# User Guide

# for

# Dpo Portal

# for the

# Data Protection Office

## (Version No. 7.1)

LEAL
COMMUNICATIONS
& INFORMATICS LTD

**June 2023**

# Contents

# 1.    <u>Introduction</u>

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 in order to gain access to the system. A representative can also submit complaint for his organization(s), if required.

## 2. Process Flow

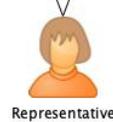DPO Portal for Eservices – Help Sheet

1. You need to register as an Administrator

2. There are four types of Administrators as follows

1.Individual
2.Organisations
3. Management Companies
4. Group of Companies
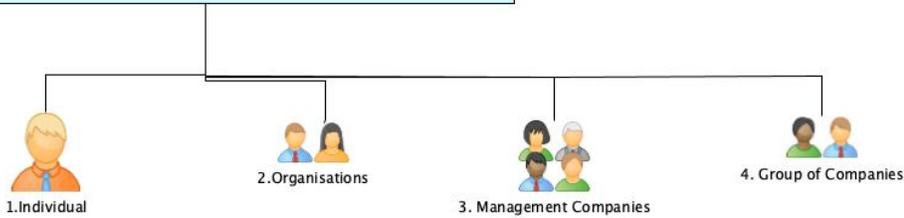
3a. Individual is his own representative

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

Representative

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

Controller/Processor Application
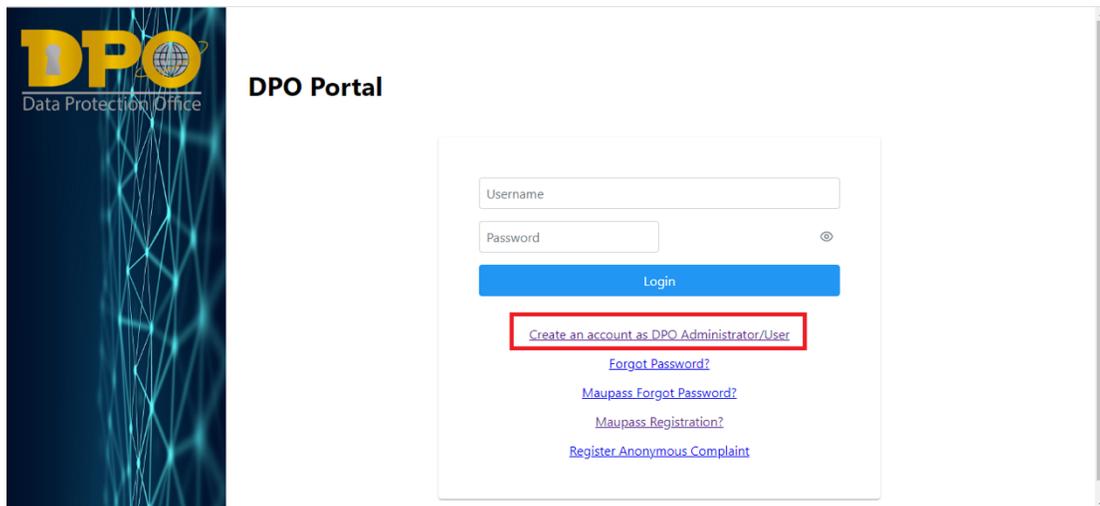Payment
Search
Submit Eforms

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/Organisations 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/Organisations 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
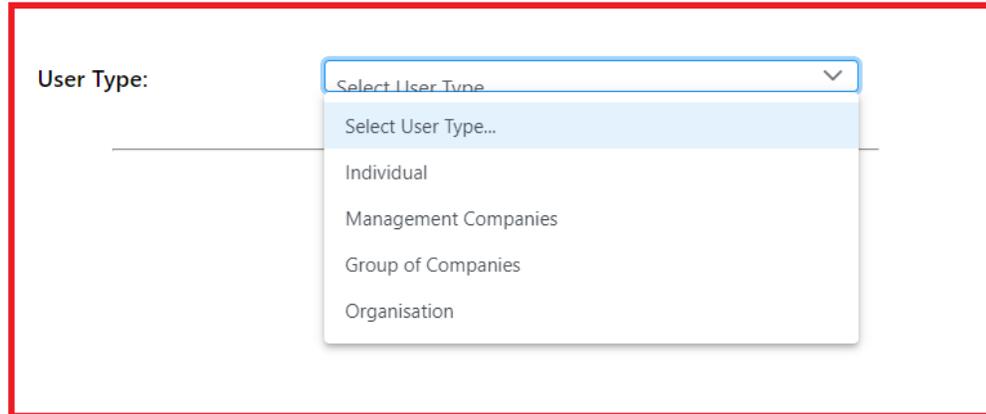


There are 4 types of administrator.

