Keyhouse

Your Practice Partners

Agenda

07:30 – 07:45 Registration.

07:45 – 08:00 Introduction – What are the GDPR requirements for the Keyhouse application.
Presented by Brian Sweeney (Keyhouse)

08:00 – 08:45 A Summary of the new GDPR Tools.
Presented by Martina Winters (Keyhouse)

- The Right to be Forgotten - Purging Files
- Subject Access Request/Data Portability - Exporting Client Data
- Privacy by Design – Security Profiling for Groups and Users
- Secure Collaboration & Communication – Sharefile (email encryption)

08:45 – 09:00 Close – Summary, Survey Results and Q & A - *Presented by Brian Sweeney (Keyhouse)*

Poll Everywhere

1. *What's going on*

Throughout the event we're going to ask a series of questions which we'd like you to answer.

You'll use your phones, tablet, or laptop to respond. Please get your device ready as we want you to participate – just remember to keep it on silent!

You don't need to download anything – just simply type in the URL below into your web browser

pollev.com/Keyhouse

2. *Lets try one*

Let's do a quick poll now to get the hang of it. Everyone take out your device and tell me –

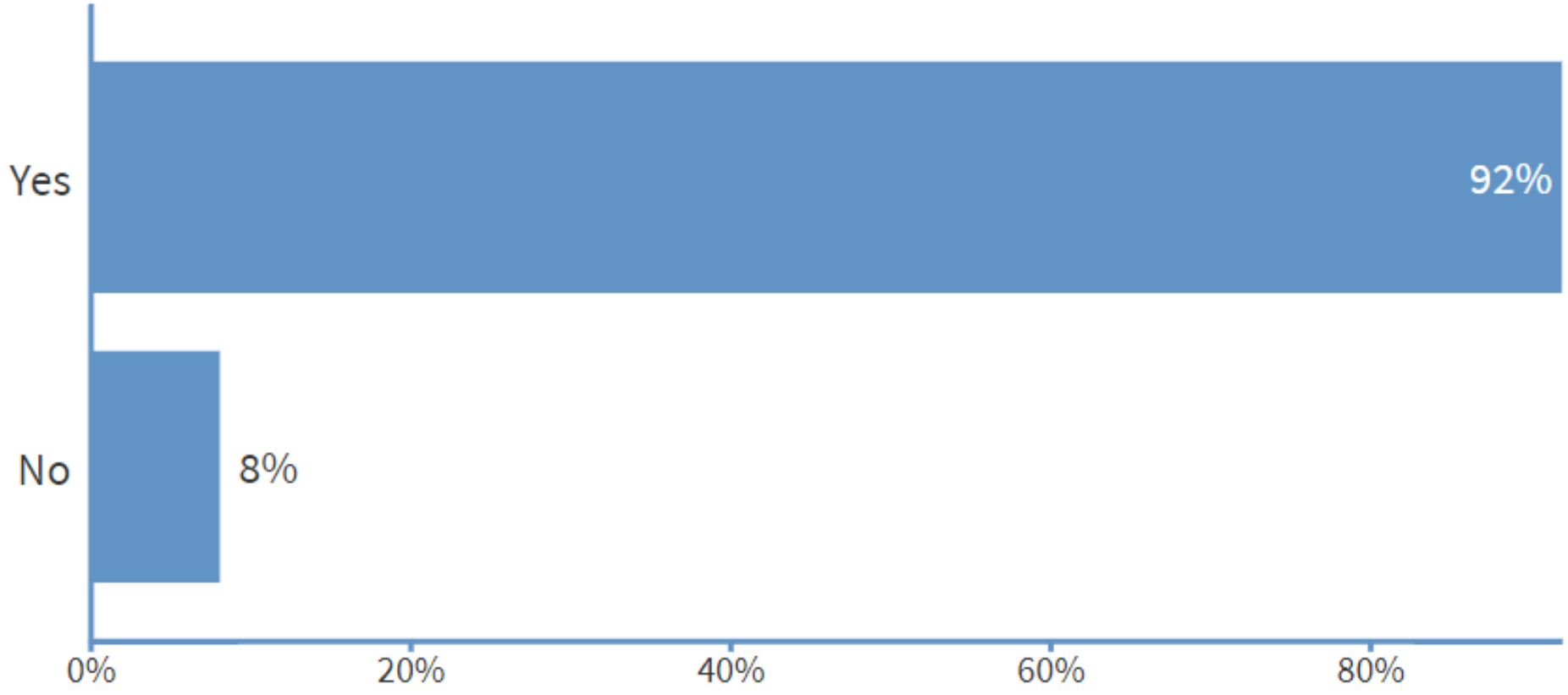
Will the GDPR have a major impact on your business?

Wait for the poll/question, respond with your answer and select ***Submit***

Will the GDPR have a major impact on your business (Yes or No)?

When poll is active, respond at **PollEv.com/keyhouse**

Text **KEYHOUSE** to **+353 86 180 0400** once to join



What is the GDPR?

- The GDPR replaces the Data Protection Act (DPA) 1988 (amended in 2003).
- Same basic principles as the current Data Protection law but strengthened.
  - Transparency
  - Purpose Limitation
  - Data Minimisation
  - Accuracy
  - Storage Limitation
  - Integrity and Confidentiality
  - Accountability – Evidence of Compliance through process & documentation.
- Empowers the consumer with new rights and more control over their data.
- Higher penalties for non compliance.

Impact on Law Firms

- The impact on you (law firms) is twofold;
  - ✓ ensuring your current systems have the tools required to deliver on the GDPR requirements,
  - ✓ ensuring you have the capability to implement & document the processes required to meet the GDPR requirements.
- Focus on the new tools/features that your Keyhouse application will have to help you in the delivery of your GDPR requirements.

What will be Excluded from this Seminar

- Designing processes to **meet** your GDPR requirements.
- Delivering documentation around your GDPR requirement.
- How your firm should be preparing for the GDPR.
- Advising you on your IT infrastructure security requirements.

What will be Included in this Seminar

Tools to assist the firm in managing the GDPR

- The Right to be Forgotten - Purging Files.
- Subject Access Request/Data Portability - Exporting Client Data.
- Privacy by Design – Security Profiling for Groups and Users.
- Secure Collaboration & Communication – Sharefile (email encryption).

Where does Keyhouse fit in?

- Its your Case Management System - manages and stores personal data.
- Important tool to assist with GDPR compliance.
- Correct File Opening and Closing Processes are paramount to assist in meeting GDPR requirements.
- Foundation for meeting Data Protection Principles and new Individual Rights.
- Accurate and complete data entry is cornerstone.

Do you close off files in Keyhouse when a matter/case is completed and archive it?

