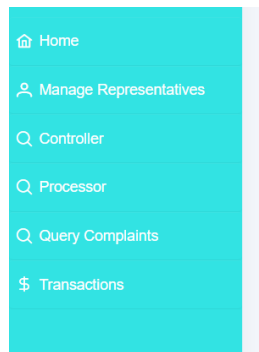
Depending on the type of Administrator, the menu displayed on the left will be different.

- **Logged in as Management Company.**
  - o Will get menu to manage Organisations, query applications for Controllers/Processors and to query Transaction's history for all organisations being managed by the Company.



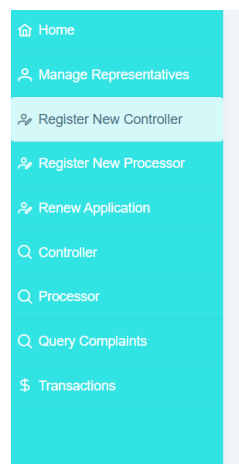
- **Logged in as Organisation**

- Will get menu to add Representatives who will be granted access to register Controller/Processor on behalf of the company, Query list of applications and list of transactions.



- **Logged in as Individual/Representative**

- A representative will get the menu to register as Controller/Processor as well as to renew application once expiry date is near (that is 3 months prior of expiry date).



## 6. Manage Organisations

The screenshot displays the 'DPO PORTAL' interface. The main content area is titled 'Organisation(s) under your management' and features a table with the following columns: Business Registration No., Certificate of Incorporation No., Organisation Name, Validation Date, Termination Date, Edit, File(s), and Update Representative(s). Two rows of data are visible, with some fields redacted with black bars. The validation dates are 18/09/2022 and 25/09/2022. A '+ New Organisation' button is located in the top right corner. A sidebar on the left contains navigation links: Home, Manage Organisations, Controller, Processor, Query Complaints, and Transactions. An arrow points to the 'Manage Organisations' link.

This function is used by Administrators registered as **Management Companies** or **Group of companies** to add or terminate companies falling under their management. Each of the companies listed will have their own controller/processor certificate. The Administrator can upload document related to each company as well as list down all the representatives who will register applications their behalf.

To add a new organisation under your management, click on the 'New Organisation' button, and fill in form accordingly.

The screenshot shows the 'Organisation Detail' form. The form includes the following fields: Business Registration No. (with a search icon), Company Name, Company Number, Issue Date of Bus. Reg. Card (with a calendar icon), Date of Incorporation (with a calendar icon), Phone No. (\*), Mobile No., and Fax No. A '+ New Organisation' button is visible in the top right corner of the form area.

## 7. Manage Representatives

Representative(s) for [REDACTED]

MNIC	Passport No.	Surname	Other Name	Validation Date	End Date	Edit	Files
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	14/09/2022			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	18/09/2022			

Navigation: << < > >> 10

Manage Representatives function is used by all Administrators. This function allows administrator to list down the different representatives who will make applications for controller/processor on their behalf. They can upload relevant document to the representative as well as terminate its access using this function.

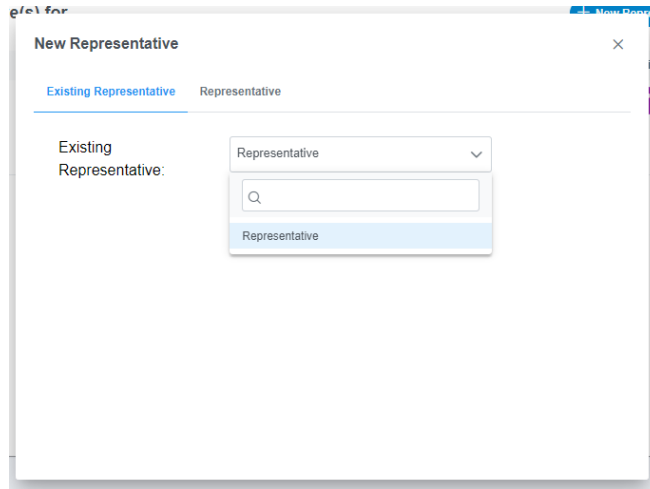
Representative(s) for [REDACTED]

MNIC	Passport No.	Surname	Other Name	Validation Date	End Date	Edit	Files
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	14/09/2022			

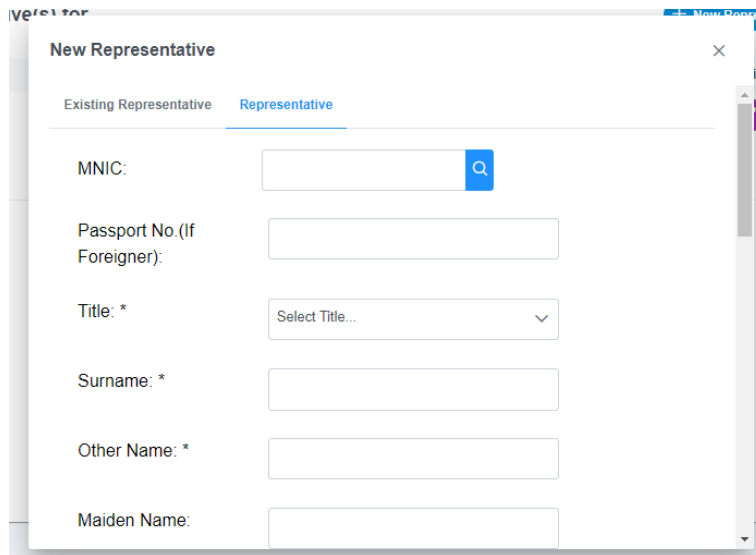
Navigation: << < > >> 10

To add new Representative, click on the 'New Representative' button on the right top corner.

If a representative already exists for organisations, select and choose it in the dropdown list from the Existing Representative tab as shown next.



In case it is a new representative, fill details for new Representative.



If administrator needs to terminate a representative access to the system or is no longer acting as its representative, the former can modify the representative details and terminate its access by click on the 'Disactivate' button. Once clicked, **termination date** will be filled with current date and representative will receive an email acknowledging that his/her access have been revoked for company concerned.

Email: \*

Validation Date: \*

Termination Date:

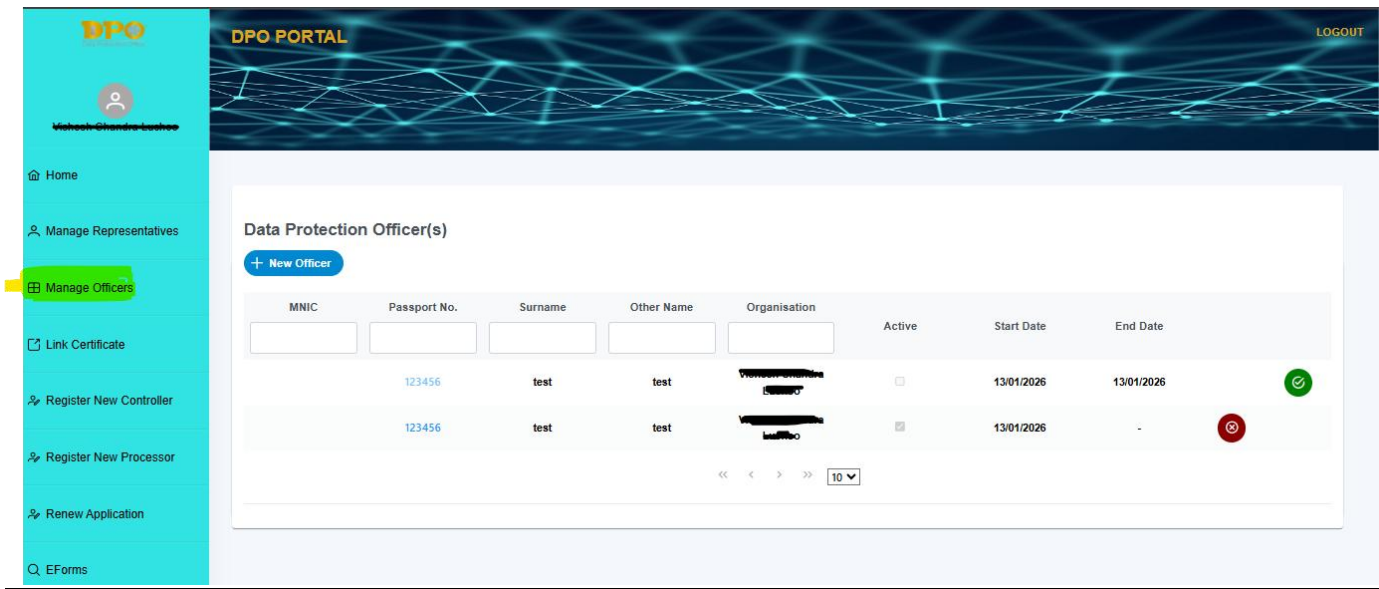
Remarks:

 Save

 Desactivate



## 8. Register Data Protection Officer



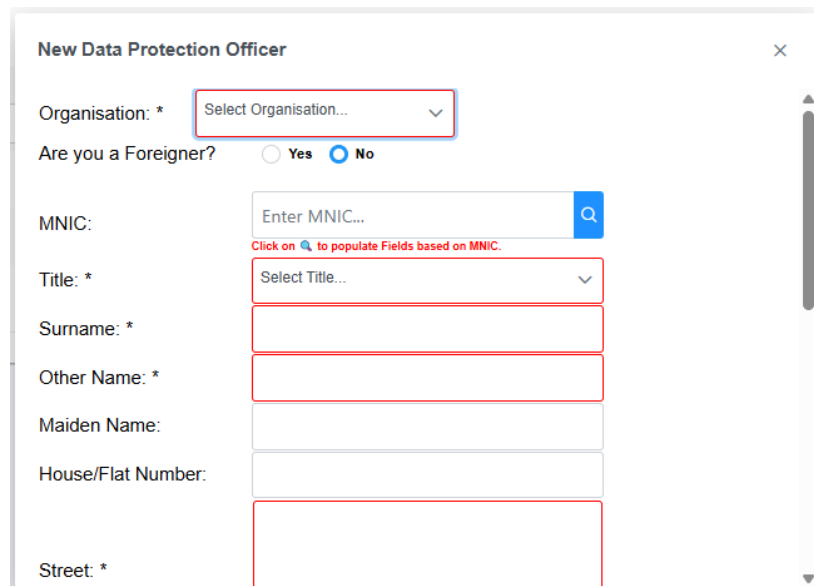
The screenshot shows the DPO Portal interface. On the left is a teal sidebar with a navigation menu. The main content area displays a table of registered Data Protection Officers.

