

GDPR

Make your website compliant with EU GDPR (General Data Protection Regular)

A product of PrestaHero

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I. WELCOME

Thank you for purchasing our product. We hope to guide you through all the aspects of the module installation and the module setup within this document (All screenshots are taken from Prestashop 1.7). But if you have any questions that are beyond the scope of this documentation, please feel free to contact us.

II. INTRODUCTION

The General Data Protection Regulation (GDPR) comes into effect on May 25th and aims at unifying regulations related to data privacy policies in the European Union. This text reinforces people's rights and imposes new accountability logic on entities involved by requiring them to take the necessary, appropriate measures to ensure a suitable level of security when processing personal data.

Given the extent of these concepts and the fact that you are running an e-commerce business, it is highly likely that you process personal data. Also, GDPR affects not only every European company but also companies located outside of Europe which collects European citizens' personal data. Needless to say that no merchant can avoid it and store compliance upgrade is not an option.

Our GDPR module is available from your back office and is here to provide some privilege for your customers. In short, they will have:

- The right to access their personal data;
- The right to data portability;
- The right to obtain modification and/or erasure of their personal data;
- The right to give and withdraw consent.

For you, the law demands to keep a record of processing activities such as access, consent, and erasure.

Understanding that important demand, we spent a lot of time to research and develop **"GDPR" -** a Prestashop module that allow you to add Info box on your site, advising your customers about the GDPR. It also asks your visitors to give their consent when submitting personal information on your website and helps your store meets all the General Data Protection Regulation requirements.

* "GDPR" is compatible with Prestashop 1.6.x, Prestashop 1.7.x and PrestaShop 8.x

III. INSTALLATION

 Navigate to "Modules / Modules & Services", click on "Upload a module / Select file"

| PrestaShop 1.7.4.2 Quick Ac | ccess 🗸 🛛 🔍 Search (e.g.: product reference | e, custome | | 💿 View my shop 🛕 | P. 0 1 |
|---------------------------------------|---|--|---|--|--------|
| SELL Modules | & Services / Selection | | | | |
| 🕹 Orders Mod | lule selection | | 🕢 Upload a module | Or Connect to Addons marketplace | Help |
| Gatalog | | | | | |
| Customers Installe | d modules Selection Notificati | ons | | | |
| Customer Service | | | | | |
| 11. Stats | Uploa | d a module | × | iegories 🗸 🗸 | |
| IMPROVE | | • | | | |
| 🐅 Modules 🔷 | | Drop your module archive here | e or select file | | |
| Modules & Services Modules Catalog | 34 modules and service | e upload one file at a time, .zip or tarball format (sar, .tar.g after that. | p or .zgr). Your module will be installed right | - Sort by - 🗘 | |
| 🖵 Design | L | | | | |
| 5hipping | | | | Shipdenitor | |
| Payment | Mail alerts | PrestaShop Cleaner | Official GDPR | ShipStation | |
| Launch your shop! 0 | v2.1.0 - by PrestaShop | v2.0.0 - by PrestaShop | Compliance by PrestaShop (1.7) | Service by PrestaShop Partn | |
| RESUME | This module allows you to send e-mail notifications to | Since your business keeps | v1.1.0 - by PrestaShop | Print branded packing slips and labels from 30+ couriers (Roval | |
| Stop the OnBoarding | e-mail notifications to customers and receive notifications regarding stock and order modifications Read more | evolving all the time, PrestaShop heips you remove your catalog, orders and customers data in one go Read more | The General Data Protection Regulation (GDPR) comes into force on May 25, 2018 Read more | Mail, Canada Post, Australia | Ţ |

 Select the module file "ets_gdpr.zip" from your computer then click on "Open" to install

| Open | × |
|---|-----------------------|
| \leftarrow \rightarrow \checkmark \uparrow \bigcirc \sim \land \diamond \lor \diamond \lor \diamond | Search modules $ ho$ |
| Organize 🔻 New folder | ■ • Ⅲ ? |
| Quick access OneDrive This PC 3D Objects Desktop Documents Downloads Music | |
| File name: ets_gdpr ~ | Custom Files ~ |
| | Open Cancel |

Click on "Configure" button of the module you just installed to open the module's configuration page.