When poll is active, respond at **PollEv.com/keyhouse**

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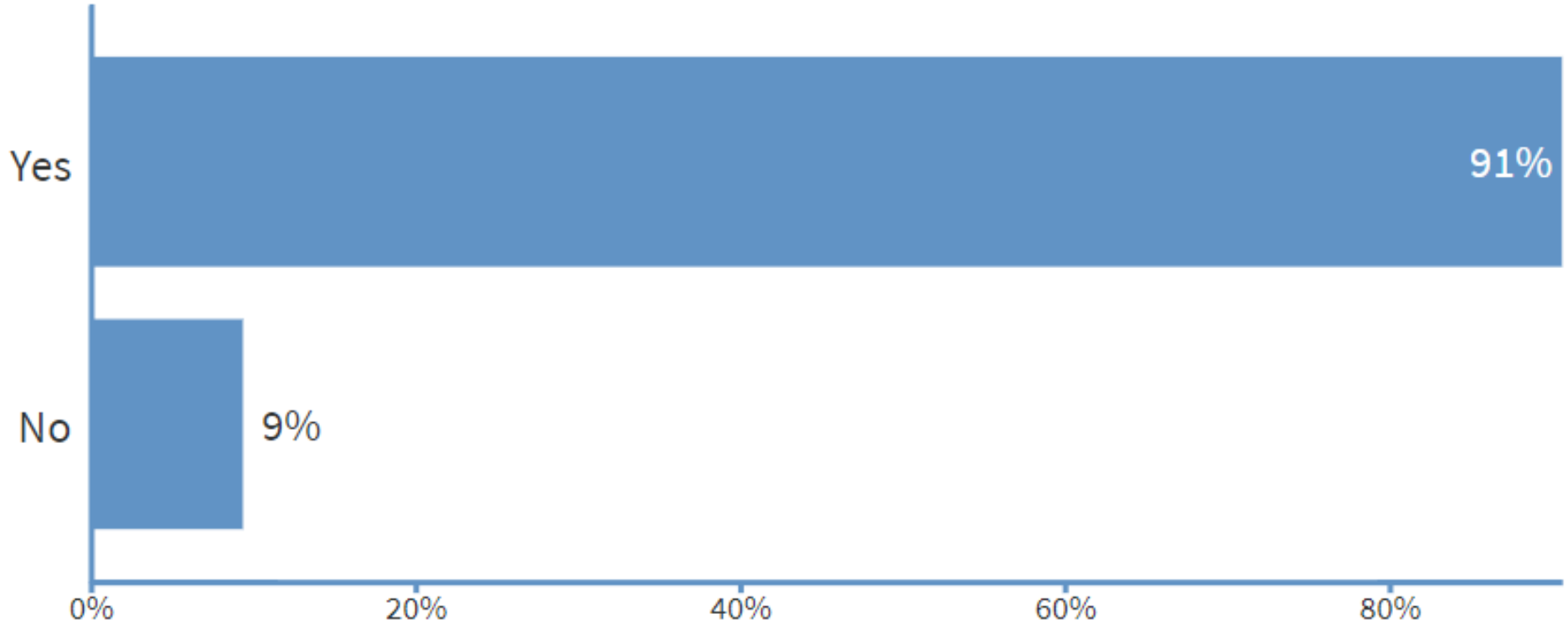
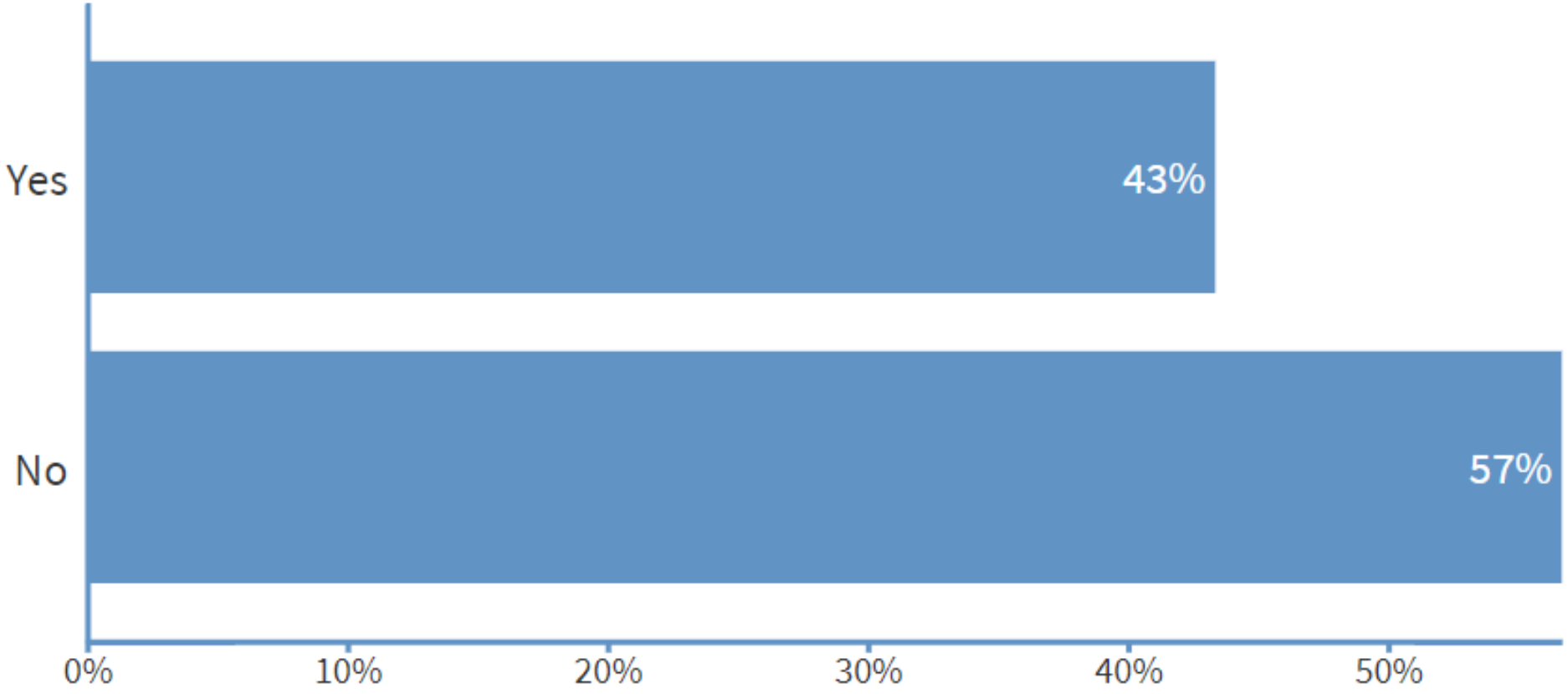


Do you record a "destroy date" in Keyhouse when closing/archiving files?

When poll is active, respond at **PollEv.com/keyhouse**

Text **KEYHOUSE** to **+353 86 180 0400** once to join



File Closing Procedure

Should already be familiar with this –

Ensure:

- all balances are nil,
- all time is posted to the ledger
- Tasks in the Case Diary are marked as complete
- No undischarged Undertakings

File Closing Procedure – Destroy Date

Keyhouse Case Management (MW - Martina Winters - 00:32 / 06:58)

Home | Case | Reports | Partners | Phone Log | Maintain | Setup | Help

New Item (Actions) | Print | Capture | Generate (Documents) | Complete Action | Start Timer | Post Time (Accounts)

Client/Case
- Case Diary
- Document Manager
- Current Client Details
- Current Case Details
- Extra Case Details
- Associates
- Critical Information
- Know Your Client
- A/c Ledger
- Time Ledger
- Debt Ledger
- Reserve Ledger
- Undertakings
- Strong Room

Tasks | Search/Open | Client/Case | Time Costing

Current Case Details

Client Code: ABB001 Description *: Sale 45 Somserset Road, Dublin 6

Matter: 0001

Matter | Admin | Additional Details | Case Associate | Archive | Billing Details | Permission | Linked Cases

☐ Closed Originally closed on

Date File Closed:

Location:

Archive Location:

File Barcode No:

Box Barcode No:

Expected Destroy Date: 04 Jan 2018

Actual Destroy Date: 12 Feb 2018

Destroyed by: Martina Winters

File No 24 OK Cancel

To close a matter, go to Case Details, Archive and tick the box marked Closed.

Storage Limitation

"Personal Data shall be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed"

Complete & Accurate data entry and a File Closing procedure is vital for reporting on Data that can be and should be deleted.

