
User Requirements Specification (URS)

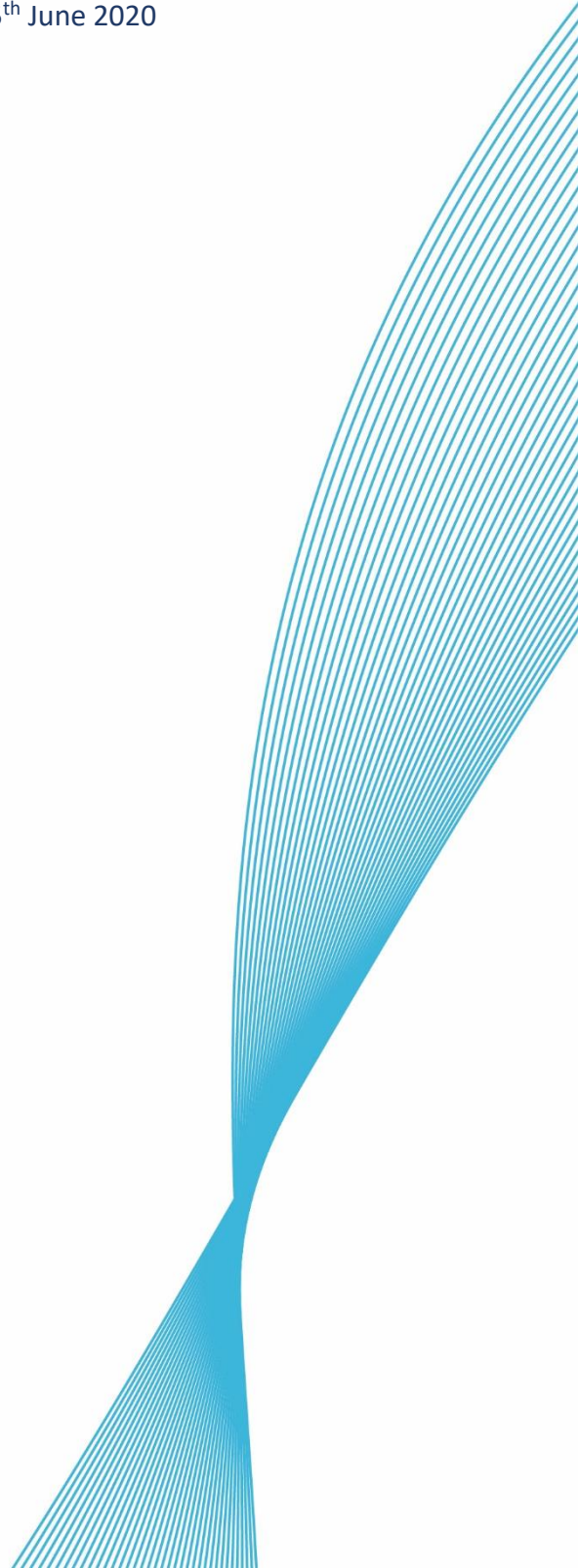
The Secure Data Exchange Portal

Version: 1.0

Effective Date: 15th June 2020

MRA

MRA Service Company



Change History

| Version Number | Implementation Date | Reason for Change |
|----------------|----------------------------|--|
| 1.0 | 15 th June 2020 | Version 1 baselined following approval by IREG |



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1 Introduction

The purpose of this document is to define the user requirements for the Secure Data Exchange Portal (SDEP).

This solution was developed as a result of a review carried out by the Secure Communications Working Group to identify a common solution to standardise communication between parties when handling personal data, that ensures compliance with the requirements of Data Protection Legislation.

The Secure Data Exchange Portal allows a standardised way of communicating between parties when resolving with customers queries and other issues.

2 Description of service

2.1 The Secure Data Exchange Portal provides a secure way for users to communicate and exchange data via the internet. It consists of:

- a secure user interface accessible to SDEP Users via the public internet;
- an application layer, being the infrastructure that will support interactions between parties via secure means;
- production of reports detailed in [Section 8](#); and
- secure processing and storage of relevant data in accordance with data retention requirements in compliance with Data Protection Legislation.