**Navigation Menu:**

- Home
- Manage Representatives
- Manage Officers**
- Link Certificate
- Register New Controller
- Register New Processor
- Renew Application
- EForms

**Data Protection Officer(s) Table:**

MNIC	Passport No.	Surname	Other Name	Organisation	Active	Start Date	End Date	
	123456	test	test	[Redacted]	<input type="checkbox"/>	13/01/2026	13/01/2026	
	123456	test	test	[Redacted]	<input checked="" type="checkbox"/>	13/01/2026	-	



The form is titled "New Data Protection Officer" and contains the following fields:

- Organisation: \* (Dropdown menu: Select Organisation...)
- Are you a Foreigner? (Radio buttons: Yes, No)
- MNIC: (Text input: Enter MNIC... with a search icon and a note: "Click on 🔍 to populate Fields based on MNIC.")
- Title: \* (Dropdown menu: Select Title...)
- Surname: \*
- Other Name: \*
- Maiden Name:
- House/Flat Number:
- Street: \*

The Register Data Protection Officer function allows administrators to register and manage Data Protection Officers (DPOs) assigned to organisations.

To access this function:

1. Navigate to the "Manage Officers" menu from the left panel.
2. The system will display a list of registered Data Protection Officers.

The list displays the following information:

- MNIC
- Passport Number
- Surname

- Other Name
- Organisation
- Active Status
- Start Date
- End Date

#### Adding a New Data Protection Officer

To add a new officer:

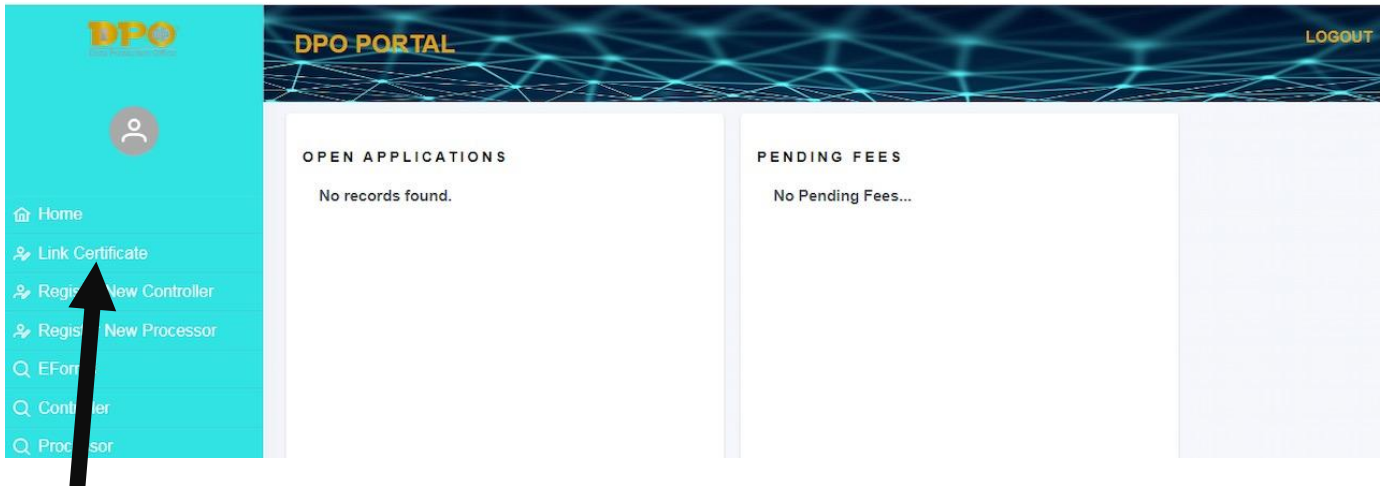
1. Click the "+ New Officer" button.
2. The "New Data Protection Officer" form will appear.

Complete the required fields:

- Organisation: Select the organisation to which the officer will be assigned.
- Are you a Foreigner?: Select Yes if the officer is a foreign national or No if the officer is a Mauritian citizen.
- MNIC: Enter the National Identity Card number and click the search icon to retrieve the officer information automatically.
- Title: Select the officer's title from the dropdown list.
- Surname: Enter the officer's surname.
- Other Name: Enter the officer's given name.
- Maiden Name: Optional field.
- Address Information: Enter house/flat number, street, and other address details.

Fields marked with an asterisk (\*) are mandatory.

## 9. Link Certificate to Administrator/Representative



This function is used to link existing Certificates to a specific registered controller/processor. If the certificate number of a controller/processor does not appear in the portal, choose the button Link Certificate on the left menu and input all relative details:

1. Certificate Number
2. Name Displayed on Certificate
3. Certificate start Date.

Note: If the certificate is already shown on the Dashboard under the 'Registered Certificate' section, user does not need to link certificate.

**Link Certificate** [X]

Organisation: [Redacted] ▾

**\*Typed in Certificate Details.**

Certificate No.: [ ]

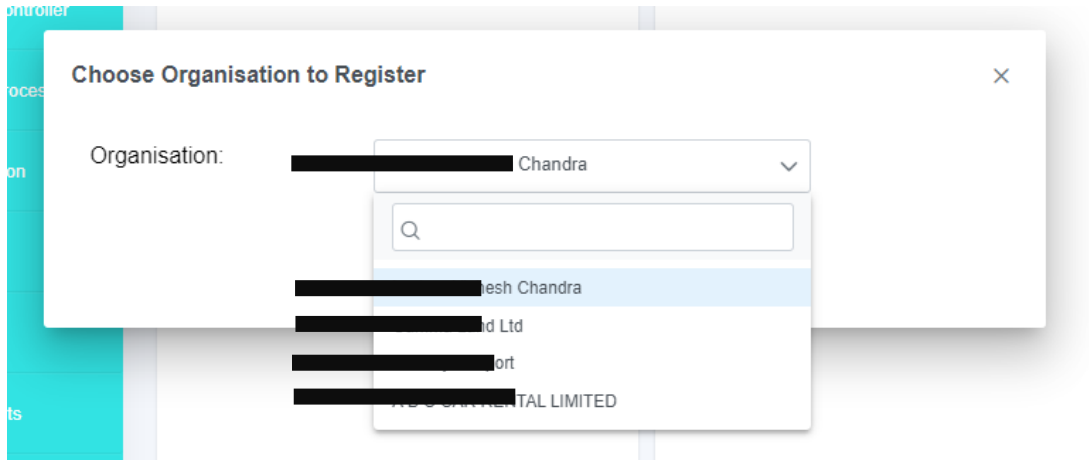
Name on Certificate: [ ]

Certificate Start Date: [ ]

✓ Link Certificate

## 10. Register Application by representative

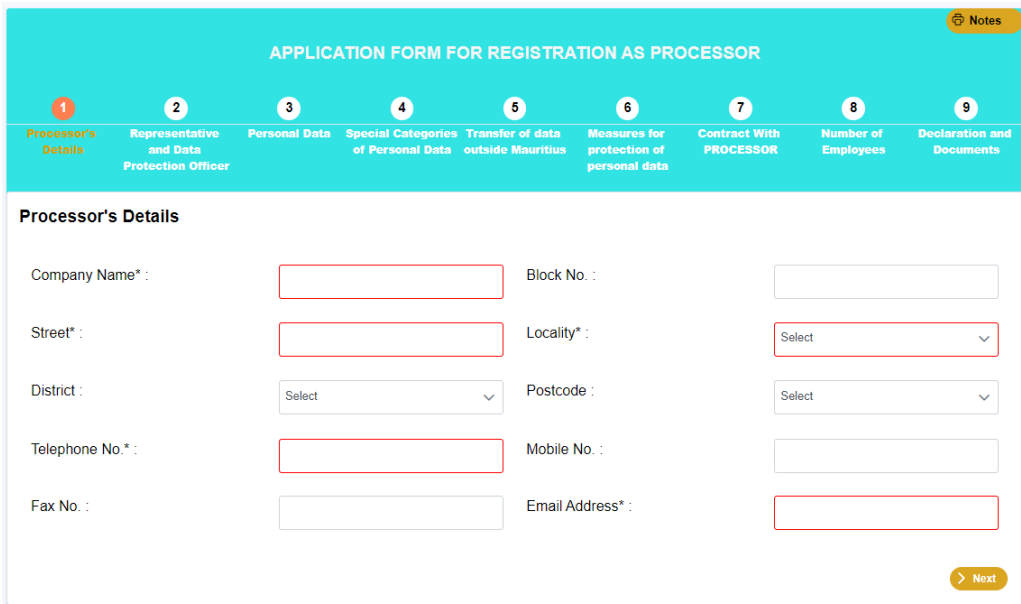
To register new application as controller or processor, representative has to select which organisation application is being made for.



Once organisation is selected, the application form will be opened to fill in application and quit anytime and come back to where they left it. The application will be saved as draft in the applicant's dashboard.

Click on 'Next' to move on to the next section until Declaration and Documents section is reached and submit application.

- Step 1 displays the controller/Processor Details





- On step 4 and step 5, fill in details only if applicable.

