Data Protection Guide Oracle Banking APIs Patchset Release 22.2.2.0.0

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# ORACLE

Data Protection Guide December 2023

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# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2 **Documentation Accessibility**

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <a href="http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc">http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc</a>.

## 1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

### 1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

The subsequent chapters describes following details:

- Introduction
- Preferences & Database
- Configuration / Installation.

## 1.5 Related Information Sources

For more information on Oracle Banking APIs Patchset Release 22.2.2.0.0, refer to the following documents:

- Oracle Banking APIs Installation Manuals
- Oracle Banking APIs Licensing Guide

# 2. Objective and Scope

### 2.1 Background

OBAPI is designed to help banks respond strategically to today's business challenges, while also transforming their business models and processes to reduce operating costs and improve productivity across both front and back offices. It is a one-stop solution for a bank that seeks to leverage Oracle Fusion experience across its core banking operations across its retail and corporate offerings.

OBAPI provides a unified yet scalable IT solution for a bank to manage its data and end-to-end business operations with an enriched user experience. It comprises pre-integrated enterprise applications leveraging and relying on the underlying Oracle Technology Stack to help reduce inhouse integration and testing efforts.

In order to provide these services OBAPI needs to acquire, use or store personally identifiable information (PII). In some cases, OBAPI may be owner of the PII data and in some other cases OBAPI might just acquire and use this data for providing required services to the customer.

## 2.2 Objective

By the very nature of PII data, it is necessary for the Bank to be aware of the information being acquired or used or stored by OBAPI. This knowledge will enable the Bank to take necessary measures and put apt policies and procedures in place to deal with PII data. In some of the geographies Bank might need to comply with local laws and regulations for dealing with PII data. This document attempts to provide necessary information so as to enable the Bank to do so.

### 2.3 <u>Scope</u>

This document is intended for technical staff of the Bank as well as administration users of the Bank and provides information about following aspects of the PII data.

- Identifies what PII data is acquired, used or stored in OBAPI
- Process to extract PII data from OBAPI
- Process to purge and delete the PII data from OBAPI

#### Out of scope

This document does not intend to suggest that OBAPI is out of box compliant with any local laws and regulations related to data protection. The purpose of this document is to provide information about PII data dealt with in the system so that the Bank can put in place appropriate processes to comply with laws and regulations of the land.

# 3. Personally Identifiable Information (PII)

Personally identifiable information (PII) is any data that could potentially identify a specific individual. Any information that can be used to distinguish one person from another and can be used to de-anonymizing anonymous data can be considered PII.

OBAPI needs to acquire, use or store some PII data of the customers of the Bank in order to perform its desired services. This section declares the PII data captured by OBAPI so that the Bank is aware of the same and adopts necessary operational procedures and checks in order to protect PII data in the best interest of its customers.

Fields	OBAPI 22.2
Bank account information	Yes
Beneficiaries	Yes
Biometric records	No
Birthplace	No
Bonus	No
Country, state, or city of residence	Yes
Credit card numbers	No
Criminal record	No
Date of birth	Yes
Digital identity	No
Disability leave	No
Driver's license number	Yes
Education history	No
Email address	Yes
Emergency contacts	No
Employee ID	Yes
Ethnicity	No
Financial information and accounts	Yes
Fingerprints	No

Fields	OBAPI 22.2
Full name	Yes
Gender	Yes
Genetic information	No
Health information (including conditions, treatment, and payment)	No
Healthcare providers and plans	No
Personal/office telephone numbers	Yes
IP address	No
Job title	Yes
Login name	Yes
MAC address	Yes
Marital status	Yes
Military rank	No
Mother's maiden name	No
National identification number	Yes
Passport number	Yes
Performance evaluation	No
Personal phone number	Yes
Photographic images	No
PIN numbers	Yes
Political affiliations	No
Property title information	No
Religion	No
Salary	Yes
Screen name	No

Fields	OBAPI 22.2
Sexual life	No
Social security number	Yes
Taxpayer information	Yes
Union membership	No
Vehicle registration number	Yes
Work telephone	Yes
Citizenship Number	No
Geo-Location	No
Product has Customer defined fields	No
Mobile Subscriber Identifier (IMSI)	No
Surname	Yes
First name	Yes

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# 4. Flow of PII Data

This section depicts the flow 'personally identifiable information' (PII) within the OBAPI system in the form of a data flow diagram.