2.2 Definition of users

All Qualifying SDEP Users (as described in MAP 32) are entitled to request access to the SDEP. These are:

- MRA Parties;
- SPAA Parties;
- CAS, as part for their administration duties; and
- Any other person who MEC may determine requires access

3 Entry Requirements

3.1 Qualifying SDEP Users who require access to the SDEP shall follow the onboarding process set out in MAP 32. Each SDEP User is responsible for maintaining the Individual SDEP Users assigned to each business process / escalation level.

4 Supported Business Processes

4.1 The SDEP will support several business processes that are set out below:

| Business Process | Use Case (Refer to Section 4.2 for Description of each Use Case) | Communication | | Applicable to: | | Escalation Time | Bespoke Data Items M = Mandatory O = Optional |
|-------------------------|---|---------------|----------|----------------|----------------|---|---|
| | | From | To | MRA Procedure | SPAA Procedure | | |
| Disputed Meter Readings | General Query | Supplier | Supplier | MAP 08 | Schedule 11 | N/A | <ul style="list-style-type: none"> MPAN/MPRN (O) |
| Disputed Meter Readings | First Escalation | Supplier | Supplier | MAP 08 | Schedule 11 | Initial communication | <ul style="list-style-type: none"> MPAN/MPRN (M) New Supplier Start Date (SSD) (ddmmyyyy) (M) Initial D0300 sent date (ddmmyyyy) (M) Data Flow File ID (O) Additional comments (M) |
| Disputed Meter Readings | Second Escalation | Supplier | Supplier | MAP 08 | Schedule 11 | 5 Working Days following First Escalation | <ul style="list-style-type: none"> MPAN/MPRN (M) New Supplier Start Date (SSD) |

| | | | | | | | |
|---------------------------------|-------------------|----------|----------|--------|-------------|--|---|
| | | | | | | | <ul style="list-style-type: none"> (ddmmyyy) (M) Initial D0300 sent date (ddmmyyy) (M) Data Flow File ID (O) Additional comments (M) |
| Disputed Meter Readings | Final Escalation | Supplier | Supplier | MAP 08 | Schedule 11 | 5 Working Days following Second Escalation | <ul style="list-style-type: none"> MPAN/MPRN (M) New Supplier Start Date (SSD) (ddmmyyy) (M) Initial D0300 sent date (ddmmyyy) (M) Data Flow File ID (O) Additional comments (M) |
| Gas Replacement Readings | General Query | Supplier | Supplier | N/A | Schedule 11 | N/A | <ul style="list-style-type: none"> MPRN (O) |
| Erroneous Transfers | General Query | Supplier | Supplier | MAP 10 | Schedule 10 | N/A | <ul style="list-style-type: none"> MPAN/MPRN (O) |
| Erroneous Transfers | First Escalation | Supplier | Supplier | MAP 10 | Schedule 10 | Initial communication | <ul style="list-style-type: none"> MPAN/MPRN (M) Initial Customer Contact Date (J1668) (ddmmyyy) (M) New supplier REGI date (J0924) (ddmmyyy) (M) D0301 send date (ddmmyyy) (M) Data Flow File ID (O) Additional comments (M) |
| Erroneous Transfers | Second Escalation | Supplier | Supplier | MAP 10 | Schedule 10 | 5 Working Days following First Escalation | <ul style="list-style-type: none"> MPAN/MPRN (M) Initial Customer Contact Date (J1668) (ddmmyyy) (M) New supplier REGI date (J0924) |

