



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 collect 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.

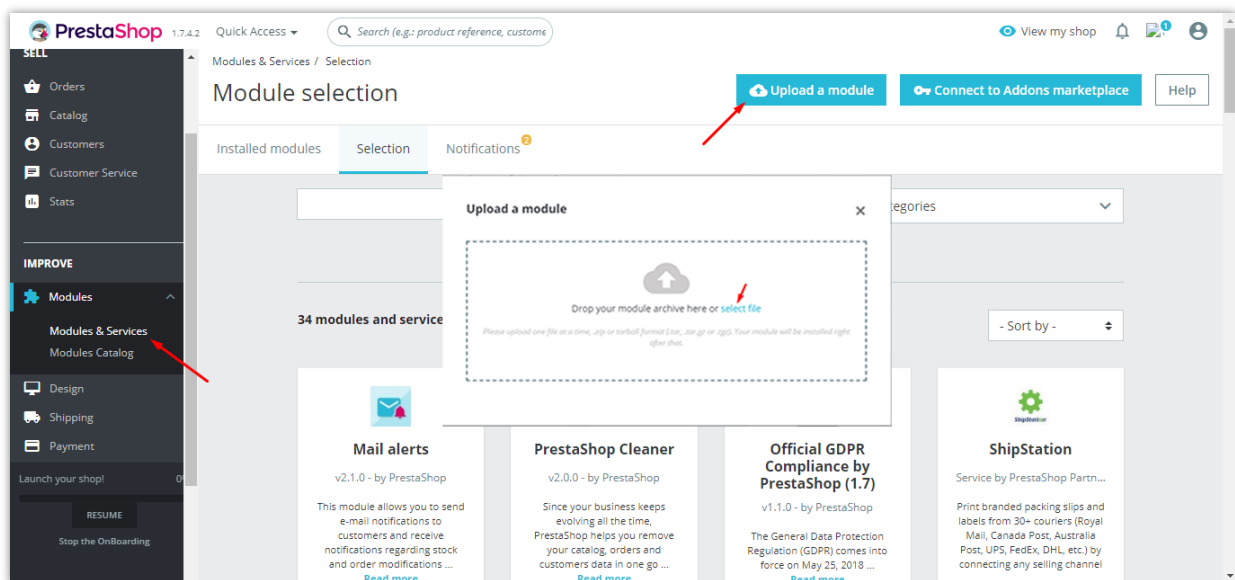
For you, the law demands to keep a record of processing activities such as access, consent, and erasure.

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.

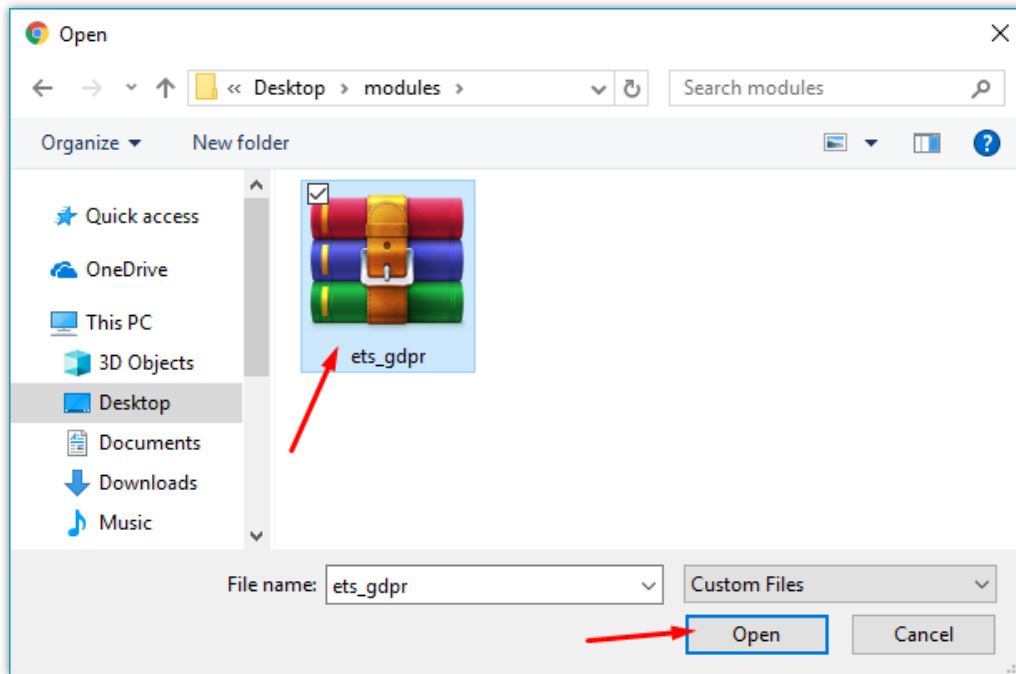
* *"GDPR" is compatible with Prestashop 1.6.x, Prestashop 1.7.x and PrestaShop 8.x*