The Bank Administrator is Bank's employee who is performing administrative functions using OBAPI. As part of these, he will be dealing with PII data. An example is that the Administrator creates Retail and Corporate users in OBAPI and while creating users he/she enters user information such as first name, last name, email address, mobile number, correspondence address etc.

Retail / Corporate Customer is Bank's customer who is accessing the online banking features. As part of this he/she will be able to see his/her accounts, balances, beneficiaries, transactions, profile details etc. Note that OBAPI also supports onboarding of new users. The system captures some user information such as first name, last name, email address, mobile number, correspondence address and financial information such as income profile.

DBA / Bank IT Staff is Bank's employee who is not a user of OBAPI but has access to the database that stores OBAPI bank end data or the server environments on which OBAPI is deployed.

Web server typically contains static web content such as styling information (CSS), Javascript resources, images, static HTMLs etc. Web server passes the REST service calls to Application server.

Application (App) Server is the server on which OBAPI services are deployed. This server performs required processing on the service calls. It does use the database for retrieval or storage of data. It can also connect to external user credential store (such as OUD or Open LDAP). It can also connect to core product processor to enquiring CIF or Account related data or for posting any transactions initiated by the Retail or Corporate customer.

Database is the persistence store for OBAPI. It can contain primary configuration data, user data and transactional data.

OUD / LDAP represents the external user credentials store. OBAPI does not maintain user credentials locally but depends on external specialized software to do that. An example can be Oracle Unified Directory (OUD) or Open LDAP.

Product Processor is the core banking solution which actually processes actual banking transactions. OBAPI connects to the product processor to fetch data such as CIFs or Accounts or transactions. It also connects to the product processor to post new transaction initiated by Retail or Corporate customer.

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# 5. Administration of PII Data

This section provides information about doing administrative tasks on PII data. This includes retrieval, modification, deletion or purging of such data.

## 5.1 Extracting PII data

OBAPI stores some PII data in its database and it also accesses data stored or owned by external systems such as OUD / LDAP or product processor.

### 5.1.1 Data stored in OBAPI

This section provides information about the tables that store PII data. This information is useful for the Bank to extract PII information.

PII Data	Table
Bank account information	DIGX_AC_ACCOUNT_NICKNAME DIGX_AM_ACCOUNT_ACCESS DIGX_AM_ACCOUNT_EXCEPTION
Beneficiaries	DIGX_PY_PAYEE_V3 DIGX_PY_INTERNAL_PAYEE_V3 DIGX_PY_DEMANDDRAFT_PAYEE_V3 DIGX_PY_INTNATNL_PAYEE_BNKDTLS_V3 DIGX_PY_PEERTOPEER_PAYEE_V3 DIGX_PY_INTERNATIONAL_PAYEE_V3 DIGX_PY_GLOBAL_PAYEE DIGX_PY_DOMESTIC_PAYEE_V3
Country, state, or city of residence	DIGX_OR_APPLICANT, DIGX_OR_APPLICANT_ADDRESS DIGX_UM_USERPROFILE
Date of birth	DIGX_OR_APPLICANT DIGX_UM_USERPROFILE
Driver's license number	DIGX_OR_APLT_IDNT
Email address	DIGX_OR_APPLICANT_CONTACT DIGX_OR_EMAIL_VERIFICATION

PII Data	Table
	(used only for email verification, data is purged once email is verified) DIGX_UM_USERPROFILE
Email ID	DIGX_AP_TRANSACTION
Employee ID	DIGX_OR_APLT_EMPT
Financial information and accounts	Only financial information(Income, Asset, expense, Liability) DIGX_OR_APLT_FIN_INCM, DIGX_OR_APLT_FIN_AST, DIGX_OR_APLT_FIN_EXP, DIGX_OR_APLT_FIN_LIB
Full name	DIGX_OR_APPLICANT DIGX_UM_USERPROFILE DIGX_AP_TRANSACTION
Gender	DIGX_OR_APPLICANT
Personal/office telephone numbers	DIGX_OR_APPLICANT_CONTACT DIGX_UM_USERPROFILE DIGX_AP_TRANSACTION
Job title	DIGX_OR_APLT_EMPT DIGX_UM_USERPROFILE
Login name	DIGX_UM_USERAPPDATA DIGX_UM_USERPARTY_RELATION USERS GROUPMEMBERS DIGX_UM_USERPROFILE DIGX_AM_ACCOUNT_ACCESS
MAC Address	DIGX_AUDIT_LOGGING
Marital status	DIGX_OR_APPLICANT
National identification number	DIGX_OR_APLT_IDNT