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

## 1. Individual

A maupass account is required to log in to the system. You have to 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.
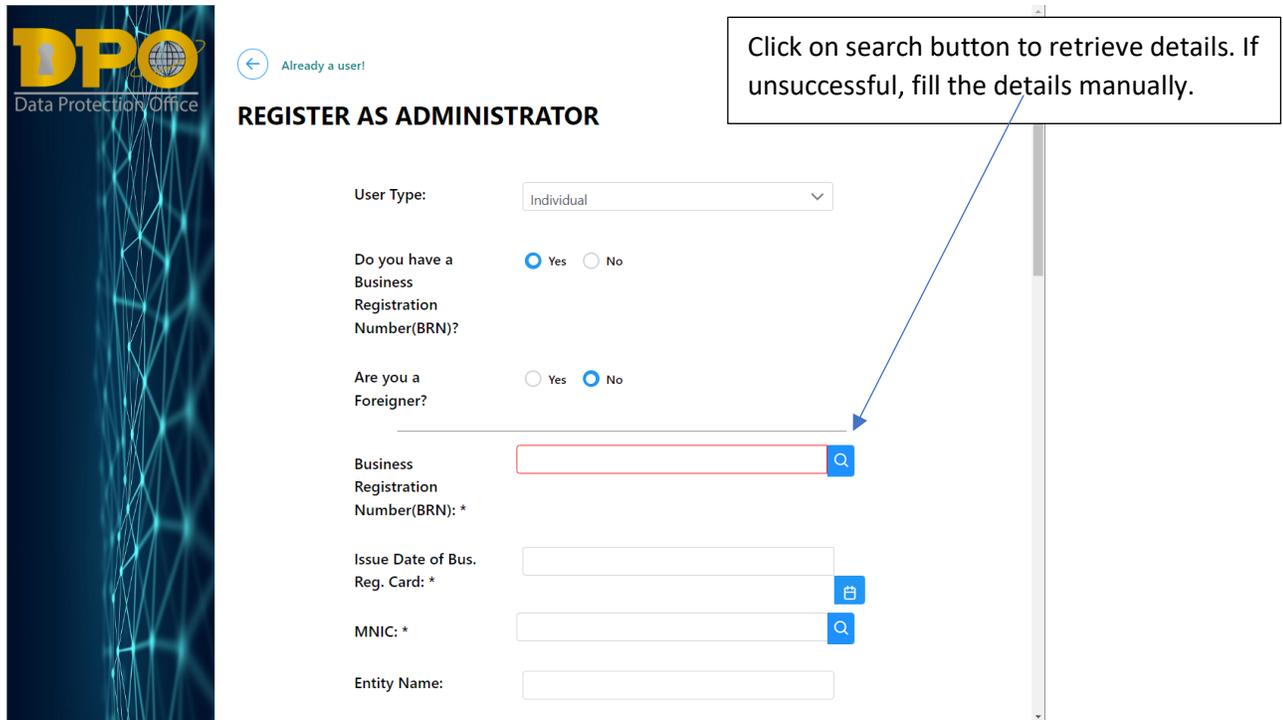


Click on search button to retrieve details. If unsuccessful, fill the details manually.

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



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

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.



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

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).

## 2. Management Companies Administrator Type

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



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



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.
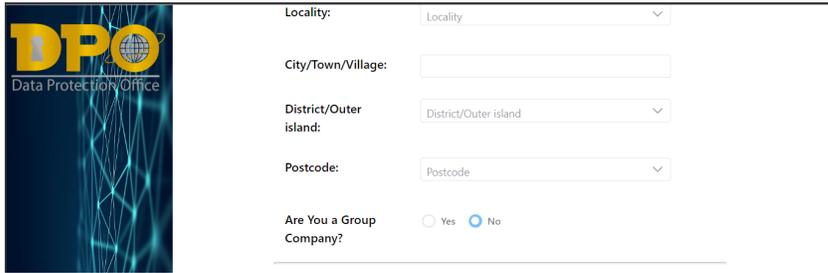


This type of Administrator will have to choose if the Group of company will have several companies to register as Processor/Controller (option Yes) or only one company (option No).

## 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

## 4.2 Organisation without BRN

| | | |
|---|---|---|
| **User Type:** | Organisation ⌄ | |
| **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 Administrator.

| | |
|---|---|
| **Firstname: *** | |
| Contact Details | |
| **Phone Number: *** | |
| **Mobile Number:** | |
| **Fax Number:** | |
| **E-mail Address: *** | |
| **House/Flat Number:** | |
| **Street: *** | |
| **Locality:** | Locality ⌄ |
| **City/Town/Village:** | |
| **District/Outer island:** | District/Outer island ⌄ |
| **Postcode:** | 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.

# 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.
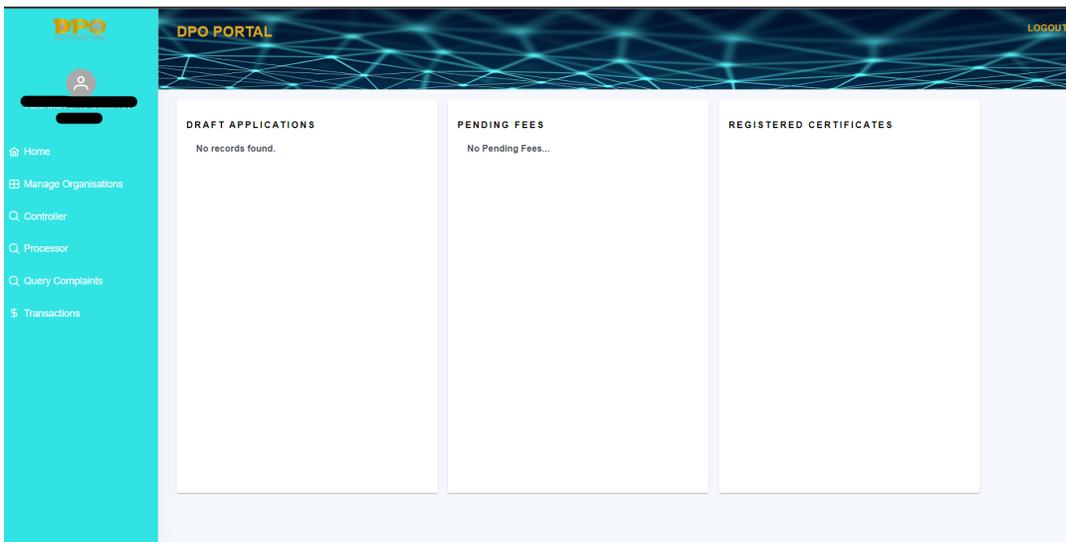


Depending on the type of Administrator, the menu displayed on the left will be different.