III. INSTALLATION

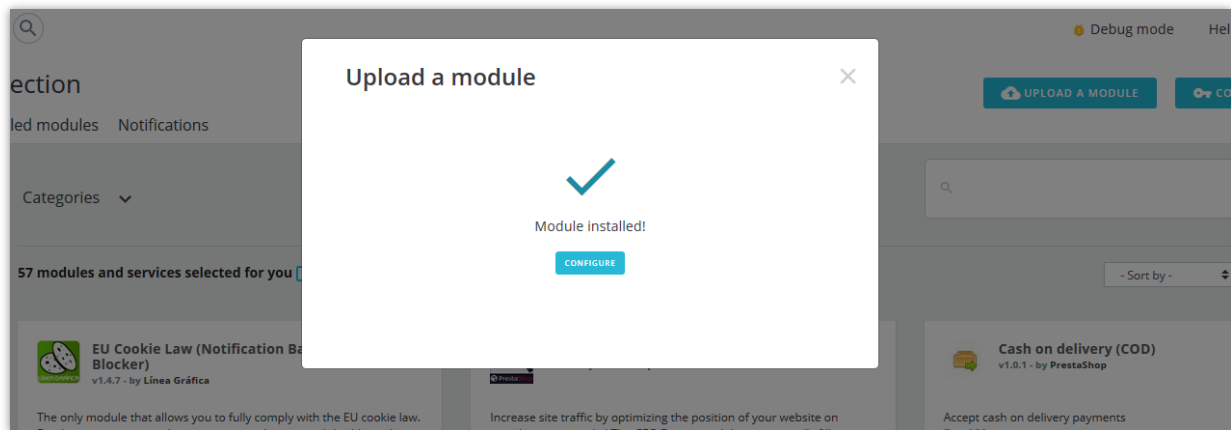
1. Navigate to **"Modules / Modules & Services"**, click on **"Upload a module / Select file"**