PII Data	Table
Passport number	DIGX_OR_APLT_IDNT
Personal phone number	DIGX_OR_APPLICANT_CONTACT
PIN numbers	DIGX_OR_APPLICANT_ADDRESS
Salary	DIGX_OR_APLT_FIN_INCM, DIGX_OR_APLT_EMPT
Social security number	DIGX_OR_APLT_IDNT
Taxpayer information	DIGX_OR_APLT_IDNT
Vehicle registration number	DIGX_OR_APLT_IDNT
Work telephone	DIGX_OR_APPLICANT_CONTACT
Surname	DIGX_OR_APPLICANT DIGX_UM_USERPROFILE DIGX_AP_TRANSACTION
First name	DIGX_OR_APPLICANT DIGX_UM_USERPROFILE DIGX_AP_TRANSACTION

Please note that OBAPI provides user interface to access most of this data. The data will be accessible to you only if you have required roles and policies mapped to your OBAPI login. For example, an Administrator user can see retail user's profile only if he is entitled by a policy to access this information.

### 5.1.2 Data stored outside OBAPI

OBAPI can store user information in external systems such as OUD or LDAP. OBAPI provides screens for fetching this data. Please refer to the 'User Management' section of the Core user manual of OBAPI.

https://docs.oracle.com/cd/F30659\_01/um\_docs/User%20Manual%20Oracle%20Banking%20Dig ital%20Experience%20Core.pdf

Also note that the data can be accessed directly from the external system i.e. OUD, Open LDAP or the Product Processor. These details are outside the scope of this document. Please refer to the manual of corresponding software for more details.

## 5.2 Deleting or Purging PII data

There are two ways in which PII data can be deleted or purged from the system.

### 5.2.1 Using User Interface

The information created in (or owned by) OBAPI can be deleted from its user interface. For example, a retail user can delete the beneficiaries he/she has maintained. Please refer to 'Manage Payee' section of following user manual for more details.

https://docs.oracle.com/cd/F30659\_01/um\_docs/User%20Manual%20Oracle%20Banking%20Dig ital%20Experience%20Retail%20Payments.pdf

Note that user's data such as CIF or account number is not owned by OBAPI and hence it cannot be deleted from OBAPI. However information such as account access granted to a particular user can be modified or deleted by the bank administrator. Please refer to 'Party Account Access' and 'User Account Access' sections of the Core user manual for more details.

https://docs.oracle.com/cd/F30659\_01/um\_docs/User%20Manual%20Oracle%20Banking%20Dig ital%20Experience%20Core.pdf

### 5.2.2 Using purge procedures

OBAPI provides some out of the box purge procedure that can be used to purge the data. Otherwise the DBA / IT staff can prepare similar procedures to purge required data. However note that it is not recommended to purge or delete any data stored in OBAPI tables without doing detailed impact analysis. Please also note that the purge jobs are useful typically for purging old data. They may not be useful for purging data of a specific customer.

#### Procedure name –

DIGX\_USER\_PII\_DATA\_PURGE.sql

Procedure input parameter -

User Id (unique identifier of user) which is to be purged.

#### **Description -**

DIGX\_USER\_PII\_DATA\_PURGE will permanently purge the user and all the PII data associated with the user from all the database tables of OBAPI.

It must be noted that once user is purged then associated PII data and user cannot be retrieved under any circumstances.

#### Associated table –

This table holds data of table names and field names of tables containing User Id. Procedure fetches data from table DIGX\_UM\_USERS\_ASSOCIATIONS and deletes all the PII data related to the provided User Id

#### Steps to run -

Run the procedure with providing User Id as input parameter.

### 5.2.3 Manual truncation of data from backend

In scenarios where OBAPI does not have user interface to remove customer data and scheduled purge option is not useful, then data needs to be purged using SQL scripts. Below section provides some queries that can be used for such a purging. This option must be used with utmost care and proper impact analysis must be done before using these scripts.