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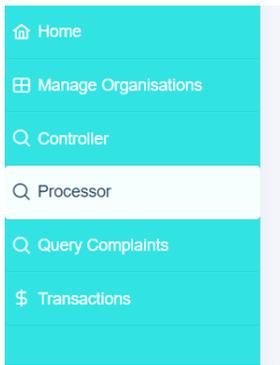
- **Logged in as Organisation**
  - o Will get menu to add Representatives who will be granted access to register Controller/Processor on behalf of the company, Query list of applications and list of transactions.
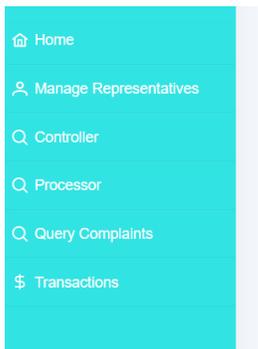


- **Logged in as Individual/Representative**
  - o A representative will get the menu to register as Controller/Processor as well as to renew application once expiry date is near (that is 3 months prior of expiry date).
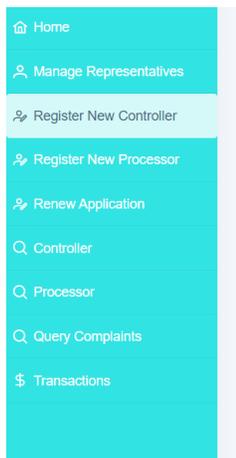
## 6.   Manage Organisations



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.

## 7.   **Manage Representatives**



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.

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.
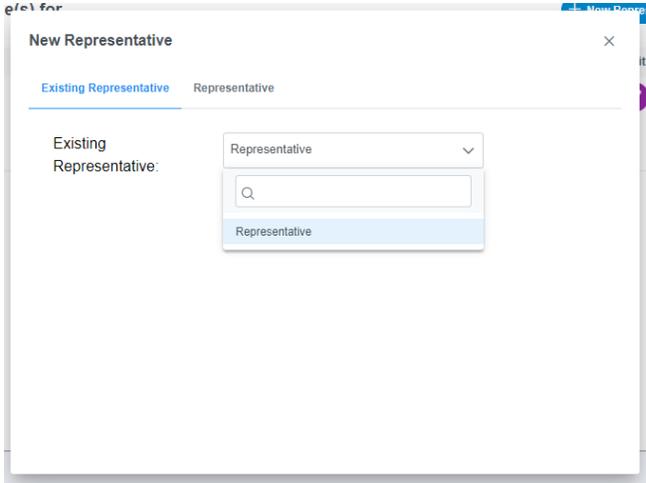


In case it is a new representative, fill details for new Representative.
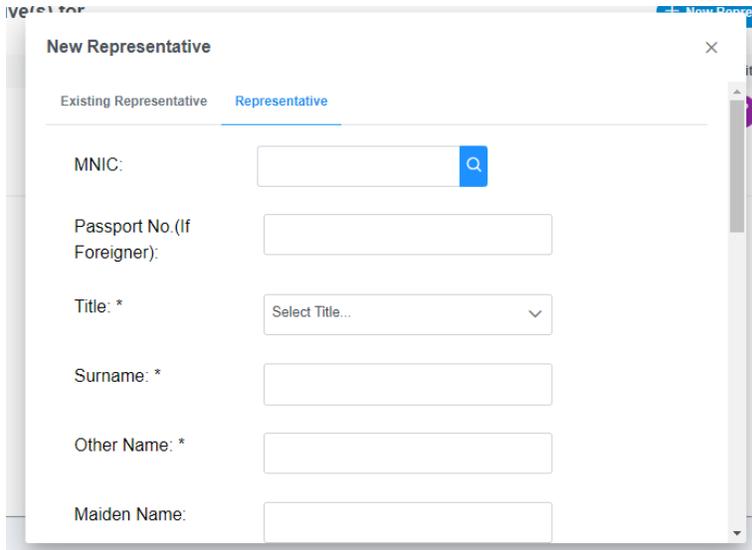


If administrator needs to terminate a representative access to the system or is no longer acting as its representative, the former can modify the representative details and terminate its access by click on the '**Disactivate**' button. Once clicked, **termination date** will be filled with current date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

Email: *

Validation Date: *

Termination Date:

Remarks:

Save    X Desactivate

## 8.   **Link Certificate to Administrator/Representative**
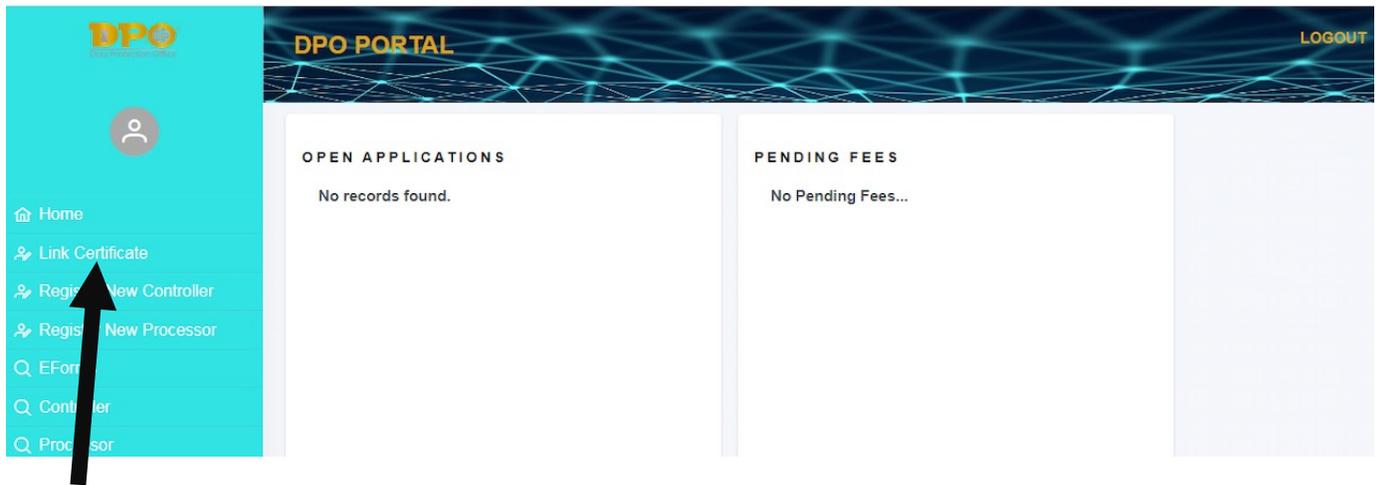


This function is used to link existing Certificates to a specific registered controller/processor. If the certificate number of a controller/processor does not appear in the portal, choose the button Link Certificate on the left menu and input all relative details:

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.

## 9.  Register Application by representative

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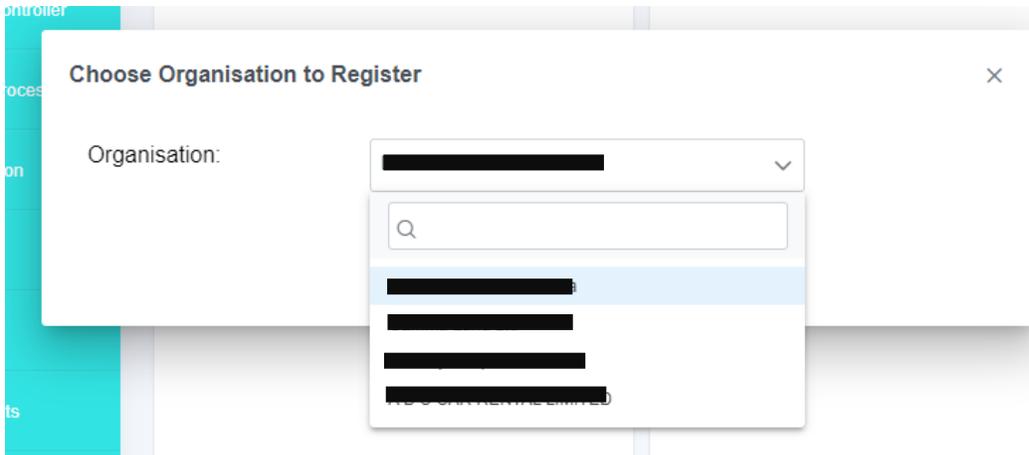


Once organisation is selected, the application form will be opened to fill in application and quit anytime and come back to where they left it. The application will be saved as draft in the applicant's dashboard.

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

- Step 2 displays the representative data.



Both steps are auto populated upon application and can be amended accordingly if there are changes.

- On step 3, user must select from Drop down list or typed in value in the other box for each category.

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

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



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



- 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.

**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: 25

Fee amount to pay (MUR): 1,500

‹ 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.



**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**

# 10. **Renew Application**

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Ensure that you have completed the link certificate as describe in section 8 above.

In order 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 organisation's certificate to be renewed and input the respective Certificate Number.
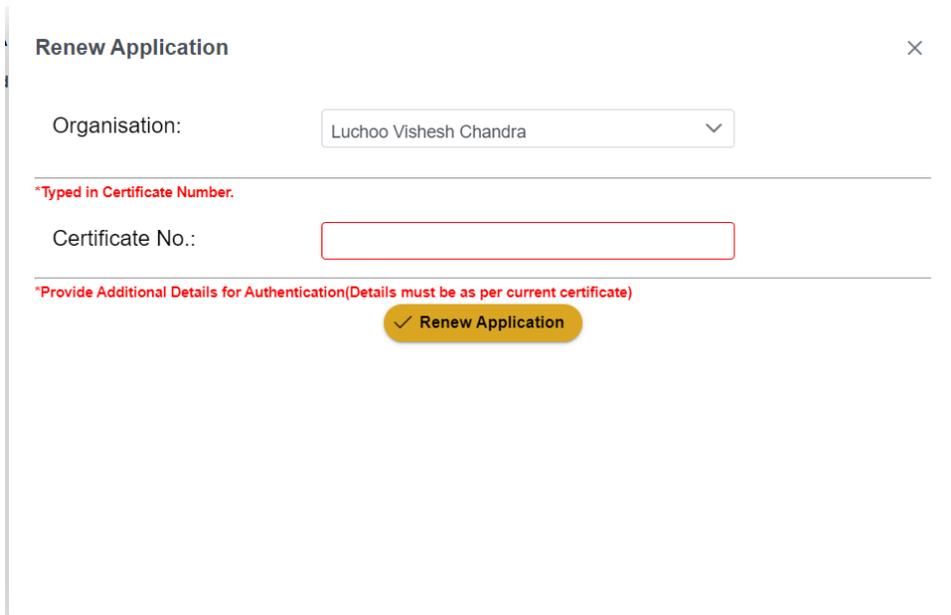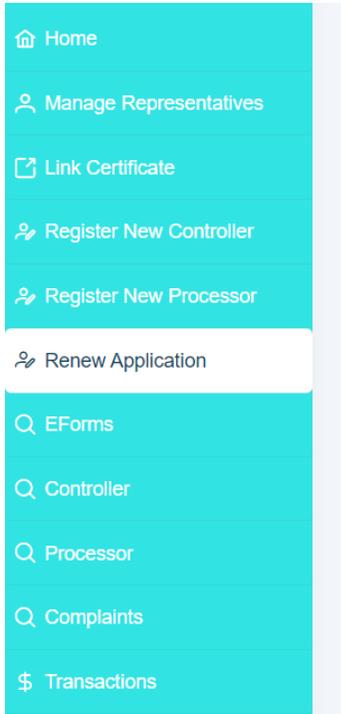
In case Certificate could not be found, user will be prompted to input additional Details. Details include the Name on the Previous Certificate and the Start Date of Previous Certificate. Once Certificate is found, user will be redirected to fill in the pre-filled application form with previously input data. You can then proceed to amend application and submit to DPO for vetting once payment completed.