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

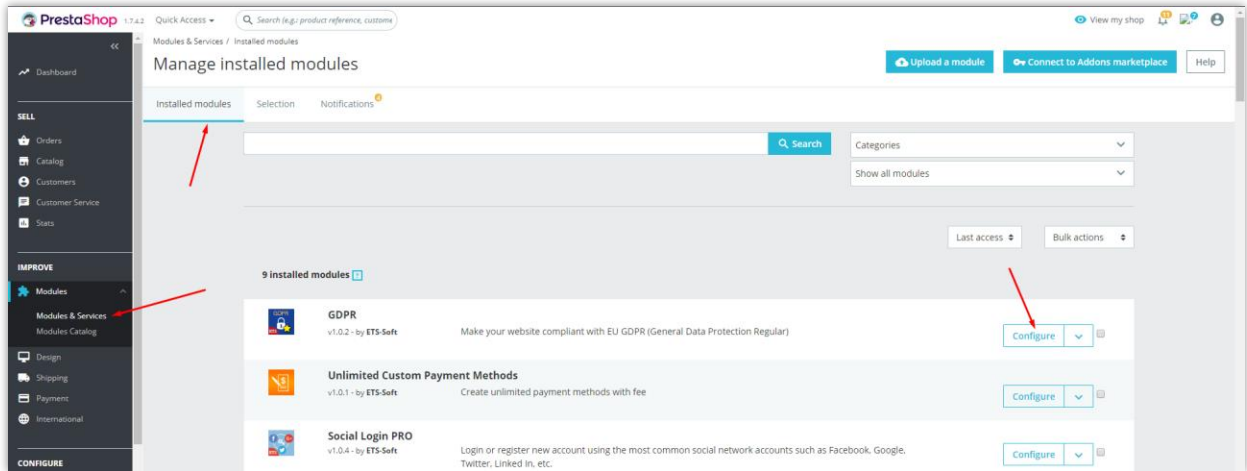


- ❖ Click on **“Configure”** button of the module you just installed to open the module’s configuration page.



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.



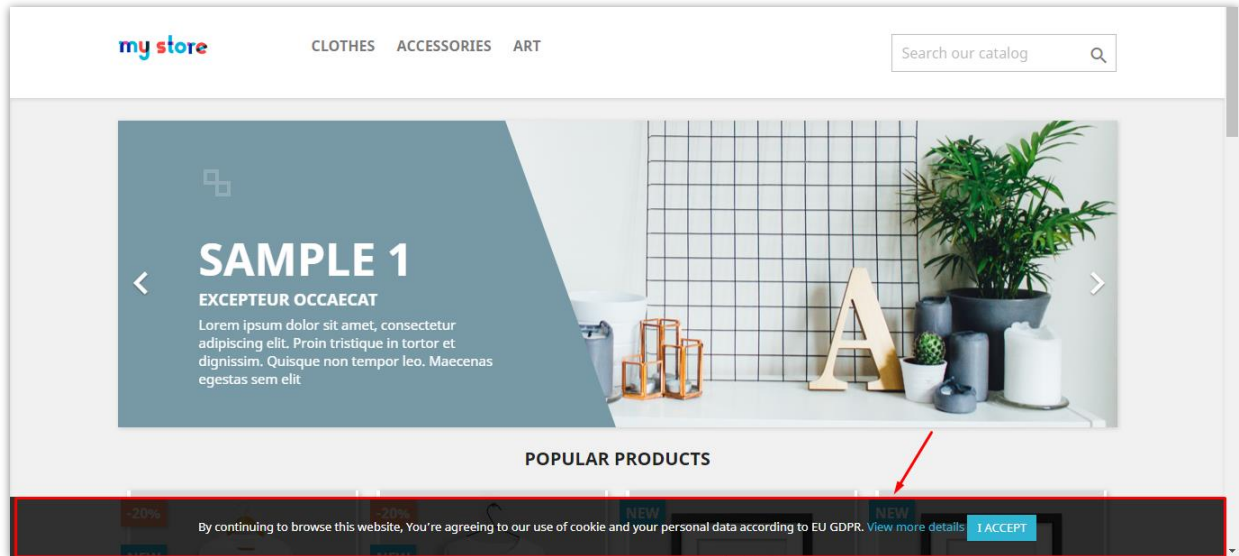
From **Configuration** page, you will see these tabs below which will be used to manage **“GDPR”**:

- ❖ Deletion requests
- ❖ GDPR notification
- ❖ Access logs
- ❖ Statistics
- ❖ Customer privileges
- ❖ Email alerts
- ❖ General settings