PII Data	Table	Script
For modules other than Origination: Personal information of user including Country, state, or city of residence, Date of birth, Email address, Employee ID, Full name, Gender, Personal/offi ce telephone numbers, Login name, Work telephone, First Name, Surname	USERS GROUPMEMBERS DIGX_UM_USERPROFILE DIGX_UM_USERAPPDATA DIGX_UM_USERPARTY_RELATIO N DIGX_UM_REGISTRATION	<pre>delete from digx_um_userparty_relation where user_id = '<user identifier="">'; delete from digx_um_userappdata where id = '<user identifier="">'; delete from DIGX_UM_USERPROFILE where U_NAME = '<user identifier="">'; delete from GROUPMEMBERS where G_MEMBER = '<user identifier="">'; delete from USERS where U_NAME = '<user identifier="">';</user></user></user></user></user></pre>
Bank Account Information	DIGX_AC_ACCOUNT_NICKNAME DIGX_AM_ACCOUNT_ACCESS DIGX_AM_ACCOUNT_EXCEPTIO N	delete from DIGX_AC_ACCOUNT_NICKNAME where USER_ID = <user IDENTIFIER&gt;; delete from DIGX_AM_ACCOUNT_EXCEPTION where ACCOUNT_ACCESS_ID in (select ACCOUNT_ACCESS_ID from DIGX_AM_ACCOUNT_ACCESS where ACCESS_LEVEL = 'USER' and USERID = <user identifier="">);</user></user 

PII Data	Table	Script
		delete from DIGX_AM_ACCOUNT_ACCESS where ACCESS_LEVEL = 'USER' and USERID = <user identifier="">;</user>
Beneficiarie s	DIGX_PY_PAYEEGROUP DIGX_PY_DAYEE DIGX_PY_DOMESTIC_UK_PAYEE DIGX_PY_INTERNAL_PAYEE DIGX_PY_DEMANDDRAFT_PAYE E DIGX_PY_INTNATNL_PAYEE_BN KDTLS DIGX_PY_DOMESTIC_INDIA_PAY EE DIGX_PY_INTERNATIONAL_PAYE E DIGX_PY_DOMESTIC_SEPA_PAY EE	delete from DIGX_PY_INTNATNL_PAYEE_BNKDT LS_V3 where PAYEE_ID in (select PAYEE_ID from DIGX_PY_PAYEE_V3 where CREATED_BY = <user IDENTIFIER&gt;); delete from DIGX_PY_INTERNATIONAL_PAYEE_ V3 where PAYEE_ID in (select PAYEE_ID from DIGX_PY_PAYEE_V3 where CREATED_BY = <user IDENTIFIER&gt;); delete from DIGX_PY_DEMANDDRAFT_PAYEE_ V3 where PAYEE_ID in (select PAYEE_ID from DIGX_PY_PAYEE_V3 where CREATED_BY = <user IDENTIFIER&gt;); delete from DIGX_PY_DOMESTIC_PAYEE_V3 where PAYEE_ID in (select PAYEE_ID from DIGX_PY_PAYEE_V3 where CREATED_BY = <user IDENTIFIER&gt;); delete from DIGX_PY_INTERNAL_PAYEE_V3 where PAYEE_ID in (select PAYEE_ID from DIGX_PY_PAYEE_V3 where CREATED_BY = <user IDENTIFIER&gt;); delete from DIGX_PY_PAYEE_V3 where CREATED_BY = <user IDENTIFIER&gt;);</user </user </user </user </user </user </user </user </user </user </user </user 

PII Data	Table	Script
		delete from DIGX_PY_PAYEE_PARTY_MAP_V3 where PAYEE_ID in (select PAYEE_ID from DIGX_PY_PAYEE_V3 where CREATED_BY = <user IDENTIFIER&gt;);</user 
		delete from DIGX_PY_PAYEE_V3 where CREATED_BY = <user IDENTIFIER&gt;;</user 