## Renew Application   ✕

Organisation:     [redacted] ⌄

*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:

✓ Renew Application

## 11. **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.

## 12.  **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.
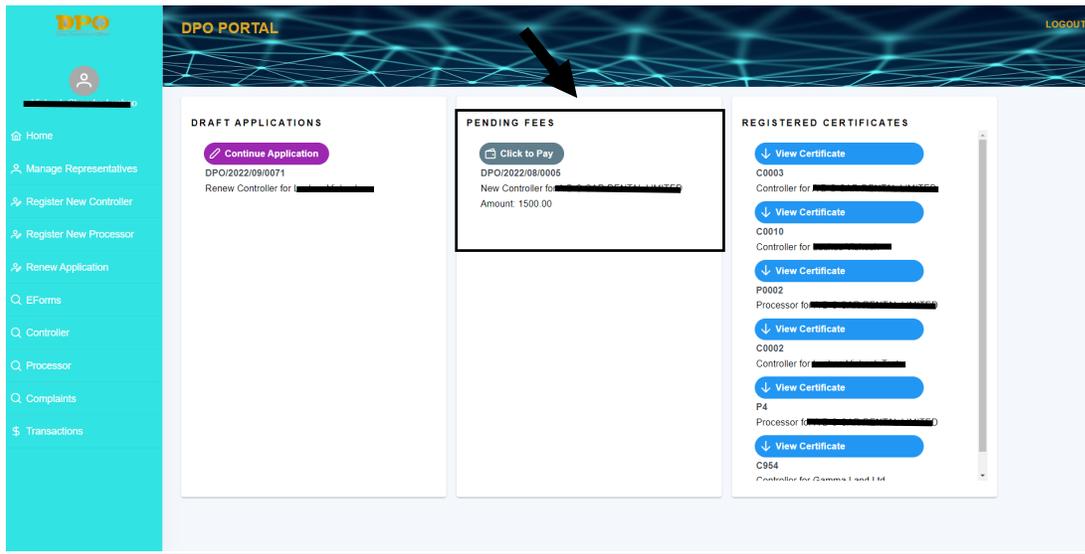


When applicant click on the 'Click to Pay', the latter will be directed to the SBM Online Platform to effect payment. Once payment is successful, the applicant will receive an acknowledgement email with the receipt attached as an attachment.
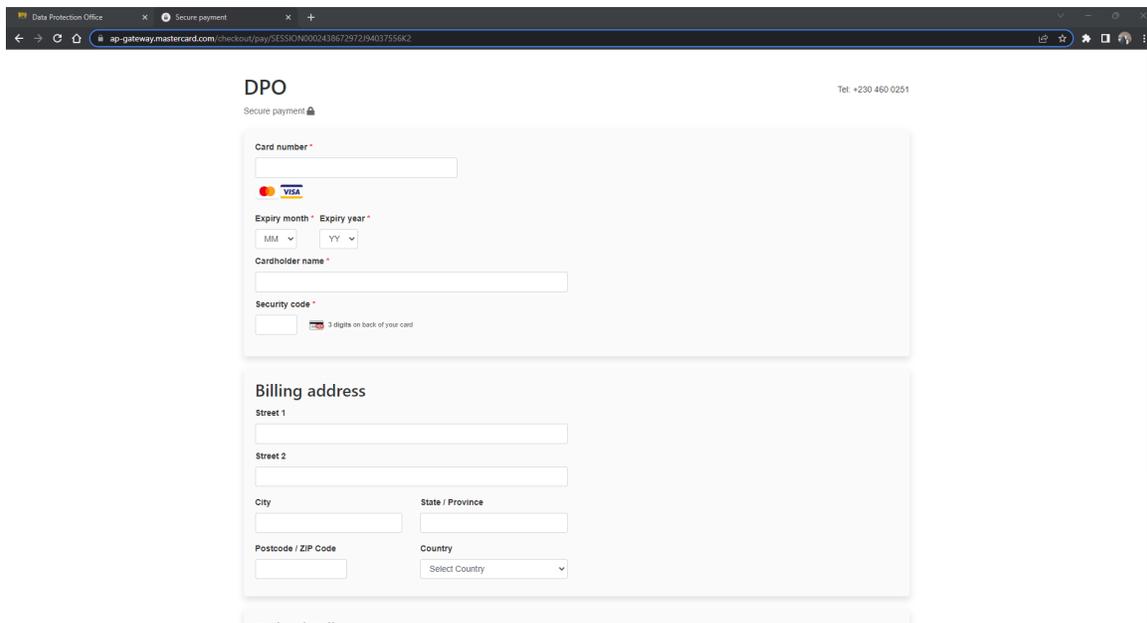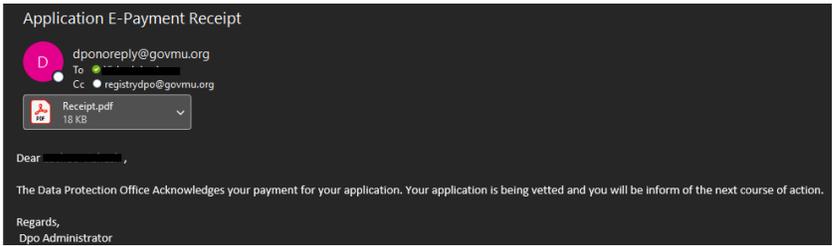
Sample of email received to applicant with receipt.