Getting your Ducks in a row

GDPR – Key Changes

Greater Controls for Data Subjects

- Right to be forgotten also known as Data Erasure
- Right to Access
- Data Portability
- Privacy by Design

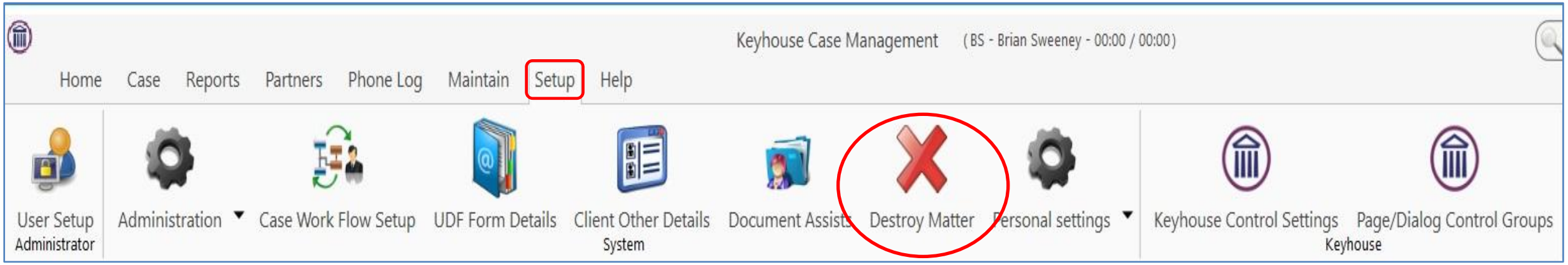
Data Erasure – Right to be Forgotten

GDPR provides individuals with broader rights to have their data erased without undue delay:

"Where the personal data is no longer necessary in relation to the purposes for which it was collected"

GDPR *Keyhouse Functionality*
Erasing/Purging Data

- Must be logged in as an administrator
- In System Configuration – Enable Destroy Matter must be ticked.



Destroy Matter Wizard – Step 1

Destroy Matter

Destroy Matters

Step 1/4 Step 2/4 Step 3/4 Step 4/4

Welcome to the Destroy Matter wizard

This wizard schedules matters to be permanently deleted from the system. Please be cautious about which matters you want to delete. **Once they are destroyed they cannot be restored.**

A backup of the database and client documents is **highly** recommended. This can be deleted after the process is completed.

Previous Next

Destroy Matter Wizard – Step 2

Destroy Matter

Destroy Matters

Step 1/4 | Step 2/4 | Step 3/4 | Step 4/4

Fill in the below criteria to select matters you want to destroy.

The following criteria are mandatory and always applied:

- [x] Matter is Closed
- [x] Matter has no debt, outlay, or client balance
- [x] Matter has no statute of limitations
- [x] Matter destroy date has been passed
- [x] No undischarged undertakings

No activity since the following (minimum 7 years): 06 Mar 2011

For the following fields you can enter multiple codes separated by a comma. Leaving blank will not apply a filter

Client filter:

Matter filter: Enter matter code(s)

Matter fee earner filter: Enter fee earner code(s)

Matter department filter: Enter department code(s)

Matter work type filter: Enter work type code(s)

- [ ] Retain matter reference[?]

Previous | Next

Destroy Matter Wizard – Step 3

Destroy Matter

Destroy Matters

Step 1/4 | Step 2/4 | **Step 3/4** | Step 4/4

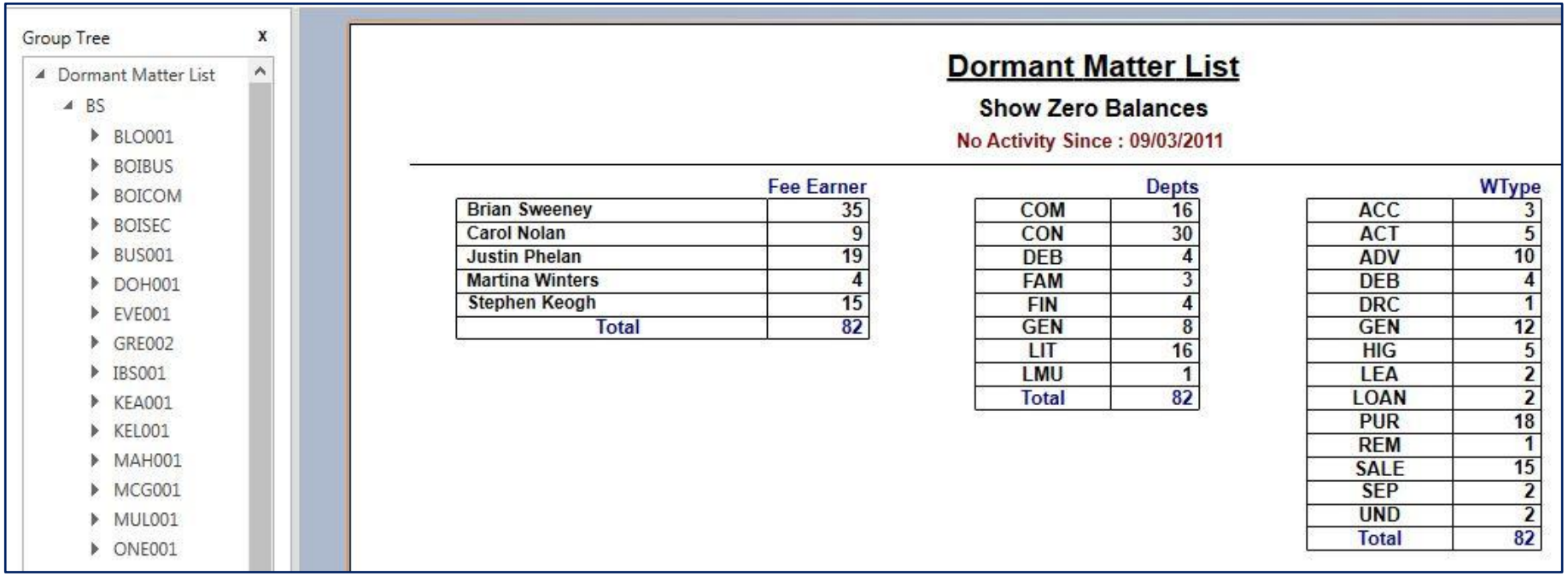
You can tag/untag which matters you want to destroy here. Only tagged items will be destroyed. Right click to tag/untag all.

Search

	Matter	Client	Description	FE	Dept	W/T	Close Date	Destroy D...
☑	BOIBUS/0002	Bing Oil Industries Business Ba...	Advice re Agreement	BS	FIN	ADV	08 Mar 20...	23 Mar 2018
☑	BOIBUS/0009	Bing Oil Industries Business Ba...	Shareholding Agreement - Ente...	BS	FIN	ADV	08 Mar 20...	23 Mar 2018
☑	BOICOM/0001	Bing Oil Industries Commerical...	Advice re Terms of Agreement	BS	COM	ADV	08 Mar 20...	23 Mar 2018
☑	BOICOM/0002	Bing Oil Industries Commerical...	Customer Aquisition of Fleet Se...	BS	COM	ADV	08 Mar 20...	23 Mar 2018
☑	BOICOM/0003	Bing Oil Industries Commerical...	Disposal of Toolkit Supplies Ltd	BS	COM	LO...	08 Mar 20...	23 Mar 2018
☑	BOICOM/0004	Bing Oil Industries Commerical...	Advice re Terms & Cond	BS	FIN	ADV	08 Mar 20...	23 Mar 2018
☑	BOISEC/0001	Bing Oil Industries Securities Se...	Compliance Agreement re Sure...	BS	COM	ADV	08 Mar 20...	23 Mar 2018
☑	BOISEC/0004	Bing Oil Industries Securities Se...	Terms & Conidition	BS	COM	ADV	08 Mar 20...	23 Mar 2018
☑	GCOR01/0001	Glanbia Corporate Business Unit	Matter merged with AF0001/00...	MW	EUR	COM	27 Sep 2016	
☑	MUL001/0001	Mulligan & Murray	Harry Williams -v- Department...	BS	LIT	HIG	08 Mar 20...	23 Mar 2018
☑	ONE001/0001	O'Neil Flynn & Co.	56 Glengara Park, Dundrum, Du...	BS	CON	UND	08 Mar 20...	23 Mar 2018
☑	ONE001/0002	O'Neil Flynn & Co.	Joseph Smith -v- CIE	BS	LIT	HIG	08 Mar 20...	23 Mar 2018
☑	ONE001/0003	O'Neil Flynn & Co.	Una Murray of 78 Dodder Park,...	BS	LMU	UND	08 Mar 20...	23 Mar 2018

Where to start? - Data Cleansing Tip

- Dormant Matters Report will identify matters/cases which could have been closed but have remained open.