PII Data	Table	Script
Party/User Information in Originations	DIGX_OR_APPLICANT DIGX_OR_APPLICANT_ADDRESS	delete from DIGX_OR_APLT_FIN_INCM where APPLICANT_ID = ' <applicant IDENTIFIER&gt;';</applicant 
	DIGX_OR_APLT_IDNT DIGX_OR_APPLICANT_CONTACT	delete from DIGX_OR_APLT_FIN_AST where APPLICANT_ID = ' <applicant IDENTIFIER&gt;';</applicant 
	DIGX_OR_EMAIL_VERIFICATION	delete from DIGX_OR_APLT_FIN_EXP where APPLICANT_ID = ' <applicant IDENTIFIER&gt;';</applicant 
	DIGX_OR_APLT_EMPT	delete from DIGX_OR_APLT_FIN_LIB where APPLICANT_ID = ' <applicant IDENTIFIER&gt;':</applicant 
	DIGX_OR_APLT_FIN_AST	,
	DIGX_OR_APLT_FIN_EXP DIGX_OR_APLT_FIN_LIB	delete from DIGX_OR_APLT_EMPT where APPLICANT_ID = ' <applicant IDENTIFIER&gt;';</applicant 
		delete from DIGX_OR_APLT_IDNT where APPLICANT_ID = ' <applicant IDENTIFIER&gt;';</applicant 
		delete from DIGX_OR_APPLICANT_CONTACT where APPLICANT_ID = ' <applicant IDENTIFIER&gt;';</applicant 
		delete from DIGX_OR_EMAIL_VERIFICATION where SUBMISSION_ID = ' <submission identifier="">';</submission>
		delete from DIGX_OR_APPLICANT_ADDRESS where APPLICANT_ID = ' <applicant IDENTIFIER&gt;';</applicant 
		delete from DIGX_OR_APPLICANT where PARTY_ID = ' <party IDENTIFIER&gt;';</party 

## 5.3 Masking of Pll data

OBAPI framework provides a facility to mask user sensitive information before showing on the screen. Masking is a process in which only some portion of the data is displayed to the user while remaining portion of the data is either skipped or is replaced with hash characters such as '\*'. Main purpose of masking is to avoid a possibility of 'over the shoulder' stealing of sensitive information. However it is also used so that the clear text sensitive information is not logged in system logs.

A typical example of masking is the account numbers. When OBAPI API is invoked that contains Account number is the response, the API will always give masked value. So complete clear text account number is never displayed on the screen.

Sr. No	Field Name
1	Party Identifier
2	Account Number (Includes current account, saving account, deposit, loan account)
3	Mobile/phone number
4	E-mail ID
5	Social Security Number
6	Submission Identifier
7	Application Identifier

OBAPI provides masking for following fields out of the box.

OBAPI framework also provides a provision in which any field other can the ones mentioned in above table can also be masked as per the requirement. This can be achieved by following steps:

- 1. Create a complex datatype in OBAPI. This datatype must extend com.ofss.digx.datatype.complex. MaskedIndirectedObject
- 2. Define a 'masking qualifier' and a 'masking attribute'
- 3. Configure this masking qualifier and masking attribute in DIGX\_FW\_CONFIG\_ALL\_B. An example of the configurations for account number mask is given below

INSERT INTO digx\_fw\_config\_all\_b (PROP\_ID, CATEGORY\_ID, PROP\_VALUE, FACTORY\_SHIPPED\_FLAG, PROP\_COMMENTS, SUMMARY\_TEXT, CREATED\_BY, CREATION\_DATE, LAST\_UPDATED\_BY, LAST\_UPDATED\_DATE, OBJECT\_STATUS, OBJECT\_VERSION\_NUMBER)

VALUES ('\*.account\_id', 'Masking', 'AccountNumberMasking<', 'Y', null, null, 'ofssuser', sysdate, 'ofssuser', sysdate, 'A', 1);

INSERT INTO digx\_fw\_config\_all\_b (PROP\_ID, CATEGORY\_ID, PROP\_VALUE, FACTORY\_SHIPPED\_FLAG, PROP\_COMMENTS, SUMMARY\_TEXT, CREATED\_BY, CREATION\_DATE, LAST\_UPDATED\_BY, LAST\_UPDATED\_DATE, OBJECT\_STATUS, OBJECT\_VERSION\_NUMBER)

VALUES ('AccountNumberMasking', 'MaskingPattern', 'xxxxxxxxNNNN', 'Y', null, null, 'ofssuser', sysdate, 'ofssuser', sysdate, 'A', 1);

With above steps, the OBAPI framework will make sure to mask the data of this data type during serialization phase in the REST tier.

The masking pattern can contain following characters

- 1. N Original character in the data will be retained
- 2. H Original character in the data will be skipped
- 3. \* (Or any other placeholder character) Original character in the data will be replaced with this character

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# 6. Access Control for Audit Information

OBAPI provides mechanism for maintaining audit trail of transactions / activities done by its users in the system. This audit trail is expected to be used for customer support, dispute handling. It can also be used for generating some management reports related to feature usage statistics etc.