| | | | | | | | |
|--|-------------------|----------|----------|--------|-------------|--|--|
| | | | | | | | <ul style="list-style-type: none"> (ddmmyyyy) (M) D0301 send date (ddmmyyyy) (M) Data Flow File ID (O) Additional comments (M) |
| Erroneous Transfers | Final Escalation | Supplier | Supplier | MAP 10 | Schedule 10 | 5 Working Days following Second Escalation | <ul style="list-style-type: none"> MPAN/MPRN (M) Initial Customer Contact Date (J1668) (ddmmyyyy) (M) New supplier REGI date (J0924) (ddmmyyyy) (M) D0301 send date (ddmmyyyy) (M) Data Flow File ID (O) Additional comments (M) |
| Erroneous Transfer Re-registration Escalation | First Escalation | Supplier | Supplier | MAP 10 | Schedule 10 | Initial communication | <ul style="list-style-type: none"> MPAN/MPRN (O) Initial Customer Contact Date (ddmmyyyy) (O) New Supplier ID (O) Old Supplier ID (O) |
| Erroneous Transfer Re-registration Escalation | Second Escalation | Supplier | Supplier | MAP 10 | Schedule 10 | 4 Working Days following First Escalation | <ul style="list-style-type: none"> MPAN/MPRN (O) Initial Customer Contact Date (ddmmyyyy) (O) New Supplier ID (O) Old Supplier ID (O) |
| Erroneous Transfer Re-registration Escalation | Final Escalation | Supplier | Supplier | MAP 10 | Schedule 10 | 4 Working Days following Second Escalation | <ul style="list-style-type: none"> MPAN/MPRN (O) Initial Customer Contact Date (ddmmyyyy) (O) New Supplier ID (O) Old Supplier ID (O) |
| Customer Requested Objections | General Query | Supplier | Supplier | MAP 12 | Schedule 8 | N/A | <ul style="list-style-type: none"> MPAN/MPRN (O) |

| | | | | | | | |
|--------------------------|-------------------|----------|----------|--------|------------------------|--|--|
| Debt Assignment Protocol | General Query | Supplier | Supplier | MAP 13 | Schedule 9 | N/A | <ul style="list-style-type: none"> MPAN/MPRN (O) |
| Debt Assignment Protocol | First Escalation | Supplier | Supplier | MAP 13 | Schedule 9 | Initial communication | <ul style="list-style-type: none"> MPAN/MPRN (O) Data Flow Type (O) Data Flow send date (ddmmyyyy) (O) Data Flow File ID (O) |
| Debt Assignment Protocol | Second Escalation | Supplier | Supplier | MAP 13 | Schedule 9 | 5 Working Days following First Escalation | <ul style="list-style-type: none"> MPAN/MPRN (O) Data Flow Type (O) Data Flow send date (ddmmyyyy) (O) Data Flow File ID (O) |
| Debt Assignment Protocol | Final Escalation | Supplier | Supplier | MAP 13 | Schedule 9 | 5 Working Days following Second Escalation | <ul style="list-style-type: none"> MPAN/MPRN (O) Data Flow Type (O) Data Flow send date (ddmmyyyy) (O) Data Flow File ID (O) |
| Misdirected Payments | General Query | Supplier | Supplier | MAP 14 | Schedule 43 (Clause 3) | N/A | <ul style="list-style-type: none"> MPAN/MPRN (O) Meter Serial Number (MSN) (O) Misdirected Payment Start Date (O) Misdirected Payment End Date (O) Misdirected Payment Amount (O) |
| Misdirected Payments | First Escalation | Supplier | Supplier | MAP 14 | Schedule 43 (Clause 3) | Initial communication | <ul style="list-style-type: none"> MPAN/MPRN (O) Meter Serial Number (MSN) (O) |

| | | | | | | | |
|----------------------|-------------------|----------|----------|--------|------------------------|--|--|
| | | | | | | | <ul style="list-style-type: none"> • Misdirected Payment Start Date (O) • Misdirected Payment End Date (O) • Misdirected Payment Amount (O) |
| Misdirected Payments | Second Escalation | Supplier | Supplier | MAP 14 | Schedule 43 (Clause 3) | 5 Working Days following First Escalation | <ul style="list-style-type: none"> • MPAN/MPRN (O) • Meter Serial Number (MSN) (O) • Misdirected Payment Start Date (O) • Misdirected Payment End Date (O) • Misdirected Payment Amount (O) |
| Misdirected Payments | Final Escalation | Supplier | Supplier | MAP 14 | Schedule 43 (Clause 3) | 5 Working Days following Second Escalation | <ul style="list-style-type: none"> • MPAN/MPRN (O) • Meter Serial Number (MSN) (O) • Misdirected Payment Start Date (O) • Misdirected Payment End Date (O) • Misdirected Payment Amount (O) |