Fee Earner	
Brian Sweeney	35
Carol Nolan	9
Justin Phelan	19
Martina Winters	4
Stephen Keogh	15
Total	82

Depts	
COM	16
CON	30
DEB	4
FAM	3
FIN	4
GEN	8
LIT	16
LMU	1
Total	82

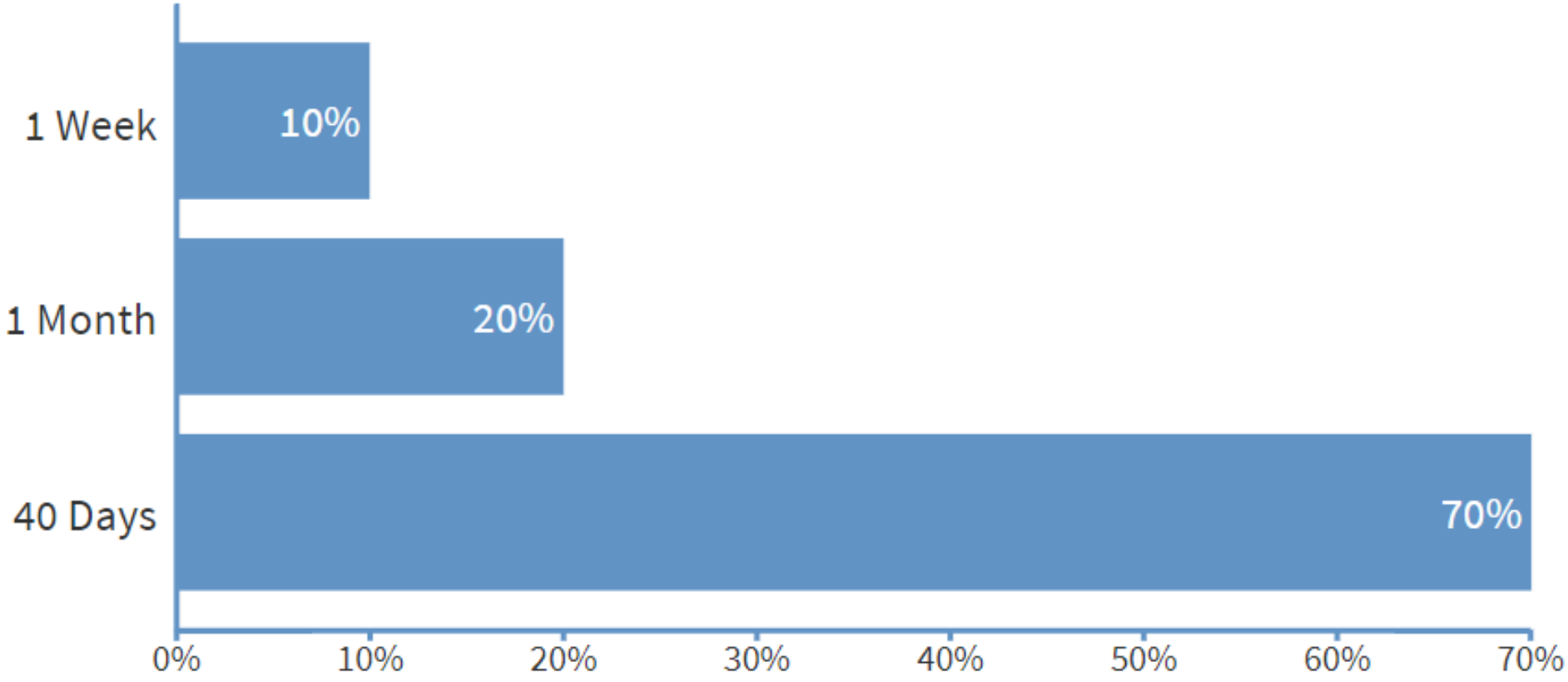
WType	
ACC	3
ACT	5
ADV	10
DEB	4
DRC	1
GEN	12
HIG	5
LEA	2
LOAN	2
PUR	18
REM	1
SALE	15
SEP	2
UND	2
Total	82

- Any such matters should be closed and their destroy dates set as soon as possible.

What is the time period for dealing with a Subject Access Request?

When poll is active, respond at **PollEv.com/keyhouse**

Text **KEYHOUSE** to **+353 86 180 0400** once to join



Subject Access Requests

What information is an individual entitled to under the GDPR?

- purpose of processing.
- access to their personal data; and
- other supplementary information – largely corresponds to the information that should be provided in a privacy notice.

Keyhouse GDPR Functionality – SARs

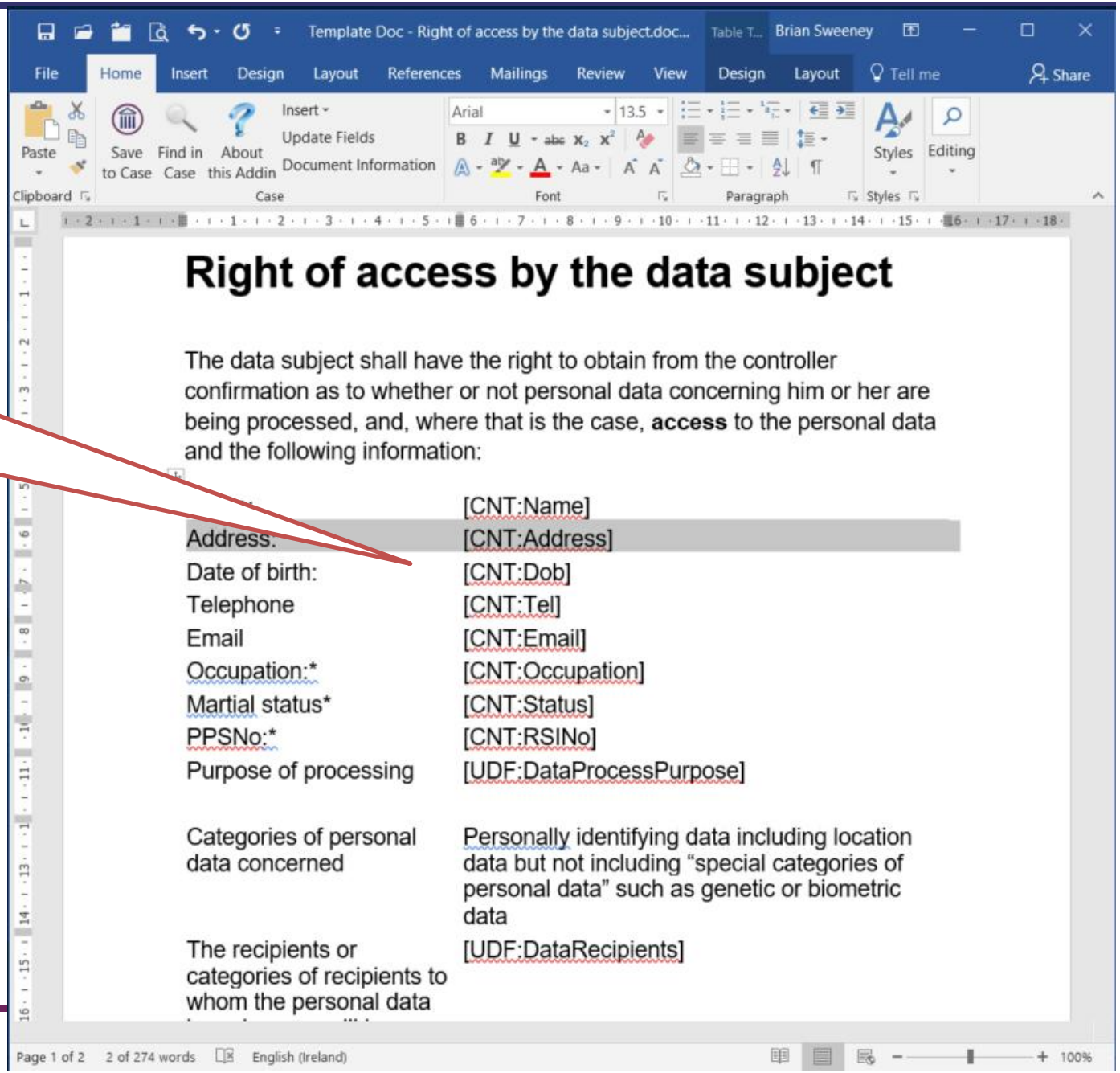
- Use existing Keyhouse Functionality to build a precedent document (SAR Template) with UDFs for the required fields and pre populated paragraphs outlining privacy notices.