Notes

### APPLICATION FORM FOR REGISTRATION AS PROCESSOR

1  
Processor's  
Details

2  
Representative  
and Data  
Protection Officer

3  
Personal Data

4  
Special Categories  
of Personal Data

5  
Transfer of data  
outside Mauritius

6  
Measures for  
protection of  
personal data

7  
Contract With  
PROCESSOR

8  
Number of  
Employees

9  
Declaration and  
Documents

#### Special Categories of Personal Data

Applicable  Not Applicable

Please select the type(s) of special categories of personal data	Purpose(s) for processing special categories of personal data
<input checked="" type="checkbox"/> Racial or ethnic origin <input type="checkbox"/> Political opinion or adherence <input checked="" type="checkbox"/> Religious or philosophical beliefs <input type="checkbox"/> Membership of a trade union <input type="checkbox"/> Physical or mental health or condition <input checked="" type="checkbox"/> Sexual orientation, practices or preferences <input type="checkbox"/> Genetic data or biometric data <input type="checkbox"/> Commission or alleged commission of an offence <input type="checkbox"/> Any proceedings for an offence committed or alleged to have been committed, the disposal of such proceedings or the sentence of any Court in the proceedings	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <input type="text"/> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>Biometric data - For employees to have access to office premises</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>Know Your Client</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>For The Purpose of Recruiting Subjects On Clinical Trials On Behalf of the Cosmetic and Pharmaceutical Industries</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>For The Purpose of Scientific Research for The Health Sector. Personal Data is Protected Through Various Means Such as Access Controlled Server and Pseudonymisation of Personal Data</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">           Other :         </div>

Previous
Next

Notes

### APPLICATION FORM FOR REGISTRATION AS PROCESSOR

1  
Processor's  
Details

2  
Representative  
and Data  
Protection Officer

3  
Personal Data

4  
Special Categories  
of Personal Data

5  
Transfer of data  
outside Mauritius

6  
Measures for  
protection of  
personal data

7  
Contract With  
PROCESSOR

8  
Number of  
Employees

9  
Declaration and  
Documents

#### Transfer of Data Outside Mauritius

Applicable  Not Applicable

Country(ies)	Purpose(s) of transfer:
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <input type="text"/> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>RWANDA</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>UGANDA</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>GHANA</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>NIGERIA</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">           Other :         </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <input type="text"/> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>TRANSFER TO UBO/PARENT COMPANY FOR FINANCIAL PURPOSE AND FOR BUSINESS FACILITATION/TRANSACTION</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>FOR KYC</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>INVESTMENT PURPOSES</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>KYC DOCUMENTS</span> <span style="color: red; font-weight: bold;">✘</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">           Other :         </div>

Previous
Next

- Same as step 1, Select from drop down list or input in 'other' box.

The screenshot shows the 'Measures for protection of personal data' section of the application form. It is divided into two columns: 'Risk(s) To Personal Data' and 'Safeguard(s), security measures and mechanisms implemented to protect personal data'. Both columns have a dropdown menu at the top and a list of items below, each with a red 'X' icon indicating a selection. The 'Risk(s) To Personal Data' list includes: Theft, Unauthorized access, Unauthorized recordings of online webinars or recording of students' forums online, and Unlawful disclosure Theft. The 'Safeguard(s)' list includes: Access Control, Visitors' logbook, Privacy policy, and Information security policy. Both columns have an 'Other:' text input field at the bottom. Navigation buttons for 'Previous' and 'Next' are located at the bottom of the form.

Step 7 (Contract with Controller) is only shown when applying for Processor only.

The screenshot shows the 'Contract with Controller' section of the application form. It features three checked checkboxes:
 

- Sufficient guarantees in respect of security and organisational measures under section 31(1) of the DPA
- Processing carried out only on the controller's instructions under section 31(4)(b)(i) of the DPA (refer to point 13 under NOTES)
- Processor being bound by the obligations devolving on the controller under section 31(4)(b)(ii) of the DPA

 Navigation buttons for 'Previous' and 'Next' are located at the bottom of the form.

- Table of fees is displayed.
- In exceptional case, applicant has to check whether they are exempted to any fee payment and input the number of employees they have. The fee to pay will be updated with respect to the table displayed on top.

Notes

## APPLICATION FORM FOR REGISTRATION AS PROCESSOR

1  
Processor's  
Details

2  
Representative  
and Data  
Protection Officer

3  
Personal Data

4  
Special Categories  
of Personal Data

5  
Transfer of data  
outside Mauritius

6  
Measures for  
protection of  
personal data

7  
Contract With  
Controller

8  
Number of  
Employees

9  
Declaration and  
Documents

### Number of Employees

Fee Payable:

	Registration Fees (MUR)	Renewal Fees (MUR)
For applicants between 0 to 5 employees	1,000	1,000
For applicants between 6 to 25 employees	1,500	1,500
For applicants more than 25 employees	2,500	2,500

Fee Exemption By law

Number of Employees:

Fee amount to pay (MUR):

< Previous
Next >

Choose mode of payment, insert captcha and submit application. There are four modes of payment that are accepted by the DPO which are Cash, Cheque, Adjustment Voucher (Government Department only) and E-Payment by credit card. Once application is submitted, applicant will be able to check the application status on the application query screen.

On submission of application, applicant will receive an acknowledgement email, requesting the latter on the amount of fees to pay. If fees are paid using the online payment facility, the applicant will receive a payment acknowledgment email and the receipt on the email.

Notes

## APPLICATION FORM FOR REGISTRATION AS PROCESSOR

1  
Processor's  
Details

2  
Representative  
and Data  
Protection Officer

3  
Personal Data

4  
Special Categories  
of Personal Data

5  
Transfer of data  
outside Mauritius

6  
Measures for  
protection of  
personal data

7  
Contract With  
Controller

8  
Number of  
Employees

9  
Declaration and  
Documents

### Declaration and Documents

\*Upload one Document at a time as jpeg | png | pdf (docx/doc and not exceeding 5MB).

+ New Document

Document(s)

Document Type	Document Name	View Document	Remove

# Upload necessary documents

Mode of Payment  
E-Payment

I certify that the above information is correct and complete and hereby apply to be registered as controller under the Data Protection Act.

**c62w3**

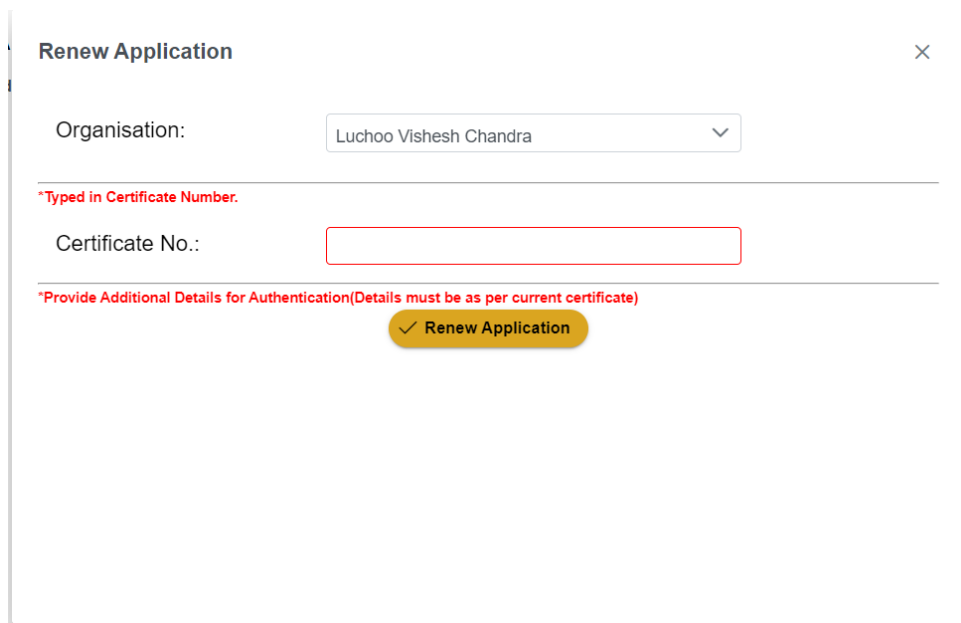
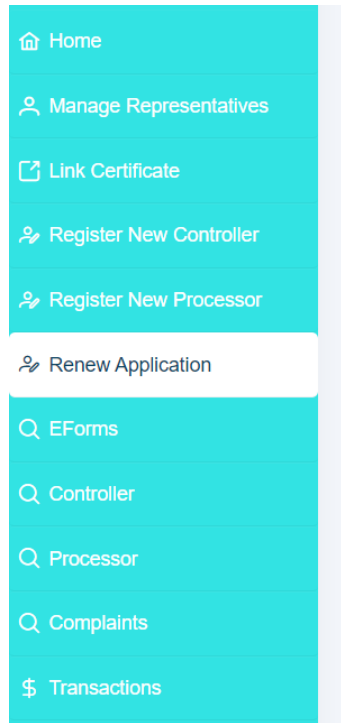
Insert Captcha...

[< Previous](#)

**Submit Application**

## 11. Renew Application

To renew application, click on the 'Renew Application' menu. Once clicked, you will be prompted with the renew Dialog Box in which you will be required to select organization's certificate to be renewed and input the respective Certificate Number.

A dialog box titled 'Renew Application' with a close button (X) in the top right corner. It contains the following fields and elements:

- 'Organisation:' dropdown menu with 'Luchoo Vishesh Chandra' selected.
- A red asterisk followed by the text '\*Typed in Certificate Number.' above the next field.
- 'Certificate No.:' text input field with a red border.
- A red asterisk followed by the text '\*Provide Additional Details for Authentication(Details must be as per current certificate)' above the button.
- A yellow button with a checkmark icon and the text 'Renew Application'.

In case Certificate could not be found, user will be prompted to input additional Details. Details include the Name on the Previous Certificate and the Start Date of Previous Certificate. Once Certificate is found, user

will be redirected to fill in the pre-filled application form with previously input data. You can then proceed to amend application and submit to DPO for vetting once payment completed.

### Renew Application ✕

Organisation:

---

**\*Typed in Certificate Number.**

Certificate No.:

---

**\*Provide Additional Details for Authentication(Details must be as per current certificate)**

Name on Certificate:

( 100 characters remaining )

Certificate Start Date:

## 12. Query Application

Application query is separated into 2 categories, one for controller and one for processor. The next Screen shows a history of all application, and applicant can download the application or certificate once completed.