From a data protection perspective it is worth noting that the audit trail contains

PII data in the form of transactional data as well as usage trends or statistics. Hence it is necessary for the Bank to put in place appropriate access control mechanisms so that only authorized Bank employees get access to this data. OBAPI provides comprehensive access control mechanism that the Bank can leverage to achieve this.

This access control can be achieved using the role based transaction mapping. This section focuses specifically from data protection aspect. You are requested to go through the user manual for 'Role Transaction Mapping' before reading further in this section. As an example, we have considered a use case where the Bank wants to restrict access to 'Audit Log' feature so that only the permitted set of administration users will be able to access audit of the users. Please note that same process can be applied to other services that deal with PII data. For example, same process can be used for restricting access to user management functions.

#### Check the 'out of box' access granted

There are two ways to check the Audit Information

- Maintenance
- Utilization

#### Maintenance (Performed by system admin)

- 1. Log in using Authadmin credentials.
- 2. Go to tab Role Transaction Mapping.
- 3. Find application role named "AuditAdmin" or "AuthAdmin".

Applications Places	Google Chrome					🖧 Tue 18:	46 🛃 🕸 🌶		
Role Transaction M	1a ×						🖾 – 😐 🗙		
← → C ③ Not secu	ure   mum00chx:33333/ind	ex.html?module=authadmin&pa	age=application-role-base			<b>67</b> Q ☆	🗟 K 🔕 :		
👯 Apps 🖿 17.3 🖿 🛙	Documentation 🖿 Webl	Logic Consol 🖿 Jenkins 🖸	Primavera - Time 🛛 🔜 J	SONLint - The J 🖿 Server	Logs 🖿 18.1 🖿 Bug 🖸 🗄	17.2 🖿 17.2 🖸 17.1	. 🖿 18.2 »		
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Role Tran	nsaction Mapping								
User Typ	/pe	All	~						
Applicat	ition Role Name				Í				
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Applic	cation Role Details					Note			
Inter	ernal External				An Application m Application Role users under diffe	An Application may have several Application Roles for different type of users under different User Segments			
Admin	nistrator				i.e. Retail, Corpor These roles can	rate and Admin. be defined for			
Admin	nMaker .	AdminMakerDisplayName			points and variou needs to be map	us transactions ped to it.			
Admin	nChecker /	AdminCheckerDisplayName			Click below to cr Role and map it t	eate an Application to various			
AuthA	Admin a	AuthAdminDisplayName			transactions for points.	selected access			
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4. Click on AuditAdmin and click on edit symbol as shown.

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5. Assign module name "Admin Maintenance" and check "Internet".

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6. Under Admin maintenance give access of Module name Audit log to it and click save.

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#### Utilization

- 1. Go to user management.
- 2. Click "Create" user.



3. Select Administrator.

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### 4. Fill necessary details.

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User Management		
User Type	Administrator $\lor$	
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Manager	ABC	
Employee Number	121212	
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Title	Mr 🗸	
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Last Name	AuditAdminUser	
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5. Select AuditAdmin or Authadmin as an application role.

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### 7. Log in using created user.

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### 8. User can access audit log.



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#### Home

# 7. User exporting the PII data

This functionality will allow to download of user wise PII in CSV formats.

#### 7.1 Administrator

1. Login as administrator

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2. Click on "User Management" and search for any user (Corporate User/ Administrator / Retail User)

then clicked on the any "User Name" from the list of search users.

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≡ 🥏 ZigBank					٩	230 & Welcome, Administrator User V
	User Management					
	Use Type Retail User Use Name retail More Search Options V Search Results	~			Note This function enables you to onloave and and meaning access.	
					You can also define the various Touch	
	Full Name	User Name	Status	Channel Access	Points from which the user can access the application and limit package applicable for	
	N1001 N100L	fcretail182	Unlocked 🥔	Granted 🥒	the same.	
	Mustufa Gari	retail	Unlocked 🥒	Granted 🖉	User Status change (lock/unlock) and whether the changel access has to be given	
	Ashok Jain	gloretail	Unlocked 🖉	Granted 🖉	to the user can be simply be managed and updated from the search results.	
	KEERTHANA AGARWAL	mtretail	Unlocked 🥒	Granted 🥒		
	Ashok Jain	sayaliretail	Unlocked 🖉	Granted 🖉	Create	
	Jane Doe	shiniretail	Unlocked 🖉	Granted 🥒		
	Ashok Jain	shiniretailuser	Unlocked 🥒	Granted 🥒		
	asd asd	retail2	Unlocked 🥒	Granted 🖉		
	John Doe	adiretail5	Unlocked 🖉	Granted 🖉		
	Ashok Jain	retailuser	Unlocked 🖉	Granted 🖉		
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3. Clicked on the "Download profile" link.