1. GDPR notification

1.1. GDPR notices

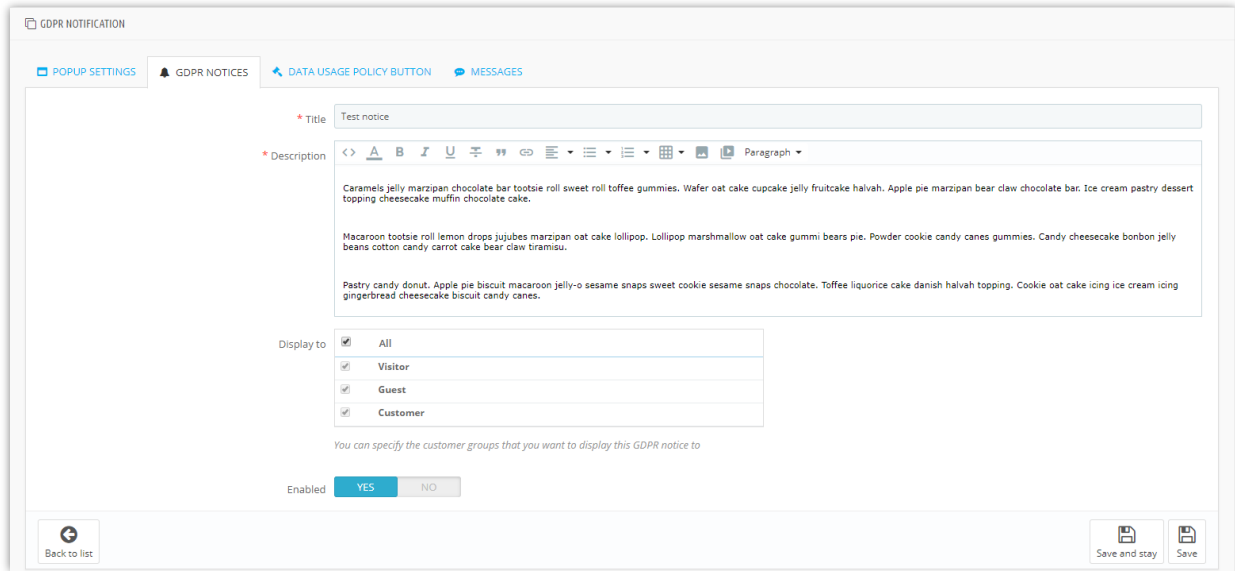
By default, **“GDPR”** presents visitors with this welcome pop-up banner on the bottom of homepage. You can change the banner position latter in **“Popup settings”** sub tab.