## 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 | | Cash | 1500.00 | PAID | 07/11/2022 | |
| DPO/2022/10/0107 | Controller | | Cash | 1500.00 | PAID | 07/11/2022 | |
| DPO/2022/10/0106 | Controller | | Cash | 1500.00 | PAID | 07/11/2022 | |
| DPO/2022/10/0105 | Controller | | Cash | 1500.00 | PAID | 07/11/2022 | |
| DPO/2022/09/0031 | Controller | | Cash | 1500.00 | PAID | 07/11/2022 | |
| DPO/2022/08/0019 | Controller | | E-Payment | 0.00 | PAID | 09/10/2022 | |
| DPO/2022/08/0001 | Controller | | Adjustment Voucher | 1500.00 | PAID | 17/09/2022 | |
| DPO/2022/08/0004 | Controller | | E-Payment | 0.00 | PAID | 15/09/2022 | |
| DPO/2022/08/0004 | Controller | | E-Payment | 0.00 | PAID | 16/09/2022 | |
| DPO/2022/08/0003 | Processor | | E-Payment | 0.00 | PAID | 13/09/2022 | |
| DPO/2022/08/0003 | Processor | | E-Payment | 10.00 | PAID | 24/10/2022 | |
| DPO/2022/08/0001 | Controller | | 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 | ✏ | 📄 |

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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

**Registration of ONLINE Complaint**

Complainant   Respondent   Complaint Details   Declaration   Documents

Details of Organisation :

| | | | |
|---|---|---|---|
| Organisation Name : | [ ] | | |
| Block / House No. : | [ ] | Street : | [ ] |
| Locality : | Select ▾ | Town / Village : | [ ] |
| District : | Select ▾ | Postcode : | Select ▾ |
| Phone No : | [ ] | Mobile No : | [ ] |

Details of Representative acting on behalf of organisation :

| | | | |
|---|---|---|---|
| NID : | [ ] | | |
| First Name : | [ ] | Last Name : | [ ] |
| Email Address : | [ ] | | |
| Phone No : | [ ] | Mobile No : | [ ] |

← 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.

**Registration of ONLINE Complaint**

Complainant   **Respondent**   Complaint Details   Declaration   Documents

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

[ ]

| | | | |
|---|---|---|---|
| Block / House No. : | [ ] | Street : | [ ] |
| Locality : | Select ▾ | Town / Village : | [ ] |
| District : | Select ▾ | Postcode : | 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.





- 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.

**Registration of ONLINE Complaint**

Complainant    Respondent    Complaint Details    **Declaration**    Documents

Declaration Of:-

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

on    Date      at    Time

, 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:
  - upload documents in case the complaint or the declaration exceed 10000 characters.
  - 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

| 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.

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.

**Registration of ANONYMOUS Complaint**

| Complainant | Respondent | Complaint Details | **Documents** |

**+ New Document**

| Document Name ↑ | | Add Description ↑↓ | Edit | View | Remov |
|---|---|---|---|---|---|

No records found.

**Action Required**     ✕

ⓧ  Please, submit your complaint before print it

☑ 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    🖨 Print

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# 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 | ✏ | 📄 |

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## 16. Register Anonymous Complaint

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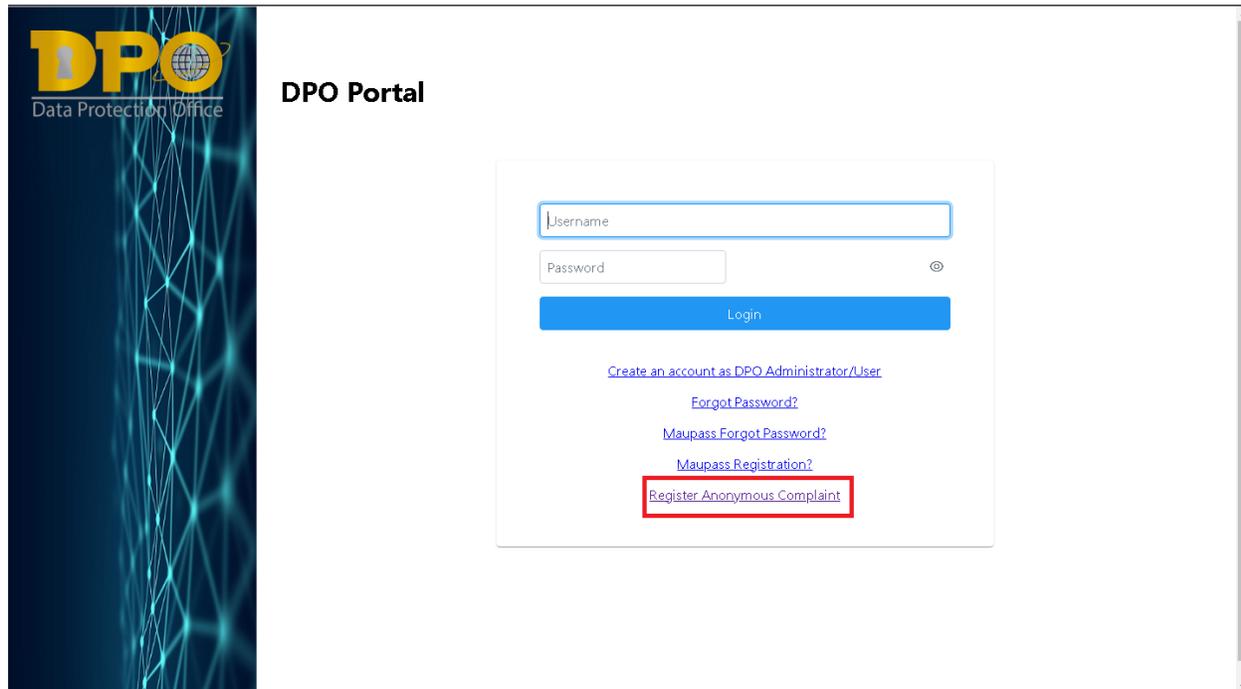