| ٩ | | | | 🁙 Debug mode 🛛 Hell |
|---|---|-------|--------|--|
| ection | Upload a module | × | | 🚯 UPLOAD A MODULE 💽 🕞 CO |
| led modules Notifications | | | | |
| Categories 🗸 | Module installed! | | | |
| 57 modules and services selected for you [| CONFIGURE | | | - Sort by - 🔷 |
| EU Cookie Law (Notification Ba Blocker) v1.4.7 - by Linea Gráfica | Orman Constant | | - | Cash on delivery (COD) v1.0.1 - by PrestaShop |
| The only module that allows you to fully comply w | with the EU cookie law. Increase site traffic by optimizing the position of your websit | te on | Accept | cash on delivery payments |

IV. CONFIGURATION

From your installed module list (Located at **"Modules/Modules & services/Installed modules"**), find **"GDPR**" then click on the **"Configure"** button to open its configuration page.

| PrestaShop 1.742 | Quick Access + | | duct reference, custome | | | • View my shop | R. O |
|---------------------------------|-------------------|------------------|--|--|------------------|--------------------------------------|------|
| 🛹 Dashboard | Manage ins | | dules | | 🚯 Upload a | module Connect to Addons marketplace | Help |
| SELL | Installed modules | Selection | Notifications | | | | |
| 合 Orders | 1 | | | Q search | Categories | ~ | |
| Customers Customer Service | / | | | | Show all modules | ~ | |
| Customer Service | | | | | | Last access Bulk actions | |
| IMPROVE | | 9 installed r | nodules 🔳 | | | \ | |
| A Modules | / | 0.079 | GDPR | | | | |
| Modules Catalog | | active active | v1.0.2 - by ETS-Soft | Make your website compliant with EU GDPR (General Data Protection Regular) | | Configure 🖌 🗐 | |
| Design Shipping Payment | | N | Unlimited Custom Pay v1.0.1 - by ETS-Soft | rment Methods Create unlimited payment methods with fee | | Configure 🗸 🗉 | |
| International CONFIGURE | | | Social Login PRO v1.0.4 - by ETS-Soft | Login or register new account using the most common social network accounts such as Fi Twitter, Linked in, etc. | acebook. Google. | Configure 🗸 🗐 | |

From **Configuration** page, you will see these tabs below which will be used to manage **"GDPR"**:

- Deletion requests
- GDPR notification
- ✤ Access logs
- Statistics

- ✤ Customer privileges
- Email alerts
- ✤ General settings

1. GDPR notification

1.1. GDPR notices

By default, **"GDPR"** presents visitors with this welcome pop-up banner on the bottom of homepage. You can change the banner position latter in **"Popup settings"** sub tab.



When customers click on **"View more details"** label, a pop-up presenting GDPR notices will display to them.

Now let's create your first GDPR notification popup.

- ✤ Navigate to "GDPR Notification" > "GDPR notices".
- Click on the "+" icon
- Fill in the blanks. Every field with red asterisk mark is compulsory.
- You can specify the customer groups that you want to display this GDPR notice to by checking the check boxes. By default, all the customers will see your notice.
- ✤ When you are ready, click "Save".

| DPOPUP SETTINGS A GDPR NOTICES A DATA USAGE POLICY BUTTON P MESSAGES | | | |
|--|--|---------------|---|
| | | * Title | Test notice |
| | | * Description | ↔ <u>A</u> B <i>I</i> U ∓ Ħ ⇔ ≣ • ⊞ • ⊞ • ■ Paragraph • |
| | | | Carsmels jelly marzipan chocolate bar tootsie roll sweet roll toffee gummies. Wafer oat cake cupcake jelly fruitcake halvah. Apple pie marzipan bear claw chocolate bar. Ice cream pastry desser topping cheesecake muffin chocolate cake. |
| | | | Macaroon tootsie roll lemon drops jujubes marzipan oat cake lollipop. Lollipop marshmallow oat cake gummi bears pie. Powder cookie candy canes gummies. Candy cheesecake bonbon jelly beans cotton candy carrot cake bear claw triamisu. |
| | | | Pestry candy donut. Apple pie biscuit macaroon jelly-o sesame snaps sweet cookie sesame snaps chocolate. Toffee liquorice cake danish halvah topping. Cookie oat cake icing ice cream icing gingerbread cheesecake biscuit candy canes. |
| | | Display to | Ø All |
| | | | @ Visitor |
| | | | 𝔐 Guest |
| | | | Customer |
| | | | You can specify the customer groups that you want to display this GDPR notice to |
| | | Enabled | YES NO |
| | | | |

Here is the notice box will be shown to your customers. They can accept or refuse your privacy and policy.