- Option to gather client data in a form when opening a file.

- Use Document Manager to export personal data and documentation to a "*commonly used machine-readable format*" i.e. Word/Excel/PDF.

Sample Template SAR Form

This data is stored in the Client Details Screen.



Right of access by the data subject

The data subject shall have the right to obtain from the controller confirmation as to whether or not personal data concerning him or her are being processed, and, where that is the case, **access** to the personal data and the following information:

	[CNT:Name]
Address:	[CNT:Address]
Date of birth:	[CNT:Dob]
Telephone	[CNT:Tel]
Email	[CNT:Email]
Occupation:*	[CNT:Occupation]
Martial status*	[CNT:Status]
PPSNo:*	[CNT:RSINo]
Purpose of processing	[UDF:DataProcessPurpose]
Categories of personal data concerned	Personally identifying data including location data but not including "special categories of personal data" such as genetic or biometric data
The recipients or categories of recipients to whom the personal data	[UDF:DataRecipients]

Subject Access Requests – Document Manager

Keyhouse Case Management (BS - Brian Sweeney - 00:00 / 00:00)

Home | Case | Reports | Partners | Phone Log | Maintain | Setup | Help

New Item | Print | Export to PDF | Start Timer | Post Time | Properties | Reclassify | Email | Capture | Update Shares | Compile Brief | PDF: Adobe Viewer | MS Word | Workshare | Litéra | Dictation

Actions | Accounts | Document(s) | Brief | Preview | Compare

Client/Case
- Case Diary
- Document Manager
- Current Client Details
- Current Case Details
- Extra Case Details
- Associates
- Critical Information
- Know Your Client
- A/c Ledger
- Time Ledger
- Debt Ledger
- Reserve Ledger
- Undertakings
- Strong Room

Tasks | Search/Open | Client/Case | Time Costing

Case: BES001/0001 — Business Time Limited, Lease of Unit 33, Eastgate Avenue, Dublin 12. — Tel: 01-6987777 — F/e: BS

Folder: All

T...	Date	Document Name	Version	Document Class	Sour
	01 Feb 2018	Fintech Statement	1	Correspondance	Capt
	01 Feb 2018	RE: Co-operation Agreement	1	General	Sent
	01 Feb 2018	Cooperation Agreement - Nflow			
	01 Feb 2018	Co-operation Agreement			
	02 Mar 2017	Contract-01			
	01 Mar 2017	Draft Contracts for Sale			
	20 Dec 2016	Letter to Solicitor re planning			
	25 Nov 2016	RESELLER AGREEMENT Option 1			
	18 Nov 2016	blac01-0001			
	18 Nov 2016	Draft Reseller Agreement			
	03 Nov 2016	Draft Pleadings from Counsel			
	31 May 2016	Letter to Solicitor re Shareholding			
	31 May 2016	RESELLER AGREEMENT Option 1			
	31 May 2016	Draft Reseller Agreement	1	General	Rece
	10 Mar 2016	Letter to Solicitor re Title	2	Correspondance	Case
	09 Mar 2016	Cooperation Agreement - Nflow	1	General	Rece
	09 Mar 2016	Co-operation Agreement	1	General	Rece
	10 Nov 2015	RESELLER AGREEMENT Option 1	2	Documents	Rece
	10 Nov 2015	FW: Draft Reseller Agreement	1	General	Rece

Folder: All, Documents, Correspondance, Memos

Search | Search text | Standard View

Document History
Re-classify document(s)
Print document(s)
Print document(s) as PDF
Convert document(s) to PDF
E-mail document(s)
E-mail document(s) as PDF
E-mail original document(s) and PDF versions
Open in Case Diary
Copy
Copy to another Case
Import Document
Export Document
- Windows Folder
- ZIP File
- Email Zip file
- My Briefcase
- Export to PDF

Fintech Statement

Guaranteed Irish Ltd
1 Fitzwilliam Place, Dublin 2
Tel: 01-6612607, Fax: 01-6612633
Email: info@guaranteedirish.ie, WWW: www.guaranteedirish.ie

PRO-FORMA INVOICE

INVOICE TO:
BRIAN SWEENEY
KEYHOUSE COMPUTING
3A MARKET COURT
MAIN STREET
BRAY
CO WICKLOW

Your Reference :
Our Reference : 200770
Customer Code : KH
Description : Pro-forma Invoice
Order Date : 05/05/2009