Status of application shown are as follows:

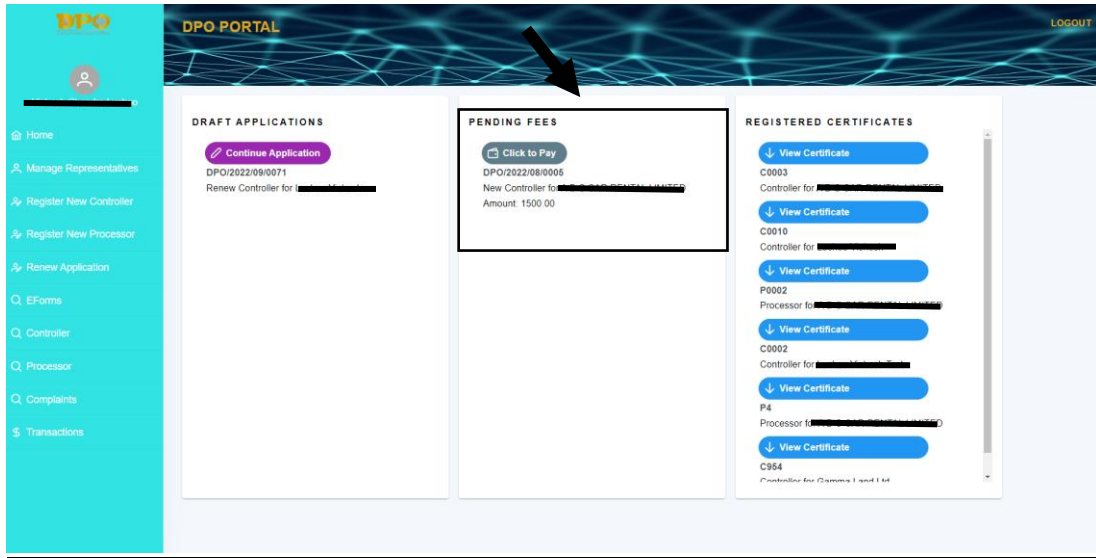
1. Completed  
Indicates application has been fully processed and Certificate Generated.
2. Submitted  
Indicates Application has been submitted to be vetted by the DPO.
3. Awaiting Payment  
Applicant need to pay Registration or Renewal Fee for Application.
4. In Process  
Application is being processed at the DPO.
5. Awaiting Amendments  
Application was sent back to applicant on the portal to make necessary amendments. Applicant will receive a mail with all information that need to be amended, and need to re-submit application once completed.
6. Rejected  
Application has been rejected by the DPO and no certificate generated.

Controller Applications								
Reference	Application Type	Controller Name	Representative Name	Status	Edit Application	Application	Certificate	
DPO/2022/08/0004	Controller	[REDACTED]	[REDACTED]	Completed				
DPO/2022/08/0001	Controller	[REDACTED]	[REDACTED]	Application Submitted				
DPO/2022/09/0031	Controller	[REDACTED]	[REDACTED]	Completed				
DPO/2022/10/0101	Controller	[REDACTED]	[REDACTED]	In Process				
DPO/2022/08/0019	Controller	[REDACTED]	[REDACTED]	Completed				
DPO/2022/09/0033	Controller	[REDACTED]	[REDACTED]	Completed				
DPO/2022/10/0105	Controller	[REDACTED]	[REDACTED]	Completed				
DPO/2022/10/0107	Controller	[REDACTED]	[REDACTED]	Completed				
DPO/2022/10/0106	Controller	[REDACTED]	[REDACTED]	Completed				
DPO/2022/10/0108	Controller	[REDACTED]	[REDACTED]	Completed				

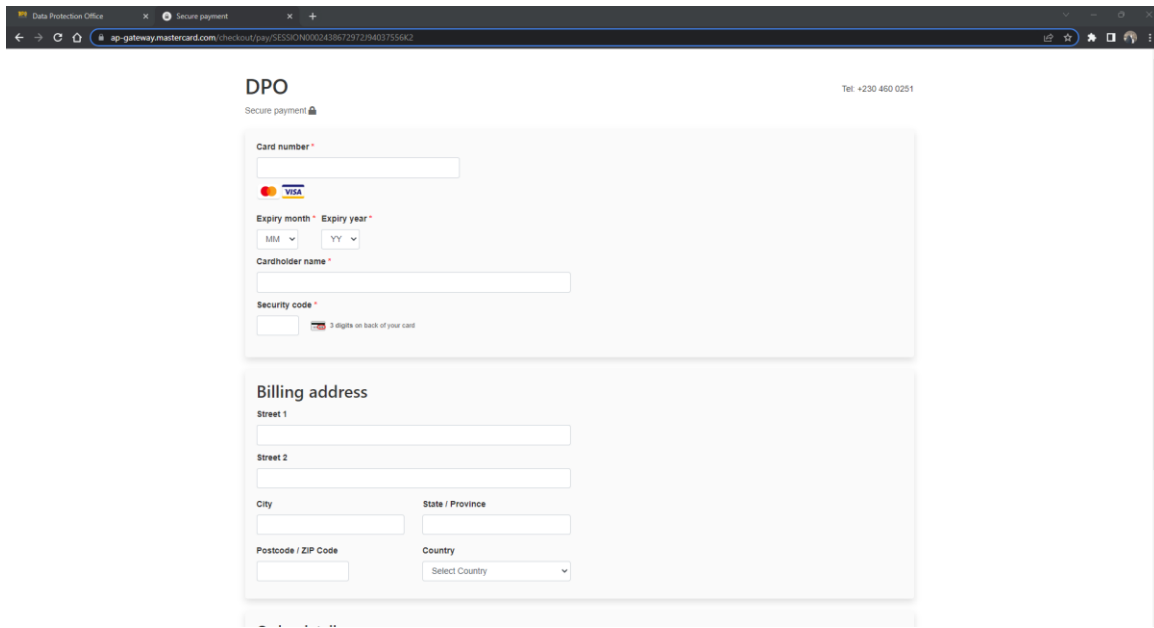
Processor Applications								
Reference	Application Type	Processor Name	Representative Name	Status	Edit Application	Application	Certificate	
DPO/2022/08/0003	Processor	[REDACTED]	[REDACTED]	Application Submitted				
DPO/2022/09/0034	Processor	[REDACTED]	[REDACTED]	In Process				

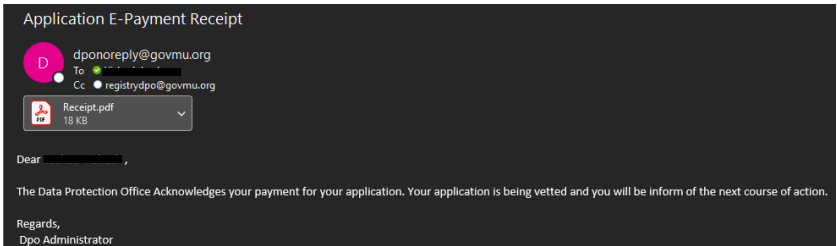
### 13. Online Payment

If any payment is pending to be made by the applicant, the application will appear on the Dashboard as shown in the screenshot below.



When applicant click on the 'Click to Pay', the latter will be directed to the SBM Online Platform to effect payment. Once payment is successful, the applicant will receive an acknowledgement email with the receipt attached as an attachment.





Sample of email received to applicant with receipt.

## 12. View Certificate

After the application for controller/processor is approved, a server signed certificate will be generated in the portal of the applicant and an email will be sent to the applicant. This certificate can be viewed in the applicant’s portal under registered certificate.

## 13. Query Transactions

Screen used to query transactions made. User can view what kind of payment method was used in each transaction and if not paid, can pay fee using the various mode of payment including E-payment facility.

Transaction History							
Application Ref No	Application Type	Name	Payment Mode	Amount	Fee status	Paid On	Pay Fee
DPO/2022/10/0108	Controller	[redacted]	Cash	1500.00	PAID	07/11/2022	
DPO/2022/10/0107	Controller	[redacted]	Cash	1500.00	PAID	07/11/2022	
DPO/2022/10/0106	Controller	[redacted]	Cash	1500.00	PAID	07/11/2022	
DPO/2022/10/0105	Controller	[redacted]	Cash	1500.00	PAID	07/11/2022	
DPO/2022/09/0031	Controller	[redacted]	Cash	1500.00	PAID	07/11/2022	
DPO/2022/08/0019	Controller	[redacted]	E-Payment	0.00	PAID	09/10/2022	
DPO/2022/08/0001	Controller	[redacted]	Adjustment Voucher	1500.00	PAID	17/09/2022	
DPO/2022/08/0004	Controller	[redacted]	E-Payment	0.00	PAID	15/09/2022	
DPO/2022/08/0004	Controller	[redacted]	E-Payment	0.00	PAID	16/09/2022	
DPO/2022/08/0003	Processor	[redacted]	E-Payment	0.00	PAID	13/09/2022	
DPO/2022/08/0003	Processor	[redacted]	E-Payment	10.00	PAID	24/10/2022	
DPO/2022/08/0001	Controller	[redacted]	Cash	1500.00	PAID	15/09/2022	

## 14. Register Online Complaint

A legal entity, that is, a person or corporate body is given the facility to lodge a complaint online as well as to track the status of the complaint.

