

# Osprey Approach: GDPR Configuration

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The latest version is always online at  
<https://support.ospreyapproach.com/?p=63223>

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# This guide will demonstrate the options available in Osprey in terms of the GDPR functionality

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Osprey offers both GDPR data requests to provide all details stored on the client's file, or GDPR erasure requests to erase their personal information.

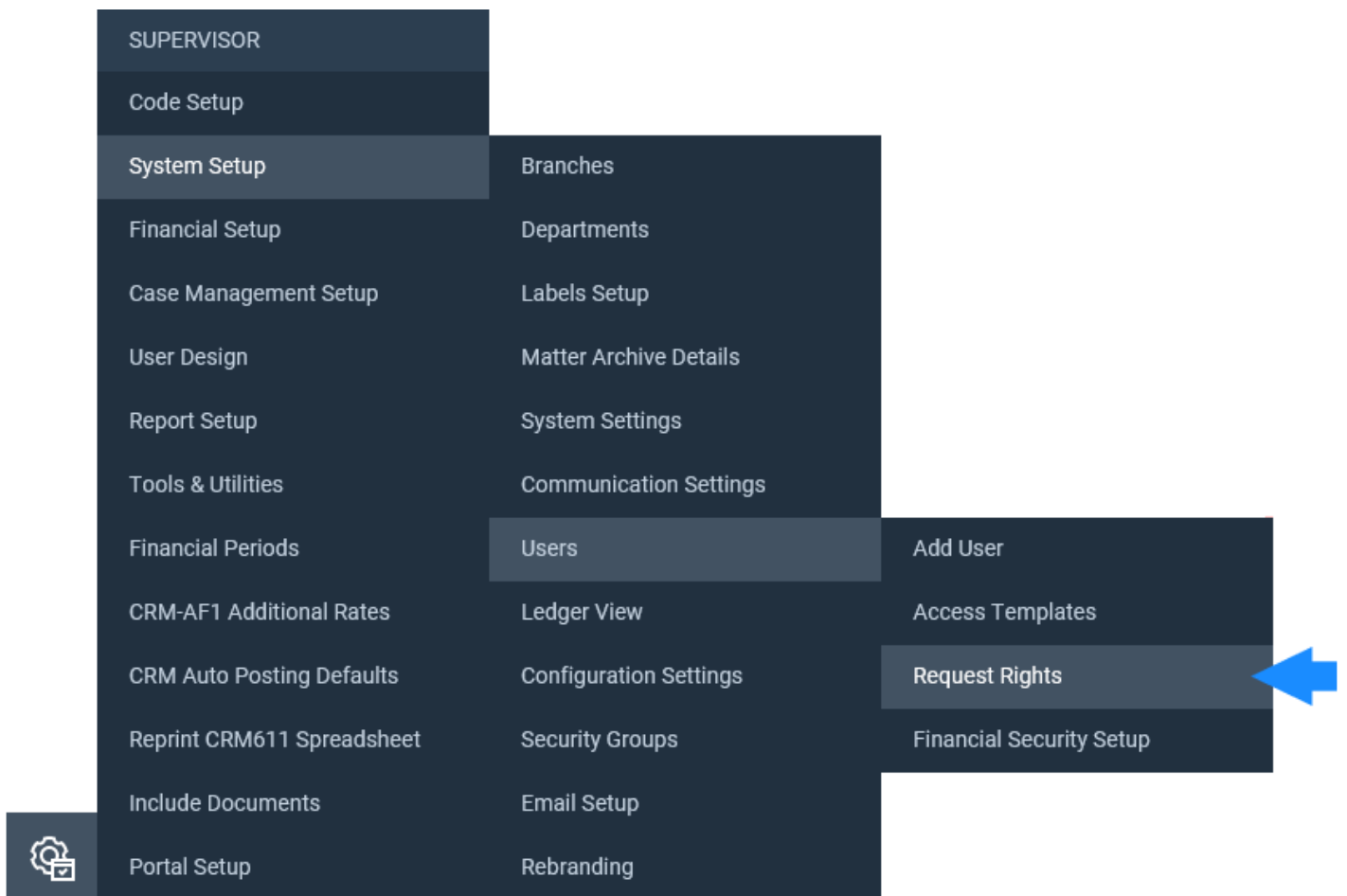
All GDPR requests require 2 users, a Requester, and an Approver.

## Setting up authorised users

Please note: a user cannot be both an authoriser and a requester for the same type of GDPR request.

To utilise this functionality, relevant access must be granted to suitable personnel. There will be a two-step level of authorisation required.

You will need to nominate users to have access to request and users will authorise the requests. Authorisation is set up within Supervisor > System Setup > Users > Request Rights



If any users have been assigned rights, they will appear in the list.

#### REQUEST RIGHTS ▾

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Add

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Export

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USER	ERASURE	DATA	EDIT	DELETE
BECKY	Approval	Approval		
CRISTINA	Request	Request		
MARCEL	Request	Request		
RICHARD	Request	Request		
USER	Approval	Approval		

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Select the 'Add' button. The screen below will appear and will allow you to select a user from the drop-down list, then allocate Erasure or Data Request permissions to them.

 Save

 Cancel

User:

Select

Erasure:

None

Data:

None

Click 'Save' and the user will be added to the list.

You may amend a user's rights by selecting the Edit icon or remove the user from the list of Request Rights by selecting the 'Delete' icon.

## Access Template

The access templates can be configured to only show the relevant areas depending on the users template.

Please ensure the correct access is granted within the access template area to view this facility under the Client & Matter menu.

Go to Supervisor > System Setup > Users > Access Templates.

Locate the relevant access template, right click select Edit.

The options to show the GDPR screens are within Client and Matter > Client > GDPR.

- ✓ ☒ GDPR
  - ✓ ☒ Erasure requests
    - ☒ Add new erasure request
    - ☒ Erasure requests approval
  - ✓ ☒ Data requests
    - ☒ Add new data request
    - ☒ Data requests approval

As a minimum, the relevant users will need access to the following areas:

- Erasure Requesters will require  
**Erasure Requests & Add new erasure request**

- Erasure Approvers will require  
**Erasure Requests & Erasure Requests Approval**
- Data Requesters will require  
**Data Requests & Add new data request**
- Data Approvers will require  
**Data Requests & Data Request Approval**