| | | | | | | | |
|---|---------------|-------------|-------------|--|------------------------|-----|---|
| Smart Prepayment CoS Exceptions Process | UTRN Contact | Supplier | Supplier | MAP 24 | Schedule 43 (Clause 6) | | <ul style="list-style-type: none"> • Date of request (ddmmyyyy) (M) • New Supplier ID (M) • Relevant Old Supplier (M) • Meter Serial Number (M) • GUID (M) • MPAN (M) Recipient Data Items: <ul style="list-style-type: none"> • UTRN (M) • Value (M) • Rejection Reason (O) |
| Logical Disconnection | General Query | Supplier | Distributor | MAP 21 | N/A | N/A | <ul style="list-style-type: none"> • MPAN (O) • Data Flow Type (O) • Data Flow send date (ddmmyyyy) (O) • Data Flow File ID (O) |
| Logical Disconnection | General Query | Distributor | Supplier | MAP 21 | N/A | N/A | <ul style="list-style-type: none"> • MPAN (O) • Data Flow Type (O) • Data Flow send date (ddmmyyyy) (O) • Data Flow File ID (O) |
| Logical Disconnection | General Query | Supplier | Supplier | <ul style="list-style-type: none"> • MAP 21 | N/A | N/A | <ul style="list-style-type: none"> • MPAN (O) • Data Flow Type (O) • Data Flow send date |

| | | | | | | | |
|-------------------------------|-------------------|-------------|-------------|--------|-------------|---|---|
| | | | | | | | (ddmmyyyy) (O) • Data Flow File ID (O) |
| Physical Disconnection | General Query | Supplier | Distributor | MAP 21 | N/A | N/A | • MPAN (O) • Data Flow Type (O) • Data Flow send date (ddmmyyyy) (O) • Data Flow File ID (O) |
| Physical Disconnection | General Query | Distributor | Supplier | MAP 21 | N/A | N/A | • MPAN (O) • Data Flow Type (O) • Data Flow send date (ddmmyyyy) (O) • Data Flow File ID (O) |
| Physical Disconnection | General Query | Supplier | Supplier | MAP 21 | N/A | N/A | • MPAN (O) • Data Flow Type (O) • Data Flow send date (ddmmyyyy) (O) • Data Flow File ID (O) |
| Crossed Meters | General Query | Supplier | Supplier | N/A | Schedule 31 | N/A | • MPRN (O) |
| Crossed Meters | First Escalation | Supplier | Supplier | N/A | Schedule 31 | Initial communication | • MPRN (O) |
| Crossed Meters | Second Escalation | Supplier | Supplier | N/A | Schedule 31 | 8 Working Days following First Escalation | • MPRN (O) |
| Crossed Meters | Final Escalation | Supplier | Supplier | N/A | Schedule 31 | 10 Working Days following Second Escalation | • MPRN (O) |
| Duplicate Meter Points | General Query | Supplier | Supplier | N/A | Schedule 30 | N/A | • MPRN (O) |
| Duplicate Meter Points | First Escalation | Supplier | Supplier | N/A | Schedule 30 | Initial communication | • MPRN (O) |
| Duplicate Meter Points | Second Escalation | Supplier | Supplier | N/A | Schedule 30 | 5 Working Days following First Escalation | • MPRN (O) |



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| Duplicate Meter Points | Final Escalation | Supplier | Supplier | N/A | Schedule 30 | 5 Working Days following Second Escalation | • MPRN (O) |
| Retrospective MPAD Amendments | Retrospective Amendment Request | Supplier | Distributor | MAP 04 | N/A | N/A | • MPAN (O) |
| Retrospective MPAD Amendments | Retrospective Amendment Request | Distributor | Supplier | MAP 04 | N/A | N/A | • MPAN (O) |
| Address Management | General Query | Supplier | Distributor | MAP 09 | N/A | N/A | • MPAN (O) |
| Address Management | General Query | Distributor | Supplier | MAP 09 | N/A | N/A | • MPAN (O) |
| Address Management | General Query | Supplier | Supplier | MAP 09 | N/A | N/A | • MPAN (O) |
| Contract Manager Query | General Query | Supplier | Distributor | General | N/A | N/A | • MPAN/MPRN (O) |
| Contract Manager Query | General Query | Distributor | Supplier | General | N/A | N/A | • MPAN/MPRN (O) |
| Contract Manager Query | General Query | Supplier | Supplier | General | General | N/A | • MPAN/MPRN (O) |