The user can create his/her complaint using the "New Complaint" button under the "Submit a New Anonymous Complaint" section.
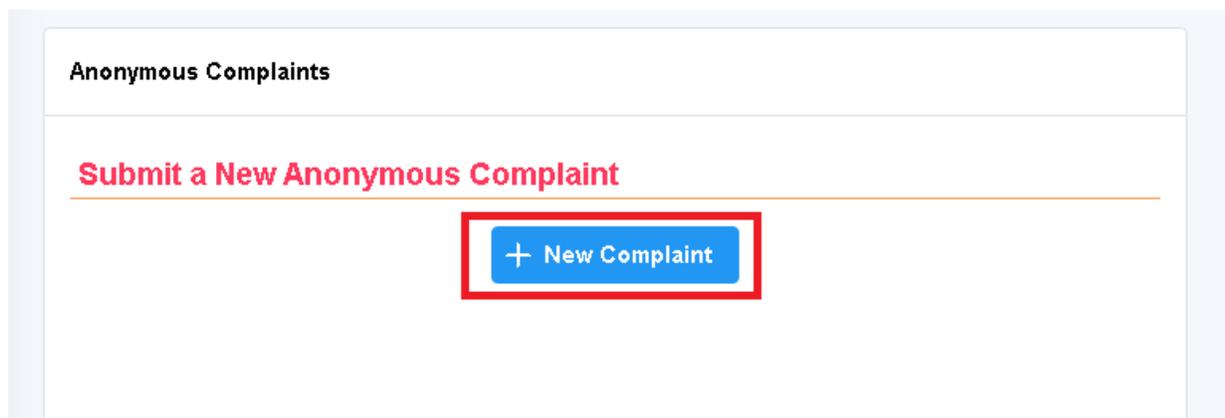


The complaint has 4 sections:

- 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 :    Select          Town / Village :

District :    Select          Postcode :    Select

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 :    Select          Town / Village :

District :    Select          Postcode :    Select

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.





- 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.
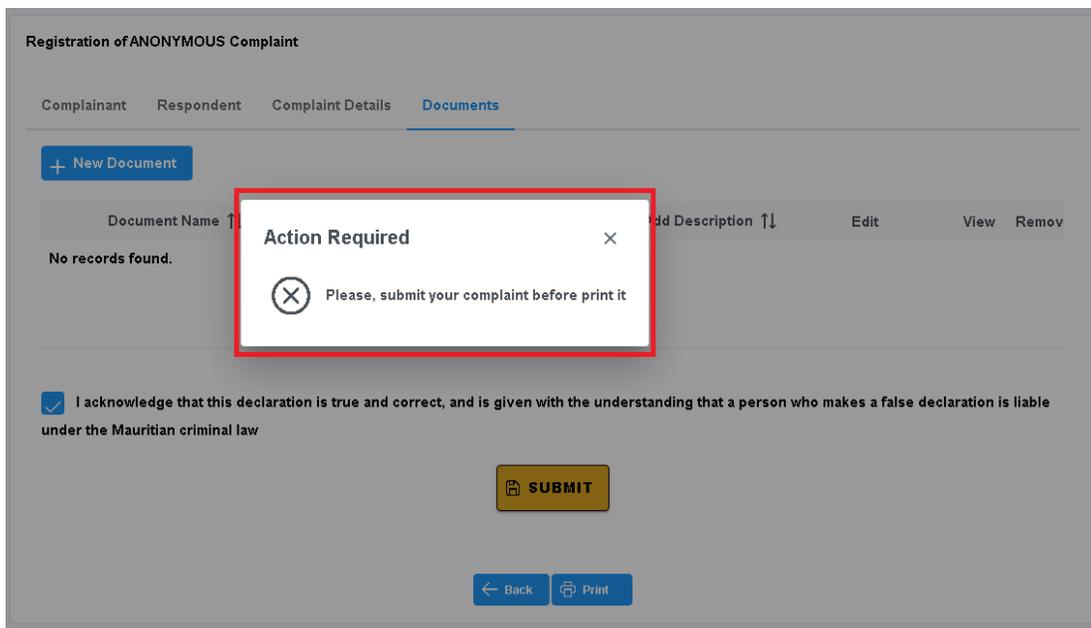
## 17. Search for an Anonymous Complaint

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 :    A/2022/19

🔍 Search

Status :    Submitted

← Back

# 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:
    - Company Name
    - Street, town / village
    - Telephone Number, Email Address

**TRANSFER OF PERSONAL DATA ABROAD**

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

Controller / Processor Certificate :     [Select ▾]

Company Name* :     [_____]

Block / House No. :     [_____]          Street* :     [_____]

Locality* :     [Select ▾]          Town / Village :     [_____]

District :     [Select ▾]          Postcode :     [Select ▾]

Telephone No.* :     [_____]          Mobile No. :     [_____]

Email Address* :     [_____]          Fax No. :     [_____]

- 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.

| 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.