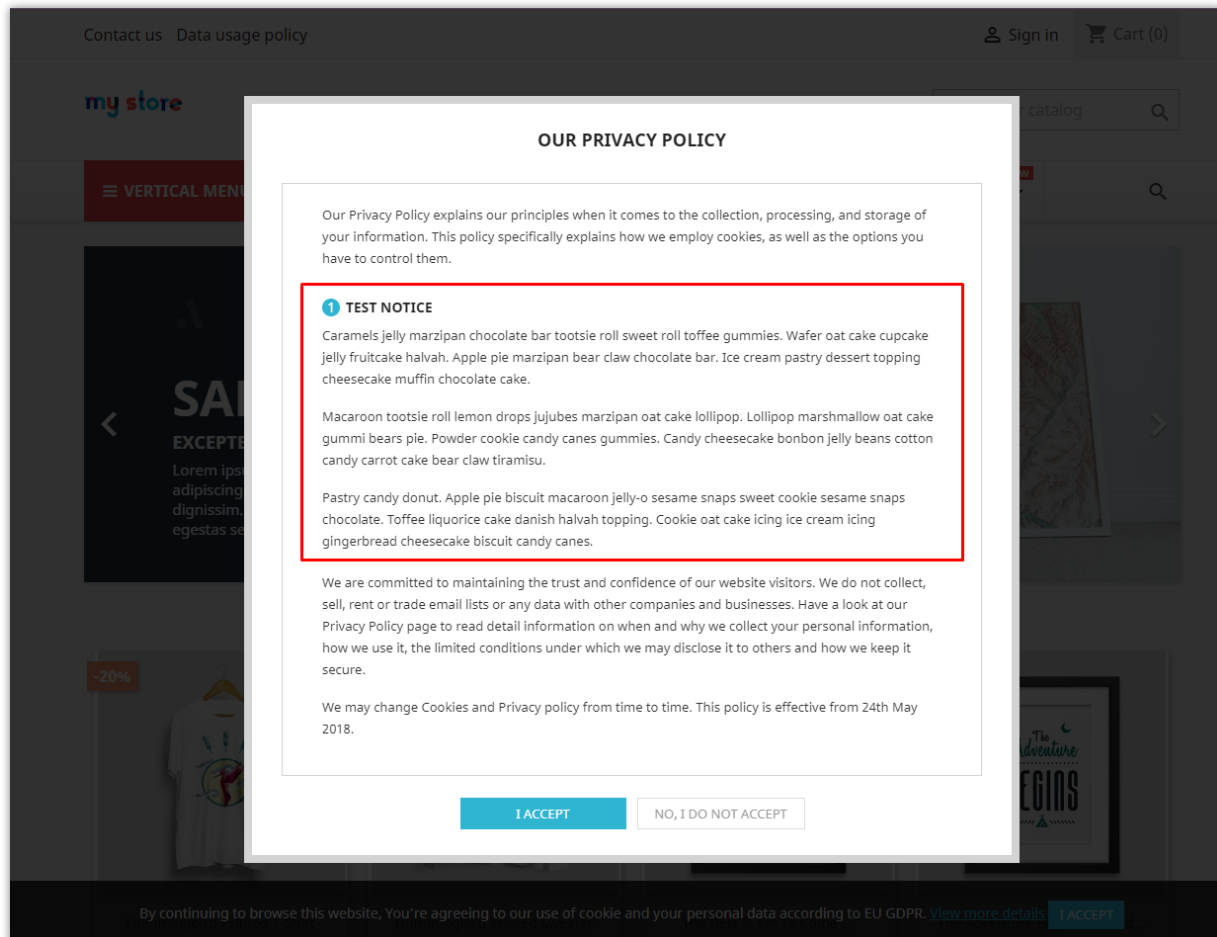
When customers click on **“View more details”** label, a pop-up presenting GDPR notices will display to them.

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”**.

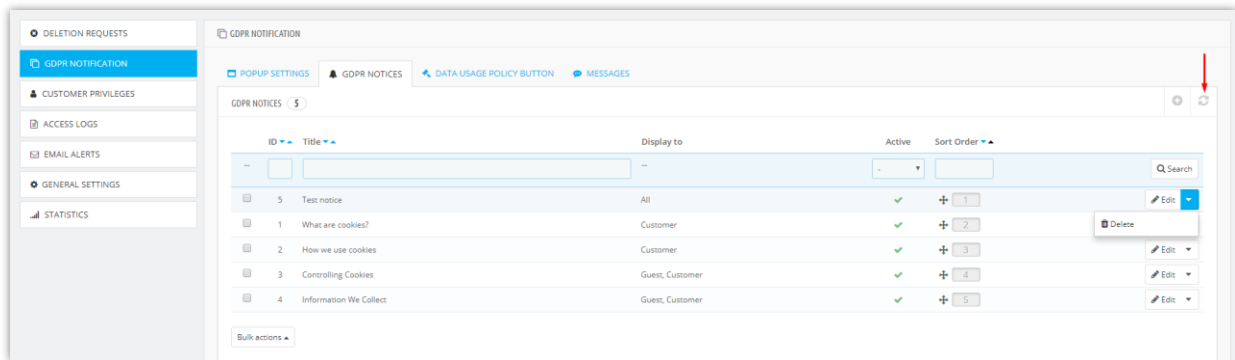


Here is the notice box will be shown to your customers. They can accept or refuse your privacy and policy.