The user can create his/her ONLINE complaint using the “New Complaint” in the Complaints page

### Complaints

[+ New Complaint](#)

Reference ↑↓	Respondent ↑↓	Submitted Date ↓↕	Type ↑↓	Status ↑↓	View	Upload File(s)
DRAFT/2022/20			Camera Surveillance System	Draft		
DRAFT/2022/11			Camera Surveillance System	Draft		
DRAFT/2022/53			Camera Surveillance System	Draft		
DRAFT/2022/23			Camera Surveillance System	Draft		
O/2022/37	2313	15/11/2022	Camera Surveillance System	Submitted		
O/2022/7	AAA	26/10/2022	Camera Surveillance System	In Process		
O/2022/1	Respondent	17/10/2022	Access rights	In Process		

<< < > >> 20

The complaint has 5 sections:

- Section 1, Complainant. The “Complainant” tab allows the user to input data about the Complainant. The complainant can be individual or organisation. In case of organisation, a representative must fill company data and its data. There are some mandatory fields that cannot be empty:
  - o Organisation: name, street and town/village
  - o Representative: NID, name, email and phone number
  - o Individual: NID, name, email and phone number

Details of Organisation :

Organisation Name :	<input type="text"/>		
Block / House No. :	<input type="text"/>	Street :	<input type="text"/>
Locality :	<input type="text" value="Select"/>	Town / Village :	<input type="text"/>
District :	<input type="text" value="Select"/>	Postcode :	<input type="text" value="Select"/>
Phone No :	<input type="text"/>	Mobile No :	<input type="text"/>

Details of Representative acting on behalf of organisation :

NID :	<input type="text"/>		
First Name :	<input type="text"/>	Last Name :	<input type="text"/>
Email Address :	<input type="text"/>		
Phone No :	<input type="text"/>	Mobile No :	<input type="text"/>

[← Back](#) [Save as Draft](#) [Print](#)

- Section 2, Respondent. The “Respondent” tab allows the user to input data about the Respondent as well as the person dealt with if the respondent is an organisation. “Name of organisation or individual” cannot be empty.

My complaint is against :  
(name of organisation or individual)

Block / House No. :	<input type="text"/>	Street :	<input type="text"/>
Locality :	<input type="text" value="Select"/>	Town / Village :	<input type="text"/>
District :	<input type="text" value="Select"/>	Postcode :	<input type="text" value="Select"/>

I have been dealing with:  
(name of your contact person, if any, within the organisation)

( 1000 characters remaining )

[← Back](#) [Save as Draft](#) [Print](#)

- Section 3, Complaint Details. The “Complaint Details” tab allows the User to input data about the details of the complaint event. “This is my complaint” cannot be empty. The User can select the “Type of Complaint” by clicking on the dropdown list. Other option is available if the complaint type is not in the list. If the complaint exceeds 10000 characters, the user can upload a document under the “Documents” section.

Registration of ONLINE Complaint

Complainant   Respondent   **Complaint Details**   Declaration   Documents

Type of Complaint :      on  

This is my complaint :

( 10000 characters remaining )

If your complaint exceeds 10000 number of characters, kindly upload your complaint as a separate document in the document tab

[← Back](#)   [Save as Draft](#)   [Print](#)

Complainant   Respondent   **Complaint Details**   Declaration   Documents

Type of Complaint :      on  

This is my complaint :

( 10000 characters remaining )

If your complaint exceeds 10000 number of characters, kindly upload your complaint as a separate document in the document tab

- Section 4, Declaration. The “Declaration” tab allows the User to input data about declaration. If the declaration exceeds 10000 characters, the user can upload a document under the “Documents” section.

Declaration Of:-

I, of LOTISSEMENT BELZIM, , QUATRE BORNES Plaine-Wilhems  
having National Identity Card Number M2109912301397

on  at

, state that:-

( 10000 characters remaining )

If your declaration exceeds 10000 number of characters, kindly upload your declaration as a separate document in the document tab

[← Back](#) [Save as Draft](#) [Print](#)

- Section 5, Documents: The “Documents” tab allows the User to:
  - o upload documents in case the complaint or the declaration exceed 10000 characters.
  - o upload any documents he wants to add for his/her complaint.

The document size cannot be higher than 5MB and the allowed documents type are zip, pdf, doc, docx, jpg, jpeg and png.

After uploading a document, the user can add a description, view the uploaded file or remove it. After submitting, the uploaded documents cannot be removed.

[+ New Document](#)

Document Name ↑↓	Uploaded by ↑↓	Add Description ↑↓	Edit	View	Remove
------------------	----------------	--------------------	------	------	--------

No records found.

<< < > >> 10 ▼

I acknowledge that this declaration is true and correct, and is given with the understanding that a person who makes a false declaration is liable under the Mauritian criminal law

**SUBMIT**

[← Back](#) [Save as Draft](#) [Print](#)

[+ New Document](#)

Document Name ↑↓	Uploaded by ↑↓	Add Description ↑↓	Edit	View	Remove
ComplaintReg.pdf	APEIM				

<< < > >> 10 ▾

I acknowledge that this declaration is true and correct, and is given with the understanding that a person who makes a false declaration is liable under the Mauritian criminal law

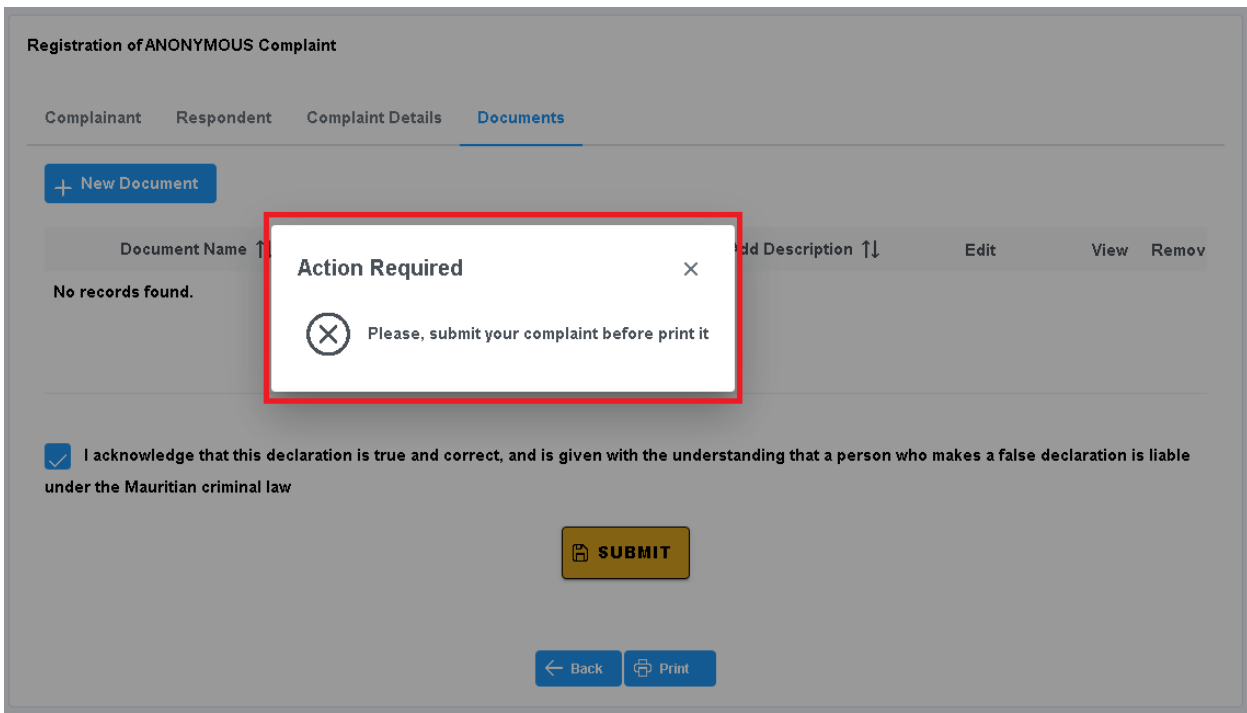
**SUBMIT**

[← Back](#) [Save as Draft](#) [Print](#)

Before submitting a complaint, the user must tick the box for acknowledging that the declaration is true and correct.

The user can save the complaint as a draft till he/she wants to submit the same. The user will get a temporary unique reference number and he/she will be able to add new info or document to the complaint. When the complaint is complete the user can submit it. After submitting a complaint, the user will get a new unique reference number to use it to check the status in the complaint page.

The user can finally print a copy for saving the complaint as pdf. It's possible to print a complaint if saved as draft as submitted.



## 15. Query Online Complaints

The user can search for his/her complaint(s) in the complaint page. He/she can find information and filter complaints by reference number, respondent, submitted date, complaint type and status.

The status can be:

- Draft
- Submitted
- In Process
- Closed

The user can view the complaint details. If the complaint is a draft, the user can add data and documents and print the complaint. If the complaint is submitted, in process or closed, the user can view data only and print the complaint.

The user can upload more documents if the complaint is submitted or in process, in order to send them to DPO office (for example: the DPO officer is asking for).