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

[◁ First]                                                                                                    [▷ Last]

**1**

**Appropriate Safeguards**

| Appropriate Safeguards | | |
|---|---|---|
| Controls | Please tick if applicable | Short Description |
| Physical Security | ☐ | |
| UPS | ☐ | |
| User Logging Controls | ☐ | |

- 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, 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:
  - 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

Particulars of controller giving the notification    Details    Documents

Under section 25 of the Data Protection Act, in case of a personal data breach[1], the controller[2] 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 : | Select |

Company Name* :

| Block / House No. : | | Street* : |
|---|---|---|
| Locality* : | Select | Town / Village : |
| District : | Select | Postcode : | Select |

Name of processor₁ 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.

NOTIFICATION OF PERSONAL DATA BREACH

📄 Notes

Particulars of controller giving the notification    **Details**    Documents

◁ First                                    ❯ Next   ▷ Last

①            2            3            4

**2. Nature of the personal data breach**

| 2. Nature of the personal data breach | |
|---|---|
| **Controls** | **Short Description** |
| (a) When did the personal data breach happen? | |
| (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 | |

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:
    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

**DATA PROTECTION IMPACT ASSESSMENT**

Particulars of controller giving the notification     Details     Documents

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 : | Select ⌄ | | |
| Company Name* : | | | |
| Block / House No. : | | Street* : | |
| Locality* : | Select ⌄ | Town / Village : | |
| District : | Select ⌄ | Postcode : | Select ⌄ |
| 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 response to all the controls, adding description.

**DATA PROTECTION IMPACT ASSESSMENT**

Particulars of controller giving the notification     **Details**     Documents

| ◁ First | | | | | | | ❯ Next   ▷ Last |

|  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 | |
| 2.2 Purpose/s of project/processing | |

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**DATA PROTECTION IMPACT ASSESSMENT**

Particulars of controller giving the notification    Details    Documents

⏮ 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 |

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**DATA PROTECTION IMPACT ASSESSMENT**

Particulars of controller giving the notification    Details    Documents

⏮ 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 ⌄

- 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

DATA PROTECTION COMPLIANCE AUDIT FORM

2. General Information    3. Details    Documents

*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 :  [ Select ▾ ]

Company Name* :  [                    ]

Block / House No. :  [                    ]    Street* :  [                    ]

Locality* :  [ Select ▾ ]    Town / Village :  [                    ]

District :  [ Select ▾ ]    Postcode :  [ Select ▾ ]

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.

DATA PROTECTION COMPLIANCE AUDIT FORM

2. General Information    3. Details    Documents

[◁ First]                                                    [> Next]  [▷ Last]

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? | ○ Yes  ○ No  ○ N/A | [                    ] |
| 2.    Are personal data collected for explicit, specified and legitimate purpose(s)? | ○ Yes  ○ No  ○ N/A | [                    ] |
| 3.    Are personal data collected in paper format? | ○ Yes  ○ No  ○ N/A | [                    ] |
| 4.    Are personal data collected digitally? | ○ Yes  ○ No  ○ N/A | [                    ] |

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

**APPLICATION CERTIFICATION FORM**

| Particulars of controller/processor | Details | Documents |

Controller / Processor Certificate :    [Select ⌄]

Company Name* :    [                    ]

Block / House No. :    [                    ]    Street* :    [                    ]

Locality* :    [Select ⌄]    Town / Village :    [                    ]

District :    [Select ⌄]    Postcode :    [Select ⌄]

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.

📄 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? | ○ Yes  ○ No  ○ N/A | | 📄 0 file/s | |
| 2. Is your registration as controller/processor up to date? | ○ Yes  ○ No  ○ N/A | | 📄 0 file/s | |

|◁ First                                                          〉Next    ▷| Last

📄 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 ▾

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?     ○ Yes  ○ No  ○ N/A     📄 0 file/s

| 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? | ○ Yes  ○ No  ○ 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 Asessment

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 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.

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

**+ New Document**

| Document Name ↑↓ | Uploaded by ↑↓ | Add Description ↑↓ | View | Remove |
|---|---|---|---|---|
| EFORMS-FLOW.pdf | APEIM | | | |

« ‹ › » 10 ⌄

**SUBMIT**

← Back    Save as Draft    Print
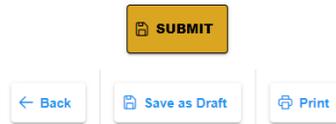
The user can save the eform as a draft till he/she wants to submit the same. The user will get a temporary unique reference number and he/she will be able to add new info or document to the eform. When the eform is complete the user can submit it. After submitting an eform, the user will get a new unique 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'.

**APPLICATION CERTIFICATION FORM**

**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.**

---

**APPLICATION CERTIFICATION FORM**

**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**

| + Transfer of Personal Data Abroad | + Notification of Personal Data Breach | + Data Protection Impact Assessment | + Compliance Audit | + Certification Form |
|---|---|---|---|---|

| Reference ↑↓ | Category ↑↓ | Submitted Date ↓⚌ | Status ↑↓ | View | Letter |
|---|---|---|---|---|---|
| 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 | ✏ | |

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