*D: Date of initial communication

4.2 Description of each Use Case:

| Use Case | Description |
|----------|-------------|
| | |

| | |
|--|---|
| General Query | This covers generic communication between parties, within a business process. A General Query cannot be converted into a First Escalation. All Escalations will need to be raised as a separate communication. |
| First Escalation | The first escalation occurs if the sender doesn't receive a response to an initial communication within the defined time frame*, or the response received is unsatisfactory. |
| Second Escalation | The second escalation occurs if the sender doesn't receive a response to his/her first escalation within the defined time frame*, or the response received is unsatisfactory. |
| Final Escalation | The final escalation occurs if the sender doesn't receive a response to his/her second escalation within the defined time frame*, or the response received is unsatisfactory. |
| UTRN Contact | This communication occurs when a New Supplier requests the Old Supplier for a Fixed Balance UTRN or, an Old Supplier provides a Fixed Balance UTRN without receiving a request. On receipt, the Old Supplier must ensure a response is sent within 3 Operational Hours, therefore the system will send email notifications for this use case immediately regardless of user notification preferences. |
| Retrospective Amendment Request | This communication is used for the manual correction of errors to data in MPAS, which cannot be resolved using the DTC instructions. |

*Refer to 'Escalation Time' in Section 4.1 for time frames

5 Functional requirements

5.1 SDEP enables the User to perform the following functions:

| <i>View Communication List</i> | |
|--------------------------------|--|
| Category | Description |
| View Communication List | A User who has access to SDEP and is assigned to at least one business process, can view the Communication list screen for those business processes. The list screen shows a list of all Communications relating to the processes the User is assigned to. |
| View Communication List | The information displayed in the list is: Subject; Attachment Names; Created /Last Message date; Archive Date; Current Escalation Level*; Last Message Sent Direction and Owner |

| | |
|-------------------------|--|
| View Communication List | <p>The Communication list can be searched by:</p> <ul style="list-style-type: none"> • Subject; Message Text; Search Tags; and Bespoke Data Items* |
| View Communication List | <p>The Communication list can be filtered by:</p> <ul style="list-style-type: none"> • Sent; Received; Process Type; Sender/Recipient Company Group • In addition, the following four tabs are available for the User to quick filter: <ul style="list-style-type: none"> ○ 'All Messages' – displays all messages, for all the business processes/escalation levels a User is assigned against ○ 'Owned By Me' – displays all messages assigned to the User ○ 'My Escalation' – displays all escalated messages for the business process/escalation levels a User is assigned against |

*Escalation level does not apply to: General Query; UTRN Contact; and a Retrospective Amendment Request

* Refer to [Section 4.1](#) to view the Bespoke Data Items for each business process

| <i>View Communication Details</i> | |
|-----------------------------------|--|
| Category | Description |
| View Communication Details | To view the Communication Details, for a specific Communication click on the Communication in the Communication List. |
| View Communication Details | <p>The Communication Details screen provides the following functionality:</p> <ul style="list-style-type: none"> • Assign / change the ownership of the communication to another User assigned to the business process within their own Company Group. • View Full Audit History including when Communication was viewed • Add Message • Escalate* • Maintain Search Tags (Company Group specific) • Archive • Download entire message transcript. This is downloadable in a .csv format • Download individual attachment(s). The state of the attachment, i.e. pending virus scan, failed virus scan, is also displayed. If an attachment has passed the virus scan it will be available for download. All available attachments can be downloaded as a single .zip file. |

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*The Escalate functionality is not available for: General Query; UTRN Contact; or Retrospective Amendment Request.

| <i>Send New Communication</i> | |
|-------------------------------|--|
| Category | Description |
| Send New Communication | <p>The system allows the User to send out new communications, with the following available options:</p> <ul style="list-style-type: none"> • Choose the MPID the communication is being sent from • Choose a business process (Refer to Section 4.1 for a list of Processes) • Choose the Company and MPID the communication is being sent to • Enter Communication subject • Enter Message text • Enter a 'Search Tag' e.g. MPXN or an internal reference • Enter any bespoke data items configured for the business process • Upload attachment(s) (File Types which can be attached are detailed in 'Adding Attachments') |

| <i>Reply to Communication</i> | |
|-------------------------------|--|
| Category | Description |
| Reply to Communication | <p>Available options to a User when replying to a message:</p> <ul style="list-style-type: none"> • Add attachment(s) • Add a Search Tag (This is added to the overall communication) • Enter response message text |