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	Party ID	607287						- 1
	Party Name	N1001						
	Personal Information							
	User Name	foretail182						- 1
	Title	Mr						- 1
	First Name	N1001						
	Middle Name	N100M						
	Last Name	NTOOL						
	Date of Birth	11 Nov 1980						
	Contact Details							
	Email ID	himanshu.chawla@oracle.com						
	Contact Number (Mobile)	+919800000011						
	Contact Number (Landline)							
	Address Line 1	AQW						
	Address Line 2							
	Address Line 3							
	Address Line 4							
	Country	India						
	City	MUMBAI						
	Zip Code	99881						
	11.12.0.0.1							

#### 7.2 Business User

1. Login as Business User (Retail/Corporate/Admin)



### 2. Clicked on "Profile"

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Onboarding Onboard and manage users, billers and merchants.		· · · ·	Notifications Date/Time 2 Profile
User Management			12:00 AM
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Biller Onboarding			View All
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Communications	Security	Templates	Limits
Manage user communications by publishing mailers and by definition alerts for each event.	Reduce security threats by maintaining two factor authentication and by defining complex password policy.	Define templates for capturing service requests and customer feedback. Set up SMS and Missed Call Banking.	Manage various types of limits for transaction and transaction group.
User Group Subject Mapping	Authentication	Service Request-Form Builder	Elimit Definition
De Alerts Maintenance	Security Question Maintenance	🚔 Feedback Template	S Limit Package Management
Address Mailers	Password Policy Maintenance	SMS and Missed Call Banking	Transaction Group Maintenance
Common Services	Payments	Access Policies	Personal Finance
Manage entities and Day 1 configurations and various transaction aspects. Maintain ATM and Branch locations and update services offered. Enable Term deposit and Recurring deposit products on digital banking platform.	Payment purpose definition for each payment type. Restrict the number of payees that a retail user can create. Define and map biller categories. Set up forex deal related maintenances.	Manage Touch Points. Control access by defining user role- transaction mapping and by maintaining account relationships- transaction access.	Maintain spend and goal categories to facilitate customers to manage their personal finance.
System Configuration	Payment Purpose Mapping	Touch Points	Spend Category Maintenance
System Rules	Payee Restrictions	Touch Point Groups	Goal Category Maintenance

### 3. Clicked on "Download Profile"

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Home

# 8. Third Party Consents

This option enables the user to manage the access provided to third party application(s). The user can define the fine-grained entitlements i.e. account level access along with a set of transactions for the third party. The user can disable the access for a specific third party application whenever required.

Note: Only those third party applications for which the user has registered and given rights to access his/her accounts for inquiries and transactions, will appear on this page.

#### How to reach here:

Dashboard > Toggle Menu > Account Settings > My Preferences > Third Party Application OR

Dashboard > My Profile > Profile > Third Party Application

#### **Third Party Apps**

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Third Party Consents					
Profile	MODEL Solutions	av			
Primary Account Num					
Alerts/Notifications	Application Access Grant	ed			
Third Party Apps	Durrant & Swinner Tarm Deposite	Long			
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	Come Loans				
	Con Settlement				
	CASA				
	Replace Debit card	Request DC Limit Change	Reset Debit Card Pin	Stop/U	nblock Cheque
	Allow International Transaction on DC	Request Debit Card Pin	🕑 Validate Card Details	🕑 Block D	Jebit Card
	Cheque Book Request	E-Statement Subscription	Demand Deposit Electronic Statement Download	Electro	mand Deposit nic Statement
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	CASA Inquiries				
	VALUE AND A COURT CLASS 1				
	<ul> <li>Socioxxxxxxxxx0046 - Savings Account Class 1</li> </ul>				
	Tell Canada				
	Cancer				
Back To Dashboard					

### **Field Description**

Field Name		Description				
Third Party Application Name		The names of the third party applications are displayed. Select a third party application to define access to the application.				
Fie	eld Name	Description				
Ap	plication Access	The option to define whether access for the application is to be provided or not. If access is granted, then the user can revoke access and if it was revoked, then the user can grant access whenever required.				
Cı Te an	rrent and Savings/ rm Deposits/ Loans d Finances	Select a product to define account and transaction level access to the third party.				
1.	Select the third party application for which you wish to define fine grained access.					
2.	The system will display the list of accounts under each of the account types along with the transactions					

- 3. Click Edit to modify account and transaction access. The Third Party Consents Edit
- 4. Screen with values in editable form appears. OR

Click  $\ensuremath{\textbf{Cancel}}$  to cancel the operation and to navigate back to the Dashboard. OR

Click **Back** to Dashboard to go to the Dashboard.