### Complaints

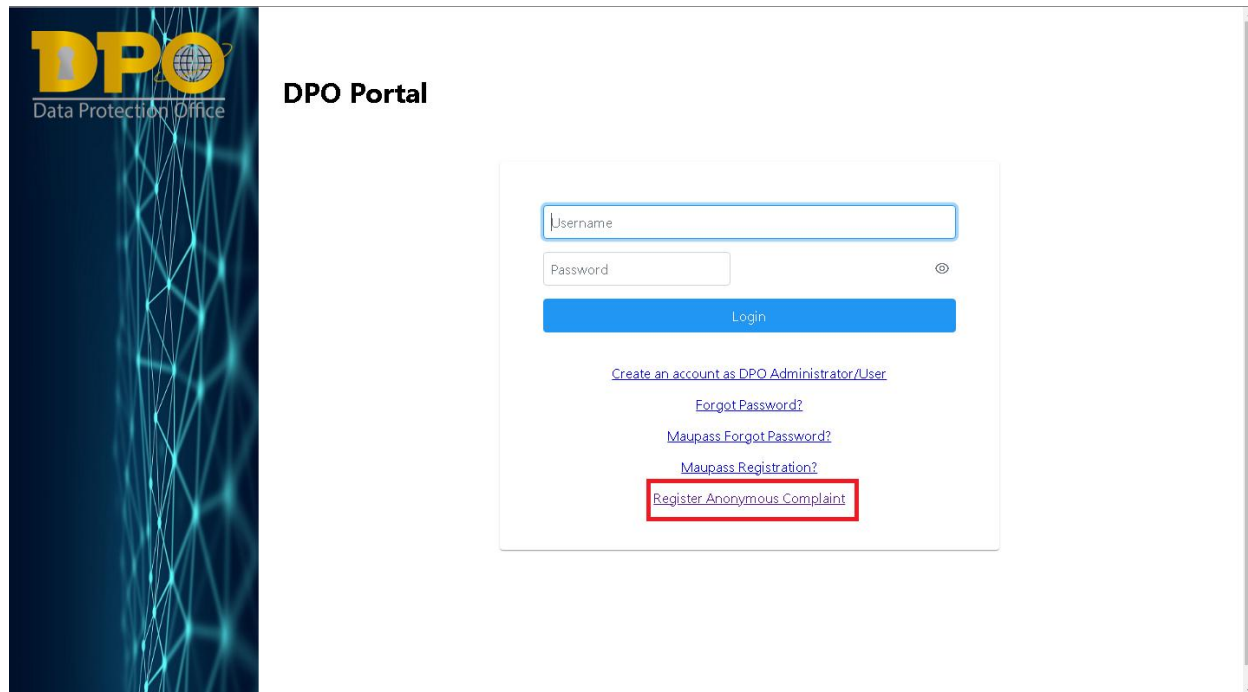
[+ New Complaint](#)

Reference ↑↓	Respondent ↑↓	Submitted Date ↓↕	Type ↑↓	Status ↑↓	View	Upload File(s)
DRAFT/2022/20			Camera Surveillance System	Draft		
DRAFT/2022/11			Camera Surveillance System	Draft		
DRAFT/2022/53			Camera Surveillance System	Draft		
DRAFT/2022/23			Camera Surveillance System	Draft		
O/2022/37	2313	15/11/2022	Camera Surveillance System	Submitted		
O/2022/7	AAA	26/10/2022	Camera Surveillance System	In Process		
O/2022/1	Respondent	17/10/2022	Access rights	In Process		

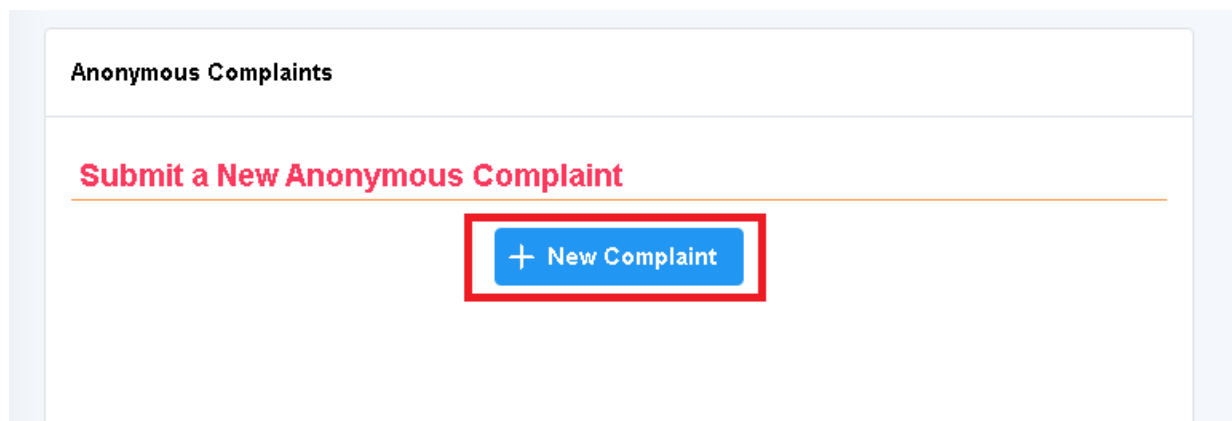
<< < > >> 20

## 16. Register Anonymous Complaint

This function allows a complainant without any user credentials to register a complaint from the DPO website.



The user can create his/her complaint using the “New Complaint” button under the “Submit a New Anonymous Complaint” section.



The complaint has 4 sections:

- Section 1, Complainant. The “Complainant” tab allows the user to input data about the Complainant. If the complainant wishes to remain anonymous, fields may be left empty.

**Registration of ANONYMOUS Complaint**

Complainant   Respondent   Complaint Details   Documents

---

NID :

First Name :       Last Name :

Block / House No. :       Street :

Locality :       Town / Village :

District :       Postcode :

Email Address :       Occupation :

Phone No :       Mobile No :

- Section 2, Respondent. The “Respondent” tab allows the user to input data about the Respondent as well as the person dealt with if the respondent is an organisation. “Name of organisation or individual” cannot be empty.

Complainant   **Respondent**   Complaint Details   Declaration   Documents

---

**My complaint is against :**  
(name of organisation or individual)

Block / House No. :       Street :

Locality :       Town / Village :

District :       Postcode :

**I have been dealing with:**  
(name of your contact person, if any, within the organisation)

( 1000 characters remaining )

- Section 3, Complaint Details. The “Complaint Details” tab allows the User to input data about the details of the complaint event. “This is my complaint” cannot be empty. The User can select the “Type of Complaint”

by clicking on the dropdown list. Other option is available if the complaint type is not in the list. If the complaint exceeds 10000 characters, the user can upload a document under the “Documents” section.

The screenshot shows the 'Complaint Details' tab in a web application. At the top, there are navigation tabs: 'Complainant', 'Respondent', 'Complaint Details' (which is active), 'Declaration', and 'Documents'. Below the tabs, the 'Type of Complaint' is set to 'Camera Surveillance System' in a dropdown menu. To the right of this dropdown is a radio button labeled 'on' and a 'Date' input field. Below this, the text 'This is my complaint :' is followed by a large, empty rectangular text area outlined in red. At the bottom of the text area, there is a character count '( 10000 characters remaining )' and a note: 'If your complaint exceeds 10000 number of characters, kindly upload your complaint as a separate document in the document tab'.

This screenshot is similar to the previous one but shows the 'Type of Complaint' dropdown menu open. The menu contains a search bar at the top and a list of options: 'Camera Surveillance System', 'Direct Marketing', 'Unlawful processing of personal data', 'Unlawful disclosure of personal data', 'Access rights', and 'Other'. The 'Unlawful processing of personal data' and 'Unlawful disclosure of personal data' options are highlighted in blue. The rest of the form, including the 'This is my complaint :' text area and the character count, remains the same as in the previous screenshot.

- Section 4, Documents: The “Documents” tab allows the User to:
  - o upload documents in case the complaint details and complaint declaration exceed 1000 characters.
  - o upload any documents he wants to add for his/her complaint.

The document size cannot be higher than 5MB and the allowed documents type are zip, pdf, doc, docx, jpg, jpeg and png.

After uploading a document, the user can add a description, view the uploaded file or remove it. After submitting, the uploaded documents cannot be removed.

Registration of ONLINE Complaint

Complainant   Respondent   Complaint Details   Declaration   **Documents**

+ New Document

Document Name ↑↓	Uploaded by ↑↓	Add Description ↑↓	Edit	View	Remove
No records found.					

<< < > >> 10 ▾

I acknowledge that this declaration is true and correct, and is given with the understanding that a person who makes a false declaration is liable under the Mauritian criminal law

**SUBMIT**

[← Back](#)   [Save as Draft](#)   [Print](#)

Registration of ONLINE Complaint

Complainant   Respondent   Complaint Details   Declaration   **Documents**

+ New Document

Document Name ↑↓	Uploaded by ↑↓	Add Description ↑↓	Edit	View	Remove
ComplaintReg.pdf	APEIM				

<< < > >> 10 ▾

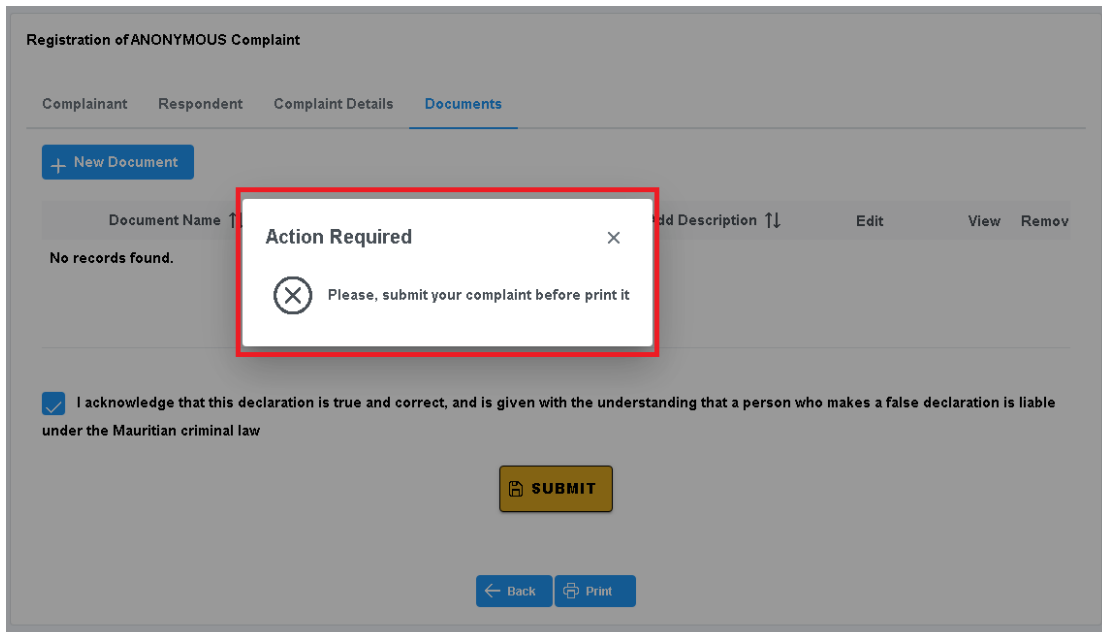
I acknowledge that this declaration is true and correct, and is given with the understanding that a person who makes a false declaration is liable under the Mauritian criminal law

**SUBMIT**

[← Back](#)   [Save as Draft](#)   [Print](#)

Before submitting a complaint, the user must tick the box for acknowledging that the declaration is true and correct.