In "GDPR notices" tab, you can manage all the notices you made.

- ✤ To edit any notice, click the "Edit" button.
- ◆ To delete any notice, choose **"Delete"** in the drop down menu.
- To refresh the entire list, click the refresh icon on top of the list.

| GDPR NOTIFICATION | | | | |
|---------------------|---|-----------------|-----------------------|----------|
| COPRIMOTIFICATION | POPUP SETTINGS A GDPR NOTICES A DATA USAGE POLICY BUTTO | DN 🗭 MESSAGES | | |
| CUSTOMER PRIVILEGES | GDPR NOTICES 5 | | | 0 |
| ACCESS LOGS | ID TA Title TA | Display to | Active Sort Order • • | |
| EMAIL ALERTS | | Display to | | Q Search |
| GENERAL SETTINGS | | | | |
| STATISTICS | 5 Test notice | All | ✓ + 1 | 🖋 Edit 🔽 |
| STATISTICS | 1 What are cookies? | Customer | ✓ ± 2 | 1 Delete |
| | 2 How we use cookies | Customer | ✓ 4 3 | 🖋 Edit 💌 |
| | 3 Controlling Cookies | Guest, Customer | ✓ 4 4 | P Edit 💌 |
| | 4 Information We Collect | Guest, Customer | ✓ 4 5 | P Edit 💌 |
| | | | | |

When you have 2 notices and more, you can sort the display order of each notification by dragging the quad arrow icon.

| PPR NOTICES 5 | | | 0 |
|--------------------------|-----------------|-------------------------|--------|
| ID T Title | Display to | Active Sort Order | |
| - | - | | Q Sear |
| 1 What are cookies? | Customer | ↓ 1 | 🖋 Edit |
| 5 Test notice | All | ✓ ± 2 | 🖋 Edit |
| 2 How we use cookies | Customer | ✓ ⊕ 3 | 🖋 Edit |
| 3 Controlling Cookies | Guest, Customer | ✓ ⊕ 4 | 🖋 Edit |
| 4 Information We Collect | Guest, Customer | ✓ 4 5 | 🖋 Edit |

1.2. Popup settings

Remember the pop-up banner we showed you at the start? Here at this tab, you can modify this banner easily.

- Welcome message: adjust the content of pop-up banner.
- Acceptance button label: you can change the label and display/hide the acceptance button.

 You can also modify the label of "Do not accept" button and "View more info" link and pick a color for "View more info" text.

| O DELETION REQUESTS | C GDPR NOTIFICATION |
|---------------------|---|
| | POPUP SETTINGS A GDPR NOTICES A DATA USAGE POLICY BUTTON MESSAGES |
| CUSTOMER PRIVILEGES | |
| ACCESS LOGS | * Welcome message By continuing to browse this website, You're agreeing to our use of cookie and your personal data according to EU GDPR. |
| EMAIL ALERTS | *Acceptance button label laccept |
| GENERAL SETTINGS | Display acceptance button beside welcome YES NO |
| I STATISTICS | message |
| | Do not accept label No, I do not accept |
| | * View more info label View more details |
| | When customer click on this, a popup presenting GDPR notice will display to them |
| | View more info text color #2/b5d2 |

- ✤ Visual adjust:
 - The background and button text color of acceptance button could be adjusted to be suitable with your website theme.
 - You can display the order of GDPR notices by turning on the "Number GDPR notices" option. You can also modify background color and text color of the numbers.



 Welcome message: you can adjust welcome message's background color, text color, background opacity and its position.