| |
|--------------------------------|
| <i>Escalate Communication*</i> |
|--------------------------------|

| Category | Description |
|------------------------|--|
| Escalate Communication | A User has the option to escalate a communication; if the business process has more than one escalation level and not reached the maximum level (Refer to the Use Case table in Section 4.1 for the escalation points for each business process). |
| Escalate Communication | A User can only escalate a communication by one level at a time. If the time period for escalation recipient to respond to the communication has lapsed, or the escalation recipient has responded, the User is able to escalate the communication to the next level. |
| Escalate Communication | The time period for an escalation recipient to respond to a communication for a specific business process, at a specific level is configured in accordance with the escalation timescales mentioned in Section 4.1 . |

*The Escalation functionality is not available for: General Query; UTRN Contact; or Retrospective Amendment Request

| <i>Maintain Assigned Users List</i> | |
|-------------------------------------|---|
| Category | Description |
| Maintain Assigned Users List | The MAU can assign and remove Users from a business process and use case. At least one User needs to be assigned to each use case. The system allows for a single User to be added to multiple use cases. |
| Maintain Assigned Users List | The MAU can filter the business process and use case list by fuel type. (Only available to dual fuel company groups) |
| Maintain Assigned Users List | A company's MAU can assign privileges to Maintain Assigned User Lists to other Users within their Company Group. |

| <i>Receive & Set Email / Message Notifications</i> |
|--|
|--|

| Category | Description |
|--|---|
| <i>Receive & Set Email / Message Notifications</i> | A User logged into ECOES, will receive a Notification if a message has been sent to them or their use case* level. |
| <i>Receive & Set Email / Message Notifications</i> | <p>Users have the option to set up Email Notifications for each time a new message is received. This option is only available to verified non-proxy email addresses. The frequency of the email notifications can be set to:</p> <ul style="list-style-type: none"> • Never • Immediately • Every hour • Every day (User can specify the time) <p>An email notification will only be sent if the User has not visited the SDEP since the activity occurred</p> |
| <i>Receive & Set Email / Message Notifications</i> | <p>Where the business process agreements require a quick response rate to a message, the Users Email Notification setting will be overridden.</p> <ul style="list-style-type: none"> • For example, the 'Smart Prepayment CoS Exceptions' Process Type requires a response within 3 operational hours, so the system will send the email notification within 5 minutes of a new message being received. • Even if a User has set their Email Notifications to 'Never', they will receive this Email |

*Refer to [Section 4.2](#) for the different Use Cases

| <i>Auto Archive</i> | |
|---------------------|---|
| Category | Description |
| Auto Archive | A communication will be archived after 30 days since the latest message in the communication. A User can view archived communications. If another message is added to an archived communication, its status will change from 'archive' to 'active'. |
| Auto Delete | A Communication will be permanently and irrecoverably deleted 30 days after the latest Message has been archived. Even after a communication is deleted, the Audit Data* will always remain. |

*Refer to [Section 9](#) for details on the Audit Data.

| <i>Adding Attachments</i> |
|---------------------------|
|---------------------------|

| Category | Description |
|----------------------------|--|
| <i>Validation</i> | <p>The following files will be accepted</p> <ul style="list-style-type: none"> • .7z • .csv • .dat • .doc • .docx • .gif • .jpeg • .jpg • .pdf • .png • .txt • .xls • .xlsx • .zip |
| <i>Virus Scanning</i> | <p>Each attachment will be virus checked. If any attachment is found to contain a virus it will not be attached to the Communication and the User will be alerted.</p> |
| <i>Size of attachments</i> | <p>A limit on the size of attachments sent in a single message is set to 10 MB.</p> |

6 System access and user management

6.1 A SDEP User's MAU can manage and create credentials for Individual Users using the 'Maintain Assigned Users List function' described in Section 5.1.

6.2 The MAU will be responsible for maintaining data for Individual Users within their Company Group.



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6.3 The MAU will also have the rights to assign privileges to Maintain Assigned Users to other Individual Users in their Company Group, as described in Section 5.1.