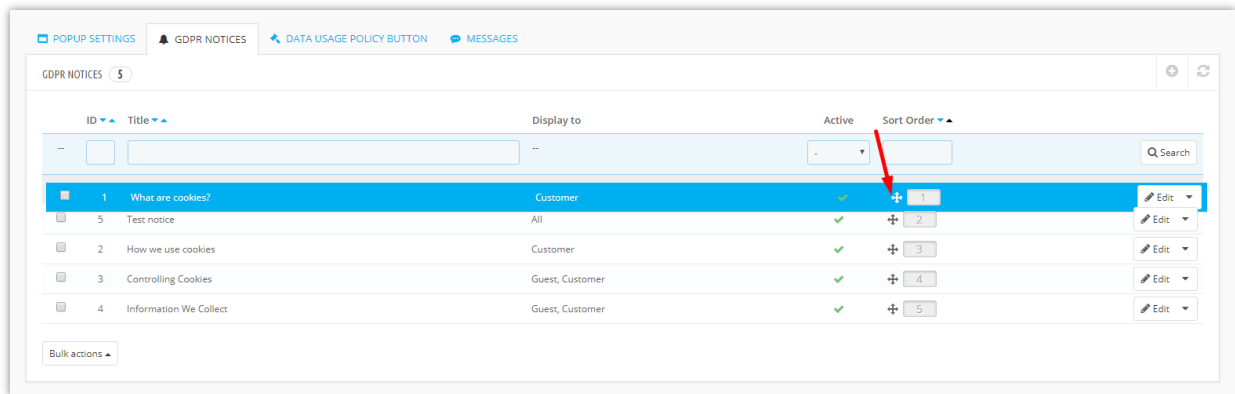


In **“GDPR notices”** tab, you can manage all the notices you made.

- ❖ 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.



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

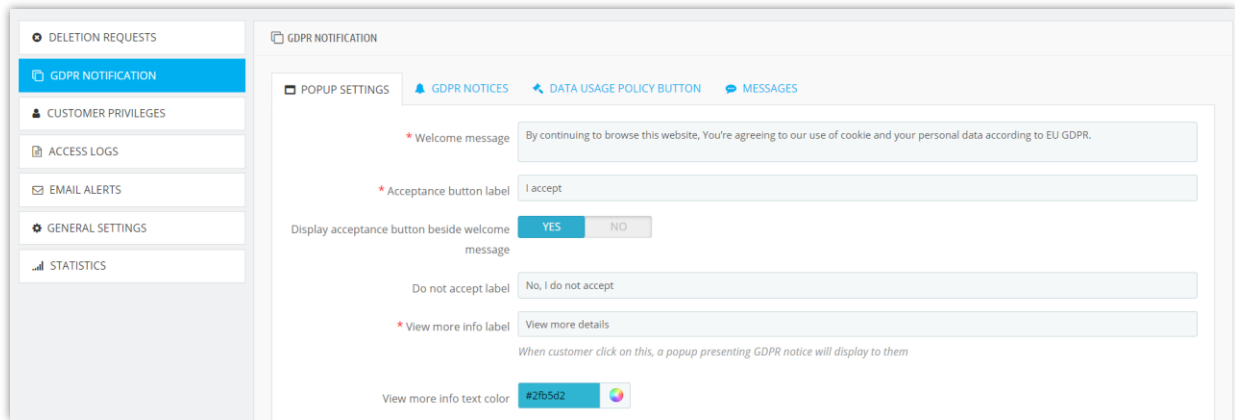


1.2. Popup settings

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.



- ❖ 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.

usage policy

OUR PRIVACY POLICY

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.