 Warning message: you can modify the messages appear on personal data page and data deletion page.

| Warning message on personal data page | This page displays all your personal data that you are sharing with us. We guarantee to only use your personal data to serve you better and improve our customer service. Your data is fully protected by our security system, it will never be shared with any third party for any purpose |
|--|---|
| Warning message on data deletion page | In an compliance with GDPR (general data protection regular), we give you an ability to delete a part or all your data from our system. However, please be careful, this action can't be undone! Delete personal data is not recommended, you will be no longer able to access the deleted data anymore. If you decide to delete "entire account data", you will not be able to access the website using your old account (as it has been completely deleted) |

Your customer will see them from their **"Manage personal data"** area in **"Your account"** page.

| Home / My account / My personal d | ata | |
|-----------------------------------|--|---------------------------|
| My personal data | This page displays all your personal data that you are sharing with us. We guarantee to o | |
| Data modification log | data to serve you better and improve our customer service. Your data is fully protected b will never be shared with any third party for any purpose | y our security system, it |
| Login log | GENERAL INFORMATION | |
| Delete my data | | |

| Home / My account / Delete m | y data |
|------------------------------------|--|
| My personal data | DELETE MY DATA |
| Data modification log Login log | In an compliance with GDPR (general data protection regular), we give you an ability to delete a part or all your data from our system. However, please be careful, this action can't be undone! Delete personal data is not recommended, you will be no longer able to access the deleted data anymore. If you decide to delete "entire account data", you will |
| Delete my data | not be able to access the website using your old account (as it has been completely deleted) |
| | Which kinds of data do you want to delete? |

- ✤ Other options:
 - You can ask for GDPR consent when your customers register new accounts by checking the checkbox. Feel free to adjust the checkbox label.
 - GDPR notice title: by default, we set it as "Our privacy and policy", but you can change it as you desire.
 - Before and after GDPR notices, you can display a general notice. Modify them by filling the text boxes below.

| Confirmation checkbox label on registration page | l agree with the use of cookie and personal data according to EU GDPR |
|--|--|
| registration page | |
| GPDR notice title | Our privacy policy |
| General notice (Top) | $\leftrightarrow \underline{A} B I \underline{\cup} \mp \texttt{II} \mathtt{GP} \overline{\Xi} \bullet \overline{\Xi} \bullet \overline{\blacksquare} \bullet \overline{\blacksquare} \bullet \overline{\blacksquare} Paragraph \bullet$ |
| | Our Privacy Policy explains our principles when it comes to the collection, processing, and storage of your information. This policy specifically explains how we employ cookies, as well as the options you have to control them. |
| | Display before GDPR notices |
| General notice (Bottom) | $\leftrightarrow \underline{A} \mathbf{B} \mathbf{I} \underline{\cup} \mp \mathbf{m} \mathbf{G} \overline{\underline{E}} \mathbf{v} \overline{\underline{E}} \mathbf{v} \overline{\underline{m}} \mathbf{v} \overline{\underline{m}} \mathbf{Paragraph} \mathbf{v}$ |
| | We are committed to maintaining the trust and confidence of our website visitors. We do not collect, sell, rent or trade email lists or any data with other companies and businesses. Have a look at our Privacy Policy page to read detail information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure. We may change Cookies and Privacy policy from time to time. This policy is effective from 24th May 2018. |
| | Display after GDPR notices |

• Redirect URL: insert an URL to redirect customers if they decline to accept your GDPR notices.

| Redirect customer to this URL if they | |
|---------------------------------------|--|
| decline to accept the GDPR notices | Leave blank to keep customer stays on current page |
| | |

1.3. Data usage policy button

In front office, it appears on the top of your website.

| ny store | D | ata usage po | licy butt | ton | Search our catal | og Q |
|-------------------|--------|-----------------|-----------|----------|---------------------|------|
| ≡ VERTICAL MENU - | HOME - | MIXED CONTENT - | MEDIA - | BRANDS + | FEATURED PRODUCTS + | Q |

This button can navigate your customers to a separate usage policy page or display GDPR notices by pop-up. You can enable/disable this button or adjust the button title.

| GDPR NOTIFICATION | | |
|----------------------------------|----------------------------|------|
| POPUP SETTINGS GDPR NOTICES | ★ DATA USAGE POLICY BUTTON | |
| Enabled | YES NO | |
| * Button title | Data usage policy | |
| Open data usage policy by popup? | YES NO | |
| * Data usage policy page URL | | |
| | | Save |