After submitting a complaint, the user will get a unique reference number to use it to check the status. The user can finally print a copy for saving the complaint as pdf.



## 17. Search for an Anonymous Complaint

The anonymous user can search for his/her complaint(s) by inputting the reference number, got it after submission, in the “Reference” field under the “Search for an Anonymous Complaint” section and clicking on the “Search” button. The status will appear in the “Status” field.

The status can be:

- Submitted
- In Process
- Closed
- No Complaint Reference found, if reference number isn't correct.

### Search for an Anonymous Complaint

---

Insert your Complaint Reference Number

Reference :

Status :

## 18. Eforms

The following eForms are available on the DPO Portal for Controllers/Processors to submit a request:

- Transfer of personal data abroad
- Notification of personal data breach
- Data Protection Impact Assessment (DPIA)
- Compliance Audit
- Certification Form

### 18.1 Transfer of Personal Data Abroad

The transfer of personal data abroad eform has 5 sections:

- Section 1, Organisation's Details. The "Organisation's Details" tab allows the user to choose the controller / processor certificate data. All data will be automatically filled after choosing in the drop-down list. There are some mandatory fields that cannot be empty:
  - o Company Name
  - o Street, town / village
  - o Telephone Number, Email Address

#### TRANSFER OF PERSONAL DATA ABROAD

<a href="#">Organisation's Details</a>	<a href="#">Purpose and Types</a>	<a href="#">Country/ies to transfer data</a>	<a href="#">Appropriate Safeguards</a>	<a href="#">Documents</a>
<hr/>				
Controller / Processor Certificate :	<input type="text" value="Select"/>			
Company Name* :	<input type="text"/>			
Block / House No. :	<input type="text"/>	Street* :	<input type="text"/>	
Locality* :	<input type="text" value="Select"/>	Town / Village :	<input type="text"/>	
District :	<input type="text" value="Select"/>	Postcode :	<input type="text" value="Select"/>	
Telephone No.* :	<input type="text"/>	Mobile No. :	<input type="text"/>	
Email Address* :	<input type="text"/>	Fax No. :	<input type="text"/>	
<hr/>				

- Section 2, Organisation's Details. The "Organisation's Details" tab allows the user to input the purpose of the proposed transfer/s and the types of personal data to be transferred.

TRANSFER OF PERSONAL DATA ABROAD

Organisation's Details **Purpose and Types** Country/ies to transfer data Appropriate Safeguards Documents

Purpose of the proposed transfer/s :  
( 1000 characters remaining )

Types of personal data to be transferred :(Specify the type of personal data for example name, address, emails, etc. without divulging the contents of the particular names, addresses, emails, etc.)  
( 1000 characters remaining )

- Section 3, Country/ies to transfer data. The “Country/ies to transfer data” tab allows the user to input the list of countries and their respective data protection rules. The list is empty initially. The user can add a country, using the ‘Add Country’ button. It’s possible to remove a country using the ‘Remove Country’ button.

TRANSFER OF PERSONAL DATA ABROAD

Organisation's Details Purpose and Types **Country/ies to transfer data** Appropriate Safeguards Documents

+ Add Country

No	Country Code ↑↓	Data Protection Rules	Remove Country
1	UGANDA	Data 1	
2	NIGERIA	Data 2	

<< < > >> 10 ▾

[← Back](#) | [Save as Draft](#) | [Print](#)

- Section 4, Appropriate Safeguards. The “Appropriate Safeguards” tab allows the user to input a description for each appropriate safeguard. If a control is ticked, its description is mandatory.

[First](#)
[Last](#)

1

## Appropriate Safeguards

Appropriate Safeguards		
Controls	Please tick if applicable	Short Description
Physical Security	<input type="checkbox"/>	<input type="text"/>
UPS	<input type="checkbox"/>	<input type="text"/>
User Logging Controls	<input type="checkbox"/>	<input type="text"/>

- Section 5, Documents. See chapter 0

## 18.2 Notification of Personal Data Breach

The notification of personal data breach eform has 3 sections:

- Section 1, Of controller giving the notification. The “Particulars of controller giving the notification” tab allows the user to choose the controller / processor certificate data. All controller’s data will be automatically filled after choosing in the drop-down list. There are some mandatory fields that cannot be empty:
  - o Company name
  - o Street, town / village
  - o Telephone Number, Email Address

The user must fill some additional data. There are some mandatory fields that cannot be empty:

- o Name of processor, where the data breach occurred (if applicable)
- o Designation Data of protection officer:
  - Name
  - Designation
  - Telephone Number
  - Email address

Under section 25 of the Data Protection Act, in case of a personal data breach<sup>1</sup>, the controller<sup>2</sup> shall without undue delay and where feasible, not later than 72 hours after having become aware of it, notify the personal data breach to the Data Protection Office. Swift containment and recovery from a personal data breach is vital. Every effort should be taken to minimise the potential impact on affected individuals, and details of the steps taken to achieve this should be included in this form. If you are waiting for completion of an internal investigation, please tell us.

Controller / Processor Certificate :

Company Name\* :

Block / House No. :  Street\* :

Locality\* :  Town / Village :

District :  Postcode :

Name of processors where the data breach occurred (if applicable):

Telephone No.\* :  Mobile No. :

Email Address\* :  Fax No. :

Name of Designated Data Protection Officer (Mr./Ms./Mrs):

Designation:  Email Address\* :

Telephone No.\* :  Mobile No. :

- Section 2, Details. The “Details” tab allows the user to response to all the controls, adding description.

[Notes](#)

[First](#)

[Next](#) [Last](#)

1	2	3	4
<b>2. Nature of the personal data breach</b>			
<b>2. Nature of the personal data breach</b>			
Controls	Short Description		
(a) When did the personal data breach happen?	<input type="text"/>		
(b) If there has been a delay (more than 72 after becoming aware of the incident and reporting it to the Data Protection Office), please provide your justifications for the delay	<input type="text"/>		

In the page a ‘Notes’ button is available to have more information about the eform

## Notes

1. **Personal data breach** means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed.
2. **Controller** means a person who or public body which, alone or jointly with others, determines the purposes and means of the processing of personal data and has decision making power with respect to the processing.
3. **Processor** means a person who, or public body which, processes personal data on behalf of a controller.
4. **Data subject** means an identified or identifiable individual, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that individual.
5. **Special categories of personal data** in relation to a data subject, means personal data pertaining to
  - (a) his racial or ethnic origin;
  - (b) his political opinion or adherence;
  - (c) his religious or philosophical beliefs;
  - (d) his membership of a trade union;
  - (e) his physical or mental health or condition;
  - (f) his sexual orientation, practices or preferences;
  - (g) his genetic data or biometric data uniquely identifying him;
  - (h) the commission or alleged commission of an offence by him;
  - (i) any proceedings for an offence committed or alleged to have been committed by him, the disposal of such proceedings or the sentence of any Court in the proceedings; or
  - (j) such other personal data as the Commissioner may determine to be sensitive personal data

- Section 3, Documents. See chapter 0

## **18.3 Data Protection Impact Assessment (DPIA)**

The data protection impact assessment eform has 3 sections:

- Section 1, Particulars of controller giving the notification. The “Particulars of controller giving the notification” tab allows the user to choose the controller / processor certificate data. All controller’s data will be automatically filled after choosing in the drop-down list. There are some mandatory fields that cannot be empty:
  - Company name
  - Street, town / village
  - Telephone Number, Email Address

The user must fill some additional data. There are some mandatory fields that cannot be empty:

- Name of processor, where the data breach occurred (if applicable)
- Designation Data of protection officer:
  - Name
  - Designation
  - Telephone Number
  - Email address

Section 34(1) of the Data Protection Act (DPA) 2017 stipulates that all controllers and processors must carry out a DPIA prior to the processing of personal data where such processing is likely to present high risk to individuals. A DPIA helps to identify privacy risks, foresee problems and bring forward solutions. It serves as an assessment tool to decide whether the security measures in place are adequate compared to the risks to individuals and whether the necessity of an envisaged processing operation does not outweigh the rights and freedoms of individuals.

The Data Protection Office has issued this template for guidance purpose only and is subject to future updates, if required. You are also advised to consult the document on 'High risk processing operations' and 'Guide on how to complete the Data Protection Impact Assessment Form' available on the website of the Data Protection Office.

Controller / Processor Certificate :

Company Name\* :

Block / House No. :  Street\* :

Locality\* :  Town / Village :

District :  Postcode :

Telephone No.\* :  Mobile No. :

Email Address\* :  Fax No. :

Name of contact person :

Have you designated an officer responsible for data protection compliance issues?\*:  Yes  No

Are you certified ISO/IEC 27701 Privacy Information Management System?\*:  Yes  No

- Section 2, Details. The “Details” tab allows the user to respond to all the controls, adding description.