Description	Net Amount
ANNUAL SUBSCRIPTION FEE	474.54

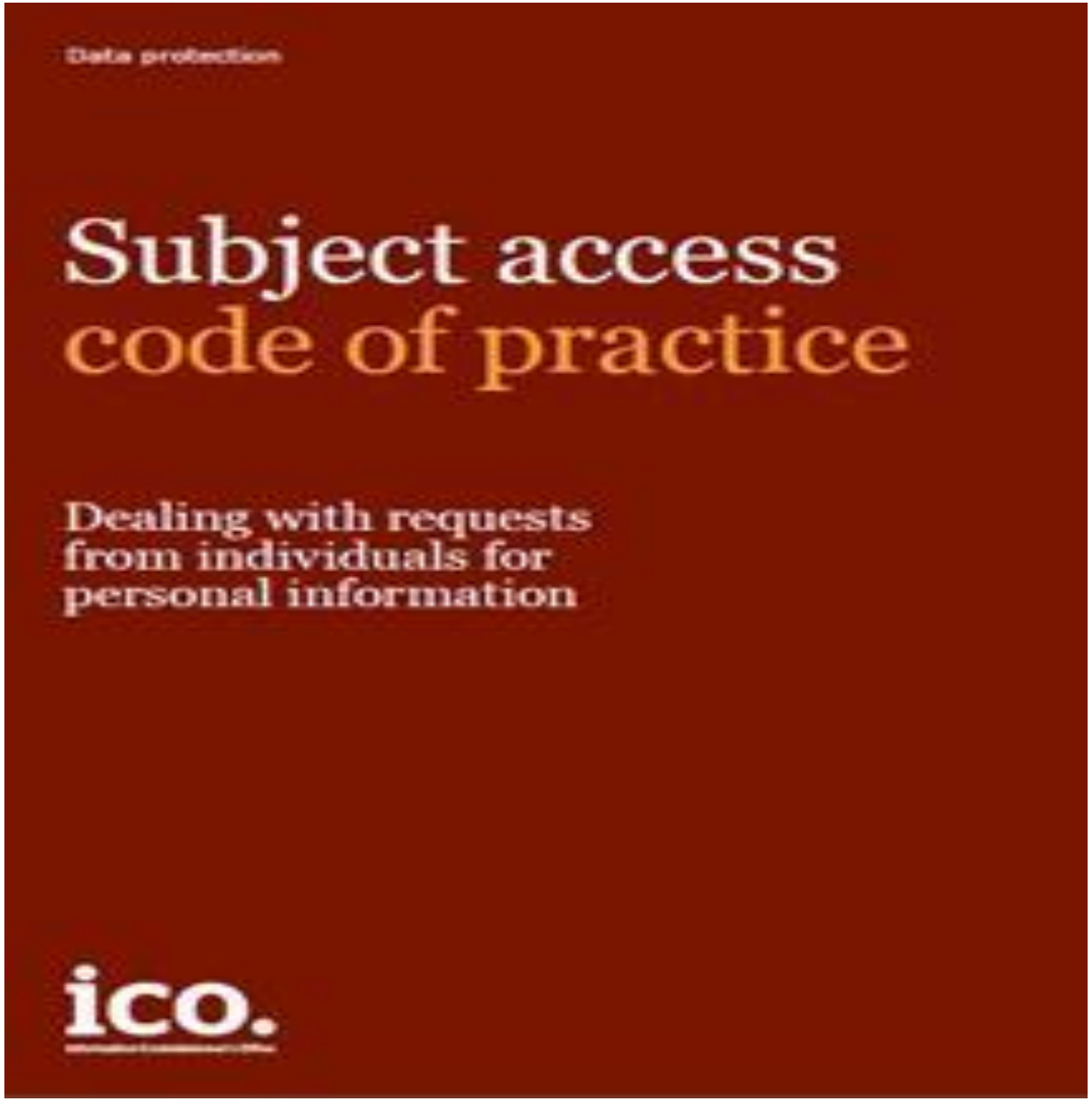
VAT Rate	Description	Net Amt	VAT Amt
1 21.50%	VAT Standard Rate	474.54	102.03

SUB TOTAL € 474.54
VAT TOTAL € 102.03
INVOICE TOTAL € 576.57

THIS IS NOT A TAX INVOICE

BS: Brian Sweeney | Tuesday, 06 March 2018 | 22:09

Individuals' rights



ico.
Information Commissioner's Office

Are Data Portability & Subject Access Requests the same thing?

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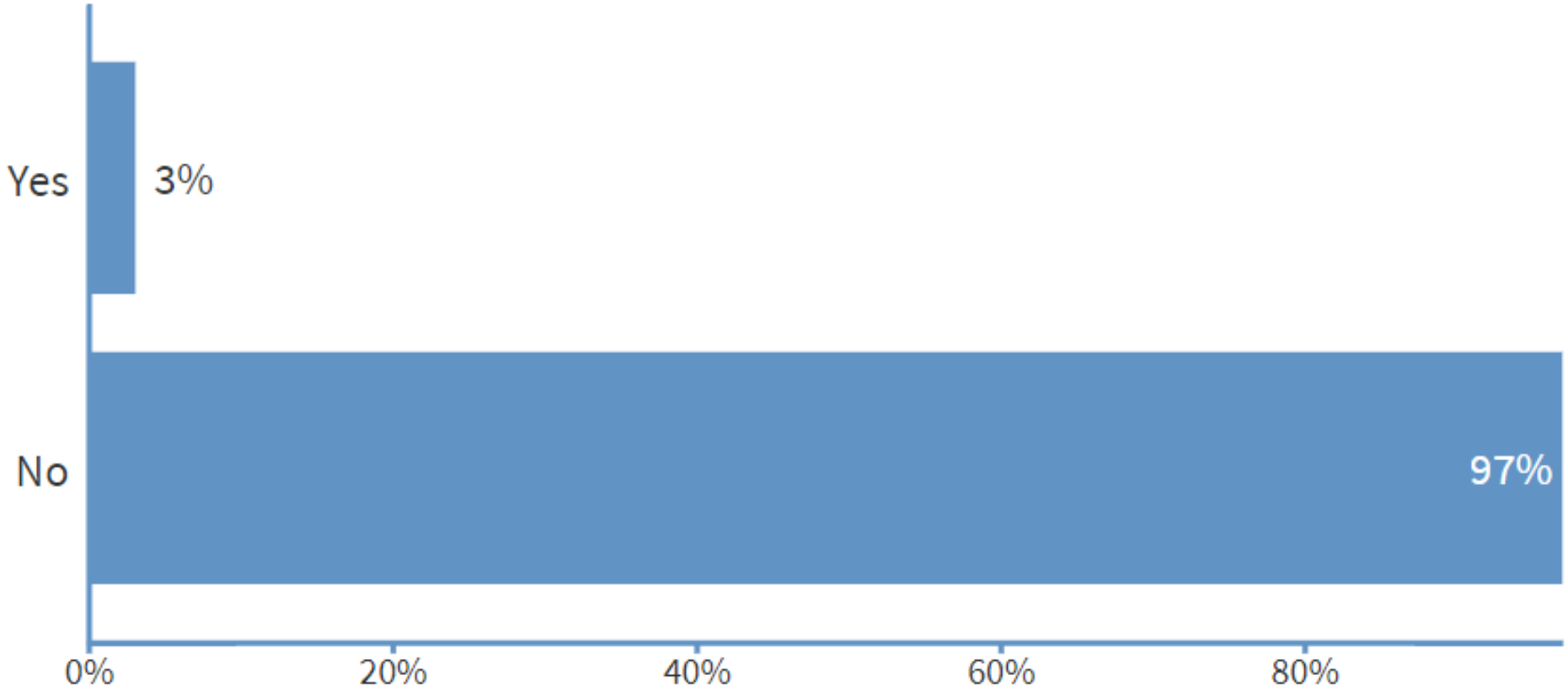

THE RIGHT TO DATA PORTABILITY UNDER THE GDPR

Article 20 of the GDPR creates a new right to data portability, which is closely related to the right of access but differs from it in many ways. It allows for data subjects to receive the personal data that they have provided to a controller, in a structured, commonly used and machine-readable format, and to transmit those data to another data controller.

Data Portability

The new right to data portability enables individuals to obtain their data and move it to another controller without hindrance.

Only applies to personal data an individual has provided to a controller and not data generated by the controller.