1.4. Messages

| C GDPR NOTIFICATION | |
|--|--|
| 🗖 POPUP SETTINGS 🔺 GDPR NOTICES 🔦 | DATA USAGE POLICY BUTTON @ MESSAGES |
| * Customer register new account (on customer registration page) | ree to the Terms of Use and Privacy Policy |
| Enabled "View more button" | YES NO |
| * Log into account (on account login page) I ag | ree to the Terms of Use and Privacy Policy |
| Enabled "View more button" | YES NO |
| * Customer subscribe to newsletter (on newsletter subscription form) | ree to the Terms of Use and Privacy Policy |
| * Customer send a contact message (on contact page) | ree to the Terms of Use and Privacy Policy |
| Enabled "View more button" | YES NO |
| * Register to receive in-stock notification (on product details page) | ree to the Terms of Use and Privacy Policy |
| Enabled "View more button" | YES NO |

Our module allows you to modify GDPR notice messages which will be displayed on different positions. You can also switch on/off "View more" button to show the link to your detail Privacy Policy page.

2. General settings

- You can choose when to display GDPR acceptance request message: the moment a customer comes on website and/or when customer registers new account, etc.
- Another option is deciding which groups of customer can see the GDPR acceptance request. By default, "GDPR" will display request to every customer groups.
- You may turn off the request message if a registered customer has consented the notice in the past.

| DELETION REQUESTS | GENERAL SETTINGS | | |
|---------------------|---|---|---|
| GDPR NOTIFICATION | * Request GDPR acceptance when | Select all | |
| CUSTOMER PRIVILEGES | | | (display a GDPR notification popup) |
| 副 ACCESS LOGS | | Customer register new acc | count (on customer registration page) |
| | | Log into account (on account) | unt login page) |
| EMAIL ALERTS | | Customer subscribe to net | wsletter (on newsletter susbscription form) |
| GENERAL SETTINGS | | Customer send a contact r | message (on contact page) |
| | | Register to receive in-stock | k notification (on product details page) |
| I STATISTICS | | You can edit GDPR notification | for each position above in "GDPR Notification / Messages" tab |
| | Customer groups to see GDPR acceptance | ✓ All | |
| | request | Visitor | |
| | | ✓ Guest | |
| | | Customer | |
| | | | |
| | Do not display GDPR notices if a registered | YES NO | |
| | customer has accepted the notices in the | | |
| | past | | |

What to do when customers ask for a deletion of their data: you can select "Delete the data completely" or "Update the data with "Undefined" value".

| What to do when customer | ۲ | Delete the data completely |
|-----------------------------------|------------|--|
| requests a deletion of their data | \bigcirc | Update the data with "Undefined" value |

If you enable the option "Ask customer to send an approval request to admin for any deletion of data", when a buyer makes a deletion request, this request will appear in "Pending requests" sub tab of "Deletion requests" tab. If you disable the former option, your customers can erase their data any time without your approval.



When there is a deletion request appears, you will receive an email:

| Chris Test | [Demo shop] New data deletion request #4 - [http://web.prestahero.com/ | 08:55 |
|------------------|--|---------|
| 🗋 🕁 📄 Jully Test | [Demo shop] New data deletion request #3 - [http://web.prestahero.com/termosterion request #3 Hi Demo shop | 6 thg 8 |

| Pending reques | Approv | ed requests 1 | Declined requests 0 | Withdraw requests 1 | |
|----------------|---------------|---------------------|---|------------------------|--|
| Customer ID | Customer name | Email | Data want to delete | Date of request | |
| 3 | Jully Test | jullytest@gmail.com | Entire account data - Addresses - Orders - Contact messages - Subscription statuses - Data modification log - Login log | 03/06/2018 06:07:03 | Preview data before deletion Download PDF Approve Declined Send an email to customer |

Save login log: you can choose to save your customers' information about their connection time and IP addresses. These data will appear in "Access logs" tab.