1 2 3 4 5 6 7 8

**Step 2: Details of project/envisaged processing**

**Step 2: Details of project/envisaged processing**

Controls	Short Description
2.1 Description of project/processing	<input type="text"/>
2.2 Purpose/s of project/processing	<input type="text"/>

First Previous

Next Last

1 2 3 4 5 6 7 8

Step 5: Risks Assessment

+ Add Risk

Step 5: Risks Assessment				
Risks No	Description	Likelihood	Severity	Overall
1	Risk 1	Frequent	Critical	Medium
2	Risk 2	Occasional	Insignificant	Low

<< < > >> 10

First Previous

Next Last

1 2 3 4 5 6 7 8

Step 6: Measures to mitigate risks

+ Add Measure

Step 6: Measures to mitigate risks			
Risks No	Measures to mitigate risks	Effect of Measures on risks	Residual Effect
1	Measure 1	Eliminated	Medium
2	Measure 2	Reduced	Low

<< < > >> 10

⏪ First
< Previous
Last ⏩

1
2
3
4
5
6
7
8

**Step 7:**  
**Documentation**

+ Add Document Detail

**Step 7: Documentation**

Document Type	Name of officer/s	Designation of officer/s	Date
Carried out by	1	1	14/11/2022
Reviewed by	2	2	16/11/2022

<< < > >> 10

⏪ First
< Previous
Last ⏩

- Section 3, Documents. See chapter 0

## 18.4 Compliance Audit

The compliance audit eform has 3 sections:

- Section 1, General Information. The “General Information” tab allows the user to choose the controller / processor certificate data. All controller’s data will be automatically filled after choosing in the drop-down list. There are some mandatory fields that cannot be empty:
  - Company name
  - Street, town / village
  - Telephone Number, Email Address

The user must fill some additional data. There is a mandatory field that cannot be empty:

- Name of data protection officer

1. Introduction

The purpose of a data protection compliance audit is to obtain a complete picture, as far as possible, of the structure of personal information flows within an organisation so that the appropriate compliance procedures are in place in accordance with the Data Protection Act and best practices. For large-scale and complex organisations, the first stage is to obtain an organisational chart showing the operational, managerial and departmental structure of the organisation.

Controller / Processor Certificate :

Company Name\* :

Block / House No. :  Street\* :

Locality\* :  Town / Village :

District :  Postcode :

Telephone No.\* :  Mobile No. :

Email Address\* :  Fax No. :

Name of Data Protection Officer :

- Section 2, Details. The “Details” tab allows the user to response to all the controls, replying yes, no or N/A and adding description to each control.

1 2 3 4 5 6 7 8 9 10 11 12

1 - Collection

Audit Question	Yes No N/A	Description of measures and mechanisms in place to protect personal data
1. Does your organisation process personal data?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	<input type="text"/>
2. Are personal data collected for explicit, specified and legitimate purpose(s)?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	<input type="text"/>
3. Are personal data collected in paper format?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	<input type="text"/>
4. Are personal data collected digitally?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	<input type="text"/>

- Section 3, Documents. See chapter 0

## 18.5 Certification Form

The certification eform has 3 sections:

- Section 1, Particulars of controller/processor. The “Particulars of controller/processor” tab allows the user to choose the controller / processor certificate data. All controller’s data will be automatically filled after choosing in the drop-down list. There are some mandatory fields that cannot be empty:
  - Company name
  - Street, town / village
  - Telephone Number, Email Address

The user must fill some additional data. There are some mandatory fields that cannot be empty:

- Contact person details:
  - Name
  - Designation
  - Telephone Number, Email Address

APPLICATION CERTIFICATION FORM

Particulars of controller/processor   Details   Documents

---

Controller / Processor Certificate :

Company Name\* :

Block / House No. :    Street\* :

Locality\* :    Town / Village :

District :    Postcode :

Telephone No.\* :    Mobile No. :

Email Address\* :    Fax No. :

Contact person details :

Name :    Designation :

Telephone No. :    Mobile No. :

Email Address :

- Section 2, Details. The “Details” tab allows the user to response to all the controls, replying yes, no or N/A and adding evidence and relevant section in the uploaded document. The user must press the button to

upload one or more document for each control. It is possible to upload the same document in different controls.

APPLICATION CERTIFICATION FORM

[Notes](#)

Particulars of controller/processor [Details](#) Documents

First
Next Last

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25

17-18

**Registration and Renewal (Sections 17 & 18)**

Audit Question	Yes No N/A	Evidence / Document	Upload / annex relevant documents	Relevant section(s) in document
1. How do you ensure that a change in any of the particulars referred to in your application form for registration as controller /processor is communicated to the Data Protection Office?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	<input type="text"/>	 0 file/s	<input type="text"/>
2. Is your registration as controller/processor up to date?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	<input type="text"/>	 0 file/s	<input type="text"/>

First
Next Last

APPLICATION CERTIFICATION FORM

[Notes](#)

**Attachments**

Question : 1. How do you ensure that a change in any of the particulars referred to in your application form for registration as controller /processor is communicated to the Data Protection Office?

+ New Document
Close

Document Name ↑↓	Uploaded by ↑↓	Add Description ↑↓	Submitted	View	Remove
EFORMS-FLOW.pdf	APEIM		NO		

<< < > >>
10

First
Next Last

Audit Question	Yes No N/A	Evidence / Document	Upload / annex relevant documents	Relevant section(s) in document
1. How do you ensure that a change in any of the particulars referred to in your application form for registration as controller /processor is communicated to the Data Protection Office?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A		 1 file/s	

- Section 3, Documents. See chapter 0

In the page a 'Notes' button is available to have more information about the eform

#### Data Protection Certification Assessment

##### Instructions to controller/processor:

- Please provide clear, factual and accurate answers to the questions in the Data Protection Certification Assessment.
- Please tick Yes, No or N/A as appropriate.
- If the answer is Yes, please attach additional details and evidence as annexure.
- If the answer is No or N/A, please attach the reasons and justifications as annexure.
- Please use the Annexure to provide additional details and evidences.
- Each question should be labelled as per the Question No. in the document.
- For e.g Annex for Question 5 should be labelled as Annex 5.
- Please use the formatting as it is in the document and update the table of content accordingly.
- Please attach a printed copy of the filled Data Protection Certification Assessment Questionnaire and the evidence upon submission of the application for Certification.
- A copy of the filled Data Protection Certification Assessment Questionnaire should be emailed to [dpo@govmu.org](mailto:dpo@govmu.org) and the email should be titled as "Data Protection Certification Assessment."

## 18.6 Uploading Documents and Submitting Eforms

The "Documents" tab allows the user to upload any document which is necessary for the eform. In this section the user can SUMBIT the eform. This section is available in each eform page.

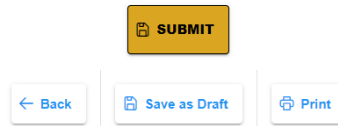
The document size cannot be higher than 5MB and the allowed documents type are zip, pdf, doc, docx, jpg, jpeg and png.

After uploading a document, the user can add a description, view the uploaded file ore remove it, if necessary. After submission, the uploaded documents cannot be removed.

+ New Document

Document Name ↑↓	Uploaded by ↑↓	Add Description ↑↓	View	Remove
EFORMS-FLOW.pdf	APEIM	<input style="width: 100%;" type="text"/>		

<< < > >> 10



The user can save the eform as a draft till he/she wants to submit the same. The user will get a temporary unique reference number, and he/she will be able to add new info or document to the eform. When the eform is complete the user can submit it. After submitting an eform, the user will get a new unique reference number to use it to check the status in the eform page. The DPO and the applicant will receive an email about the new eform with the unique reference number.

The user can finally print a copy for saving the eform as pdf. It's possible to print an eform if saved as draft as submitted.

## **18.7 Action Required and Response**

DPO can ask the user to modify any control or upload additional or updated files. When DPO needs more information, the user will receive an email with a list of action to complete. The user can query the eform page in order to find the eform needed to be updated. The eform status is 'Action Required'. When the user opens the eform page, a new button 'Action Required' and a new section 'Action Required' will appear in the page. The button will show the action required description as the DPO requested for the eform. The user must complete the action required, modifying control, or uploading new documents. When the user has completed its action, he must open the 'Action Required section'. The user must add an action response description and press the button 'Send Action Response'. The application will send a mail to DPO officer and to the applicant about the action completed. The eform status is 'Action Completed'.

Ref Number: CERT/2022/1

Action Required Notes

Particulars of controller/processor Details Documents Action Required

Controller / Processor Certificate : Select

Name of controller/processor\* : Omnicane Management & Consultancy Firm Lim  
(Please tick whether application is by controller/processor)

Name of controller : Omnicane Thermal Energy Plant  
(Please specify name of controller if application is being done by processor)

Block / House No. : no 2 Street\* : ADOLPHE DE PLEVITZ STREET

Locality\* : Phoenix Town / Village : Souillac

Action Required Notes

×

**Action Required from DPO**

To submit Records of Processing report updated version.

Ref Number: CERT/2022/1

Action Required Notes

Particulars of controller/processor Details Documents Action Required

Action Request: To submit Records of Processing report updated version.  
( 445 characters remaining )

Action Response:  
( 500 characters remaining )

Send Action Response

Back

Print

## 18.8 Query EForms

The user can search for his/her eform(s) in the eform page. He/she can find information and filter eforms by reference number, category, submitted date and status.

The status can be:

- Draft
- Submitted
- In Process
- Action Required
- Action Completed
- Approved
- Rejected

The user can view the eform details. If the eForm is a draft or is action required (see the previous chapter 0), the user can add data and documents and print the eform. If the eform is submitted, in process, action completed, approved, or rejected, the user can view data only and print the eForm.

The user can finally download the letter in case of transfer of personal data abroad and certificate. Once it is approved by DPO.

EForms

Reference ↑↓	Category ↑↓	Submitted Date ↓↑	Status ↑↓	View	Letter
<a href="#">+ Transfer of Personal Data Abroad</a>	<a href="#">+ Notification of Personal Data Breach</a>	<a href="#">+ Data Protection Impact Assessment</a>	<a href="#">+ Compliance Audit</a>	<a href="#">+ Certification Form</a>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
DRAFT/2022/14	Certification Form		Draft		
DRAFT/2022/10	Data Protection Impact Assessment		Draft		
DRAFT/2022/15	Certification Form		Draft		
DRAFT/2022/16	Certification Form		Draft		
DRAFT/2022/19	Notification of Personal Data Breach		Draft		
DRAFT/2022/5	Transfer of Personal Data Abroad		Draft		
DRAFT/2022/25	Data Protection Impact Assessment		Draft		
DRAFT/2022/27	Data Protection Impact Assessment		Draft		
BREA/2022/7	Notification of Personal Data Breach	28/11/2022	Action Completed		
DPIA/2022/2	Data Protection Impact Assessment	28/11/2022	In Process		

<< < > >> 10 ▾