### Third Party Apps – Edit

≡ 🥩 ZigBank		🔍 🖂 差 Welcome, Mary Doe 🗸 Last login 12 Jun 04:41 PM
Third Party Consents		
Profile Primary Account Num	MODEL Solutions epay	
Alerts/Notifications	Application Access Granted	
Third Party Apps	Current and Savings Term Deposits	Loans and Finances
Security and Login Settings	✓ xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	
	Map All Transactions	
	CASA Inquiries     CASA Interest Certificate     Party CASA Interest     Certificate	
	<ul> <li>✓ CASA</li> <li>✓ E-Statement Subscription</li> <li>✓ Demand Deposit Electronic Statement Download</li> <li>✓ List Demand Deposit Electronic Statement</li> </ul>	Request Demand Deposit Statement
	<ul> <li>Payments</li> <li>Domestic Payment</li> <li>International Draft</li> <li>Bill Payment</li> </ul>	✓ Domestic Draft
	International Payout     External Transfer     Instruction Cancellation     Self Transfer	PeerToPeer Transfer
	All Inquiry Transactions     Payments Inquiries     CASA Inquiries	
	xxxxxxxxxxxxx018 - Savings Account - Regular	
	Save Back Cancel	
Back To Dashboard		
	Copyright @ 2006, 2017, Oracle and/or its affiliates. All rights reserved.   Security Information   Terms and Conditions	

### **Field Description**

Field Name	Description
Third Party Application Name	The names of the third party applications are displayed. Select a third party application to define access to accounts and transactions.
Application Access	The option to define whether access for the application is to be provided or not.
Field Name	Description

Current and Savings/ Term Deposits/ Loans and Finances	Select a product to define account level access to the third party.
Accounts	All the accounts of the user are displayed under the respective account type.
Transactions	Once you select an account, all the transactions through which the account can be accessed are displayed. Select any or all transactions to provide account access for the transactions to the third party application.

- 1. Click the **Application Access** button to enable / disable access for the third party application.
  - a. If you select Enable,
    - Click an account type.
       The account check boxes are enabled and you can select/deselect any check box to edit access of these accounts to the third party application
    - ii. Select an account check box. The transactions for which the selected account can be accessed appear.
    - iii. Select/Deselect all or any of the transaction checkboxes to define the transactions through which the selected account can be accessed.
- 2. Click **Save** to save the changes.
  - OR Click **Back** to go back to previous screen. OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard.

3. The Third Party Consents – Review screen appears. Verify the details, and click Confirm. OR

Click Back to go back to the previous screen.

OR

Click **Cancel** to cancel the operation and navigate back to Dashboard.

- 4. The success message of third party consent setup appears along with the transaction reference number.
- 5. Click **OK** to complete the transaction and to navigate back to the Dashboard.

# 9. Device ID Consents

OBAPI framework provides a facility to enables the alternate login via Pin, pattern or touch ID.

1. On the login page, user will get the "Enable Alternate login" functionality. User needs to enable this for alternate login as pin, pattern or touch ID.

5:21 PM 🙃 📶 🗤 💭
≡ 🥏 ZigBank
Your financial security guaranteed.
Username
rickgrimes
Password
Enable Alternate Login
Login
Forgot User Id   Forgot Password
Quick Snapshot
Scan To Pay ATM & Branch Claim Money Tools & Calculators
Hi,How Can I Help You?

2. Once user enables the functionality then, "Select Login Method" pop up will come from which user can select the alternate login method.



3. Once user will select the appropriate option, Notification of permission to store the device id message will display before setting up the alternate login method.

5:21 PM	
$\leftarrow$ Verify User	
Notification	$\otimes$
Permission to store the device ld. If you wa permit it then press proceed or press cance	nt to el.
Ok Cancel	_
	_

### **Unregister the Device ID**

In the Settings page, user can disable the alternate login from all mobile devices.



Home