✤ Save data modification logs:

| Save data modification logs | YES | NO | |
|-----------------------------|-----------------|-----------------|---|
| | Save a log with | h details of da | ta modified everytime customer data is modified |

Withdraw request: turn on this option to allow your customers to take back their deletion requests. You can find the withdraw requests in "Deletion requests" tab.

| | | | _ |
|----------------------|------|-----|----|
| Allow customers with | draw | YES | NO |
| deletion req | uest | | |

3. Deletion requests

3.1. How can your customer send deletion request?

✤ Navigate to "Your account" page. Select "Manage personal data" section.

| Your account | | |
|--------------|----------------------|---------------------------|
| INFORMATION | ADDRESSES | ORDER HISTORY AND DETAILS |
| CREDIT SLIPS | MANAGE PERSONAL DATA | |
| | Sign out | |

Move to "Delete my data" tab. Check on the kinds of data they want to delete. After entering password to confirm the deletion of data, click "Send data deletion request" button.

| My personal data | DELETE MY DATA | | | | |
|-----------------------|---|--|--|--|--|
| Data modification log | In an compliance with GDPR (general data protection regular), we give you an ability to delete a part or all your data from our system. However, please be careful, this action can't be undone! Delete personal data is not recommended, | | | | |
| Login log | you will be no longer able to access the deleted data anymore. If you decide to delete "entire account data", you will not be able to access the website using your old account (as it has been completely deleted) | | | | |
| Delete my data | | | | | |
| | Which kinds of data do you want to delete? | | | | |
| | ✓ Entire account data | | | | |
| | Addresses | | | | |
| | | | | | |
| | | | | | |
| | Subscription statuses | | | | |
| | Data modification log | | | | |
| | ✓ Login log | | | | |
| | Please enter your password to confirm the deletion of data | | | | |
| | SHOW | | | | |
| | SEND DATA DELETION REQUEST | | | | |

As introduced in "General settings" tab, if you enable "Ask customer to send an approval request to admin for any deletion of data" option, your customers will have to wait for your decision. During this waiting time, they can withdraw their request.

| Home / My account / Delete my da | ta |
|----------------------------------|--|
| My personal data | DELETE MY DATA |
| Data modification log | Your last data deletion request is pending for a review from admin. You can send other data deletion request when the last request has been processed. |
| Login log | |
| Delete my data | WITHDRAW DELETION REQUEST |
| | |

3.2. And how can you manage deletion requests?

In "Deletion requests" tab you will see 4 sub tabs:

- Pending requests: the deletion requests are waiting for your approval.
- Approved requests: the requests you approved.
- Declined requests: the requests you declined.
- Withdraw requests: the withdraw requests your customers made.

| ING REQUEST | | D REQUESTS X DEC | LINED REQUESTS 1 WITHDRAW | | |
|-------------|-----------------|---------------------|--|---------------------|---|
| Customer IE | O Customer name | Email | Data want to delete | Date of request | |
| 7 | Andrew Test | andrew@gmail.com | Entire account data - Entire account data - Addresses - Orders - Contact messages - Subscription statuses - Data modification log - Login log | 09/17/2018 23:23:49 | Preview data before deletion Download PDF Approve Decline Send an email to customer |
| 3 | Jully Test | jullytest@gmail.com | - Addresses - Subscription statuses - Data modification log | 09/17/2018 23:17:27 | Preview data before deletion Download PDF Approve Decline Send an email to customer |

For each pending request, you can choose one of these following actions:

- Preview data before deletion.
- Download PDF: you can download the customer's personal data to your computer.

- Approve/Decline the request.
- Send an email to customers to ask for more detail before approving or declining their request.



If you approve an **"Entire account data"** deletion request, information of this customer will be erased from your database and you will see "Customer deleted" label. On the other hand, if your customers want to delete some parts of their data, after you approving, they will not see these information on their **"Manage personal data"** area anymore.

| PENDING REQU | JESTS 1 | * DECLINED REQUESTS 1 WITHDRAW | | |
|--------------|--|--------------------------------|---------------------|------------------|
| Customer ID | Data want to delete | Date of request | Date of approval | |
| 7 | Entire account data - Entire account data - Addresses - Orders - Contact messages - Subscription statuses - Data modification log - Login log | 09/17/2018 23:23:49 | 09/17/2018 23:26:18 | Customer deleted |
| よ Export all | requests | | | |

3.3. Export requests

If you want to create a backup data of your website, GDPR enables you to export all the requests in just one click.