Data Portability

Keyhouse Case Management (BS - Brian Sweeney - 00:00 / 00:00)

Home | Case | Reports | Partners | Phone Log | Maintain | Setup | Help

New Item (Actions) | Print | Export to PDF | Start Timer | Post Time (Accounts) | Properties | Reclassify | Email | Capture | Update Shares (Document(s)) | Compile Brief (Brief) | PDF: Adobe Viewer (Preview) | MS Word | Workshare | Litéra (Compare) | Dictation

Client/Case
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- Critical Information
- Know Your Client
- A/c Ledger
- Time Ledger
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- Strong Room

Tasks | Search/Open | Client/Case | Time Costing

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Document History
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Convert document(s) to PDF
E-mail document(s)
E-mail document(s) as PDF
E-mail original document(s) and PDF versions
Open in Case Diary
Copy
Copy to another Case
Import Document
Export Document
- Windows Folder
- ZIP File
- Email Zip file
- My Briefcase
- Export to PDF

Fintech Statement

Guaranteed Irish Ltd
1 Fitzwilliam Place, Dublin 2
Tel: 01-6612607, Fax: 01-6612633
Email: info@guaranteedirish.ie, WWW: www.guaranteedirish.ie

PRO-FORMA INVOICE

INVOICE TO:
BRIAN SWEENEY
KEYHOUSE COMPUTING
3A MARKET COURT
MAIN STREET
BRAY
CO WICKLOW

Your Reference :
Our Reference : 200770
Customer Code : KH
Description : Pro-forma Invoice
Order Date : 05/05/2009

Description	Net Amount
ANNUAL SUBSCRIPTION FEE	474.54

VAT Rate	Description	Net Amt	VAT Amt
1 21.50%	VAT Standard Rate	474.54	102.03

SUB TOTAL € 474.54
VAT TOTAL € 102.03
INVOICE TOTAL € 576.57

THIS IS NOT A TAX INVOICE

BS: Brian Sweeney | Tuesday, 06 March 2018 | 22:09

Data Privacy by Design & by Default

- Has existed for years but only just becoming a legal requirement as part of the GDPR now.

- Aims to establish a new culture of privacy by design and by default, by requiring data privacy to be embedded into a business.

Data Privacy by Design & by Default

Privacy by design:

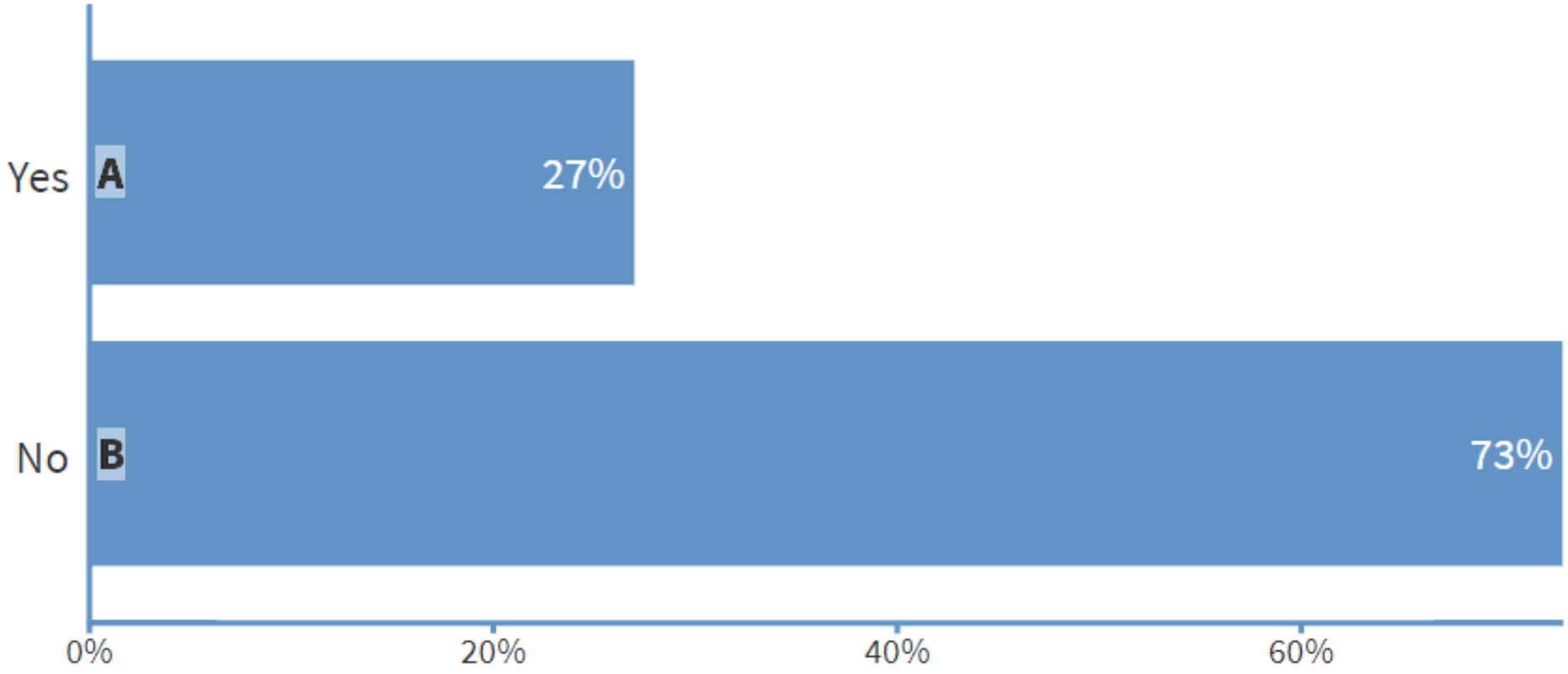
Data protection to be included from the beginning and not "an after thought".

Privacy by default:

Ensure that by default, personal data is processed only for the specific purpose for which it was obtained and access to personal data is limited to only those resources needed to carry out the processing of the case.

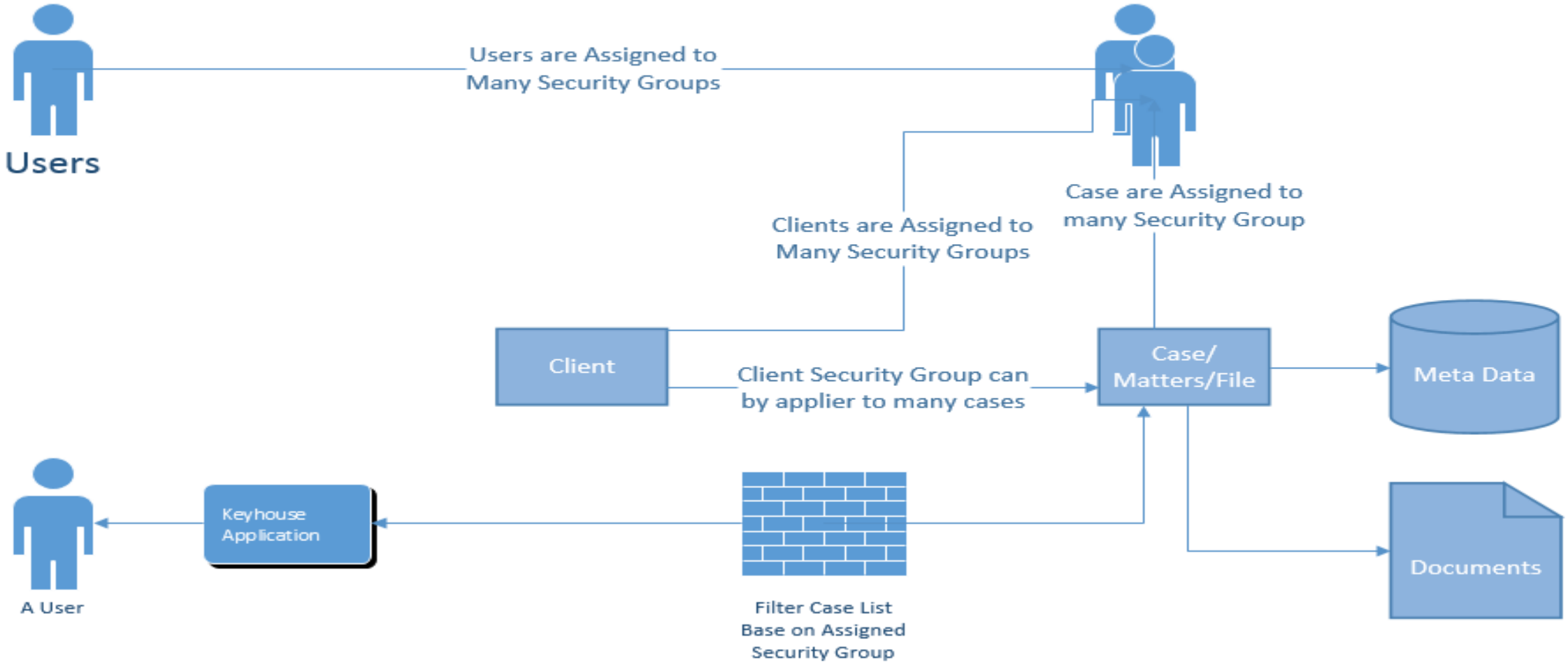
Do you currently use the Keyhouse Record Security Module which enables you to block access for users to selected Clients and/or Matters?