6.4 An Individual User can only be granted access to the SDEP for one Company Group.

6.5 This system automatically deletes Individual Users, under the circumstances mentioned below:

| <i>Auto Deletion of Users</i> | |
|-------------------------------|---|
| Category | Description |
| Auto Deletion of Users | Users that have not signed on to SDEP or ECOES for 90 days are deleted. The automated job may delete all Users assigned to a Company Group / Business Process / Use Case. |
| Auto Deletion of Users | In a situation where the User who is about to be deleted is the only User assigned to the Business Process / Use Case, the MAU will be assigned as a default point of contact for that level. |
| Auto Deletion of Users | An automated email is sent to the MAU 7 days before the deletion date. <ul style="list-style-type: none">• The email details the Business Process / Use Case and the Users who will be deleted.• It highlights, if the 'last user' assigned to an escalation level is going to be deleted.• It also includes Use Cases with unassigned Users. |
| Auto Deletion of Users | The email is sent daily to the MAU over the 7 days until: <ul style="list-style-type: none">• another Individual User is assigned to the Escalation Level; or• the 'last' remaining Individual User signs on to ECOES thus preventing the Auto Delete Job from deleting the User. |
| Auto Deletion of Users | An email notification is also sent to the Individual User who is about to be deleted, reminding them to sign in. This is sent daily over the 7-day period. This is part of the current ECOES process. |

7 Service availability

7.1 Access to the SDEP shall be available on all calendar days of the year on a 24-hour basis, subject to any planned suspension or unplanned suspension of the system.

7.2 In the event of a planned or unplanned suspension of the system, the CAS shall follow the process set out in MAP 32 to ensure SDEP Users are notified.

8 Reporting

8.1 The SDEP will provide a reporting service that produces reports for SDEP Users and CAS.

8.2 The following reports will be available to SDEP Users and can be downloaded once logged into the system:

- (a) the total number of messages sent from and received by that User and the business process which they relate to;
- (b) the number of messages received and responded to by each Individual User and the business process which they relate to;
- (c) the number of messages received by that User, where a response is expected, that have not been responded to, the number of days for which the response has been outstanding, the process to which the message relates, and the Individual User (where applicable) to which the message is assigned;
- (d) the number of messages sent by that User, where a response is expected, that have not been responded to, the number of days for which the response has been outstanding, the process to which the message relates, and the User to which the message was sent that is due to respond.

8.3 The following reports will be made available to the CAS:

- (e) Reporting on the availability of the SDEP, including any planned or unplanned downtime;
- (f) Details of all current SDEP Users and Individual Users with access to the system;
- (g) Summary reports relating to the total volume of messages sent using the SDEP and the business processes they relate to.

9 Audit Data

9.1 For the purposes of audit management, SDEP will keep the following audit data, even after communications have been deleted.

- Users who interacted with the communication,



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- Nature of interaction (Send, View, Add Message, Escalate, Archive)
- Relevant fuel and business process; and
- Time and date stamps

10 Security, Storage and Data Retention

- 10.1 A communication is permanently and irrecoverably deleted 30 days after the latest Message is archived. Only the Audit Data is available for reporting thereafter.
- 10.2 SDEP can only be accessed through ECOES, which is accessed through a secure HTTPS connection. Application between the client and the application server is encrypted.
- 10.3 Files being uploaded to and downloaded from ECOES are secure in transit. Secure transfer of all communications between the server and client is managed through a TLS v1.2 connection protocol, providing robust encryption for data in transit across the public internet.
- 10.4 Once a file has been received, it is stored through Azure Blob Storage and is encrypted using 256-bit AES encryption. The file is encrypted at rest on the disk as well as any backup of the database that is taken.
- 10.5 Each attachment is virus checked, before being attached to the Communication. The User will be alerted if a virus is detected. The system will not allow the User to send an attachment which has a virus.

11 Glossary

11.1 Unless otherwise stated in the table below, all terms shall have the meaning given to those terms in the Master Registration Agreement (MRA) or MAP 32.

| Term | Description |
|-------------------|---|
| Audit Data | Includes basic data, such as transaction type, timestamp. (Refer to Section 9.1) |
| MAU | The Master Administration User for the SDEP Solution |
| User | Individual User who has been given access to SDEP by the MAU, and is assigned to at least one business process/use case |
| UTRN | Has the meaning given to that term in the Smart Energy Code |