| PENDING RE | QUESTS | APPROVED REQUESTS 1 | ★ DECLINED REQUESTS ↓ WITH | IDRAWAL REQUESTS | |
|-------------|---------------|---------------------|---|---------------------|---------------------|
| Customer ID | Customer name | Email | Data want to delete | Date of request | |
| 3 | Jully Test | jullytest@gmail.com | - Addresses - Subscription statuses - Data modification log | 09/17/2018 23:17:27 | |
| 🛓 Export | all requests | | | | |

4. Customer privileges

 View personal data that is being shared: you can select what kind of data will be displayed to your customers and enable them to view them or not.

| C DELETION REQUESTS | CUSTOMER PRIVILEGES |
|---------------------|--|
| GDPR NOTIFICATION | View personal data that is being shared YES NO |
| CUSTOMER PRIVILEGES | Data to view 🗷 All |
| ACCESS LOGS | ✓ General information |
| M EMAIL ALERTS | ✓ Addresses |
| | ✓ Orders |
| GENERAL SETTINGS | Contact messages |
| JI STATISTICS | Subscription statuses |
| | Data modification log |
| | Login log |

Delete personal data: turn on/off this option to allow your customers to delete their personal data.

For example, here is the personal data of a customer in **"Your account"** page.

| ne / My account / My person | nal data | | | | | |
|---|--|----------------------------|------------------|----------------------|--|--------------|
| My personal data Data modification log | data to se | | id improve our c | ustomer service.) | g with us. We guarantee to on Your data is fully protected by | |
| Login log Delete my data | GENERAL IN | FORMATION | | | | |
| | First name: Ju Last name: Te Email: jullytes Gender: Fema Birthday: 01/6 | est st@gmail.com ale | | | | |
| | MY ADDRESS | ; | | | | |
| | My Addre Jully Test 23 Queen Str New York, Ne United States | eet w York 12345 | | | | |
| | ORDERS 1 | | | | | |
| | Reference | Date | Total | Payment | Status | Action |
| | | 08/06/2018 06:02:39 | \$26.12 | Payments by check | Awaiting check payment | VIEW DETAILS |
| | CONTACT ME | ESSAGES 💿 | | | | |
| | Date send | | Subject | Ν | lessage | Action |
| | No records fou | ind | | | | |
| | MY SUBSCRI | PTIONS | | | | |
| | Subscription | | Status | | Action | |
| | Newsletter | | 🗸 Subscrib | | UNSUBSCRIBE | |
| | Partner offers | | ✓ Subscrib | ed | UNSUBSCRIBE | |
| | | O MY PERSON | | | | |

Data can delete: you can allow which types of data your customers may request to delete.



Change subscription status: by default, "GDPR" enables your customers to subscribe or unsubscribe to newsletter and your partner offers in the "Manage personal data" section.

| ٩ | Subscription statuses |
|----------------------------|-----------------------|
| ٩ | Data modification log |
| ٩ | 1 Login log |
| | |
| Change subscription status | YES NO |

| SubscriptionStatusActionNewsletter | MY SUBSCRIPTIONS | | |
|---------------------------------------|------------------|--------------------------------|-------------|
| | Subscription | Status | Action |
| Partner offers Subscribed UNSUBSCRIBE | Newsletter | Subscribed | UNSUBSCRIBE |
| | Partner offers | ✓ Subscribed | UNSUBSCRIBE |

You can also enable your customers to download their personal data in the front office.



| 23 Queen S New York, N United State | New York 12345 | | | | |
|---|------------------------|------------|----------------------|---------------------------|--------------|
| ORDERS 1 |) | | | | |
| Reference | Date | Total | Payment | Status | Action |
| PMZJVHJPB | 08/06/2018 06:02:39 | \$26.12 | Payments by check | Awaiting check payment | VIEW DETAILS |
| CONTACT M | IESSAGES | | | | |
| Date send | | Subject | Messa | age | Action |
| No records fo | ound | | | | |
| MY SUBSCR | IPTIONS | | | | |
| Subscription | ı | Status | | Action | |
| Newsletter | | 🗸 Subscrib | ed | UNSUBSCRIBE | |
| Partner offer | rs | 🗸 Subscrib | ed | UNSUBSCRIBE | |
| DOWNLOAD MY PERSONAL DATA | | | | | |

5. Email alerts

Notification email: you can choose to send an email to your customers when their accounts are modified by admin and/or by themselves. You can also send alarm email to customers when their accounts are logged in.

| M EMAIL ALERTS | |
|--|--------|
| Send email to customer when their account is modified | - |
| Send email to customer when their account is logged in | YES NO |

You can turn on or off "Send an email to admin when customer submits a deletion request" option: when a buyer makes a deletion request, you will receive a notification email.