Respond at **PollEv.com/keyhouse** Text **KEYHOUSE** to **+353 86 180 0400** once to join, then **A or B**



Record Security in Keyhouse

Record Security Access Model Overview



"Privacy by default"

How does the Record Security Module work?

- Users are assigned to record security groups and the same security group are assigned to Client/Matters.
- Users only have access to client/case information that they are assigned to.
- Works on a Client & Matter/Case level.

How Keyhouse can assist

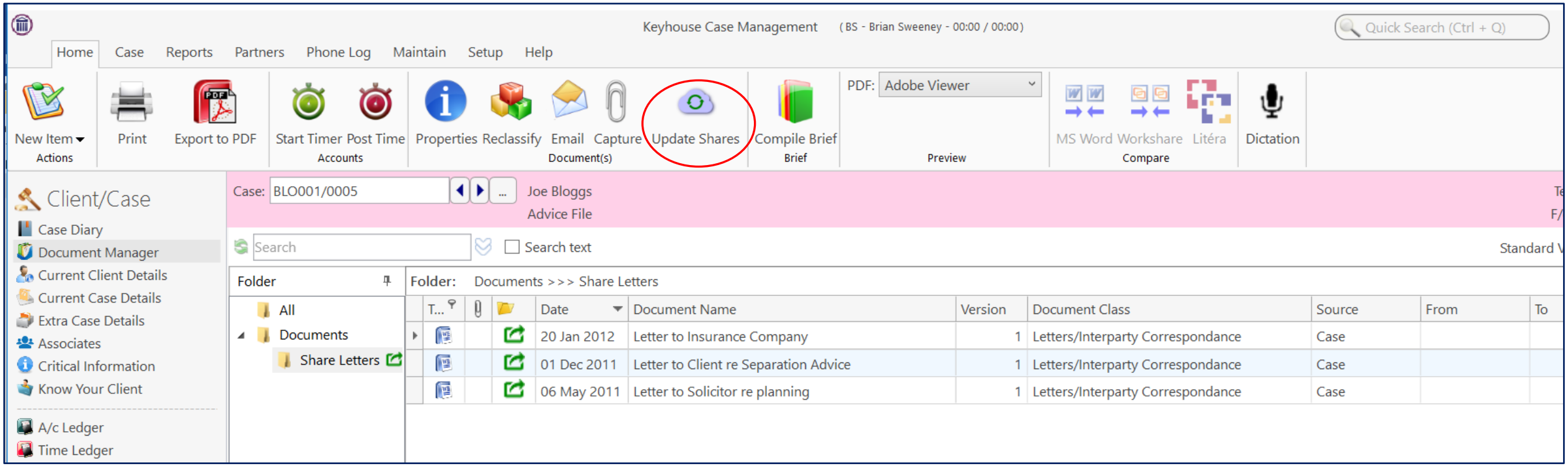
- Services to help your firm in implementing the new tool.
- Training in the area of Security Profiling.
- Assisting your IT Supplier with regards to IT security around the Keyhouse solution - (Outlook Addin).
- Further research into Secure Collaboration & Communication – Citrix Sharefile (email encryption).

Keyhouse & Sharefile

Lawyers get secure access to files from any device, any time and all of this delivered through the Keyhouse Document Management application.

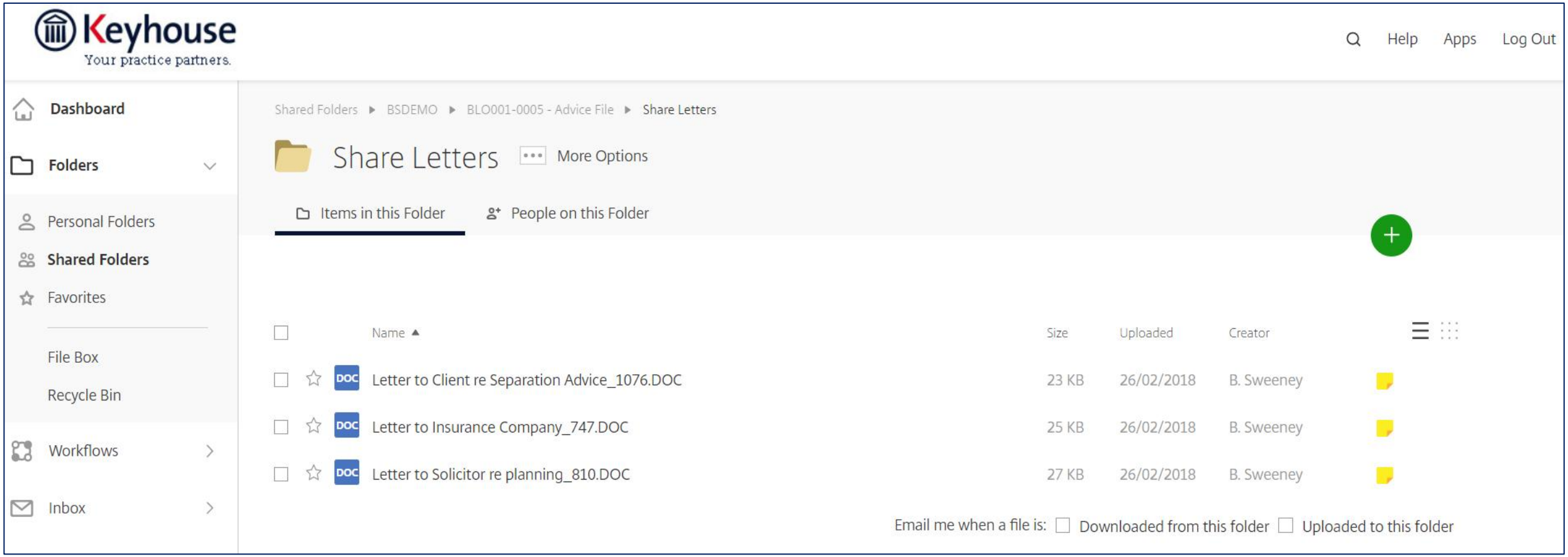
- Share documents seamlessly using Keyhouse connector to Share file.
- Fast, easy, secure file sharing for your firm
- Share files with client's, Barristers, solicitors and other associates without sacrificing security and convenience.
- Remove the e-mail attachment nightmare.
- Access your shared data anywhere from any device.
- Control your data with tracking features and control exactly who is viewing your files and when.

Keyhouse & Sharefile



Share your files securely on the “cloud” through the Keyhouse Document Management application.

Keyhouse & Sharefile



Clients and 3rd parties can access your files securely on the “cloud”. You will have full visibility on who accesses your files.