 You can send a notification email to customers when they delete data or not. If you switch this option on, you can adjust the email subject and its content.

| Send notification email to customer when delete data | YES NO |
|--|---|
| Deletion email subject | Your data was deleted from our website |
| Deletion email content | <> <u>A</u> B <i>I</i> <u>U</u> T 11 GD <u>E</u> • <u></u> |
| | Dear [customer] As your request, we have deleted your data. Below are details of data deleted. [data_deleted] Regards, [shop_name] Available tags: [customer] , [data_deleted] , [shop_name] |

 You can also send notification email to customer when decline a data deletion request.

| Send notification email to customer when decline an data deletion request | YES NO |
|---|--|
| Refusal email subject | Your data deletion request is declined |
| Refusal email content | <> <u>A</u> B I U ∓ ₩ G ≣ • ⊟ • ⊞ • ■ Paragraph • |
| | Dear [customer] We have checked your request of personal data deletion. We're sorry to say, the data could not be deleted due to our data protection terms. Below are details of data you requested to delete [data_deleted] |
| | Regards, [shop_name] |
| | Available tags: [customer] , [data_deleted] , [shop_name] |

6. Access logs

◆ Data modification log: You may track down any modify action from your customers.

| ACCESS LOGS | | | | |
|-------------|---------------------|---------------------|-----------------------------|-----------|
| | DN LOG | | | |
| Customer ID | Date | Data type | Modified by | |
| 3 | 09/17/2018 23:50:56 | General information | Jully Test (Role: Customer) | (Details |
| | | | | |

To check which data was modified, click the **"Details"** button.

| М | NODIFICATION LOG: #1 |
|---|--|
| | Data type: General information Modified by: Jully Test (Role: Customer) |
| | Modified date: 09/17/2018 23:50:56 |
| | Modified information: 1. Newsletter: not subscribed |
| | |

↔ Log in log: Tracks your customers' time of login, IP address and browser user agent.

|) MODII | FICATION LOG | LOGIN LOG | | | |
|---------|--------------|---------------------|--------------|----------------------|---------------|
| | Customer ID | Date | IP | Device | Location |
| | 3 | 09/17/2018 23:41:46 | 117.0.19.196 | Chrome 66.4. Windows | View location |
| | 3 | 09/17/2018 23:08:04 | 117.0.19.196 | Chrome 66.4. Windows | View location |
| Bulk ac | tions 🔺 | | | | |

When there are more than 2 rows on the list, you can select multi records by select the options from **"Bulk actions"** drop down menu.

| Customer ID | Date | Data type |
|------------------|-------------------|---------------------|
| Select all | /06/2018 21:27:37 | General information |
| Delete selection | /06/2018 21:23:23 | General information |
| Delete selection | | |

Your customers can also know about these logs from their **"Manage personal data"** area.

| My personal data | DATA MODIFICATIO | ON LOG 🚺 | | |
|-----------------------|---------------------|---------------------|-----------------------------|--------------|
| Data modification log | Date | Data type | Modified by | Action |
| Login log | | | | |
| Delete my data | 08/06/2018 21:27:37 | General information | Chris Test (Role: Customer) | VIEW DETAILS |
| | | | | |
| | | | | |

7. Statistics

Accept Privacy policy chart: our module gives you an overview about the number of customer accepted or declined your Privacy policy. You can select different time conditions to get the result for particular time.



Accept Privacy policy logs: GDPR also saves the information whenever a customer accepts or declines privacy policy, including: IP address, web browser, date, location, etc.

| IP | Browser | Customer | Accept privacy policy | Date | Location |
|------------|----------------|---------------------|-----------------------|--------------------------|---------------------------|
| IP 117. | Chrome Windows | Customer J. Test | Accept privacy policy | Date 09/17/2018 23:55:50 | Location View location |

V. THANK YOU

Thank you again for purchasing our product and going through this documentation. We hope this document is helpful and efficient in the complete setup of your website. If you do have any questions for which the answer is not available in this document, please feel free to contact us.