- 1 WHAT ARE COOKIES?**

Cookies are small pieces of data, stored in text files that are stored on your computer or other device when websites are loaded in a browser. They are widely used to "remember" you and your preferences, either for a single visit or for multiple repeat visits
- 2 HOW WE USE COOKIES**

We use cookies for a number of different purposes. Some cookies are necessary for technical reasons; some enable a personalized experience for both visitors and registered users; and some allow the display of advertising from selected third party networks.
- 3 CONTROLLING COOKIES**


Visitors may wish to restrict the use of cookies or completely prevent them from being set. If you disable cookies, please be aware that some of the features of our service may not function correctly
- 4 INFORMATION WE COLLECT**


We only collect information about you if we have a reason to do so-for example, to provide our services, to communicate with you, or to make our services better.

I ACCEPT NO, I DO NOT ACCEPT


ing to browse this website, you're agreeing to our use of cookie and your personal data according to our cookie policy


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


Acceptance button background color 


Acceptance button text color 

Number GDPR notices YES NO

Background color for the numbers 

Text color for numbers 

Welcome message background color 

Welcome message text color 

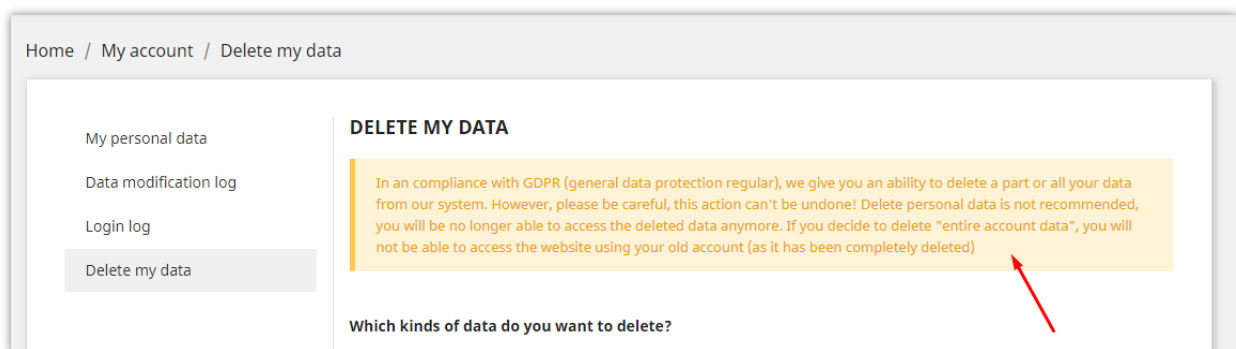
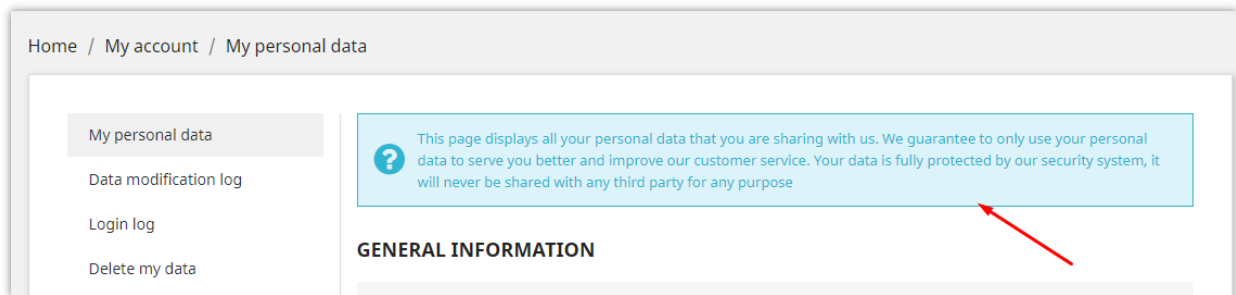
Welcome message background opacity

Welcome message type Full-width bar at website top
 Full-width bar at website bottom
 Rectangle notification box at bottom left
 Rectangle notification box at bottom right

❖ 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.



❖ 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

GDPR notice title

General notice (Top)
 <> A B I U ¶ " ¶ ¶ ¶ ¶ ¶ Paragraph ▾
 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

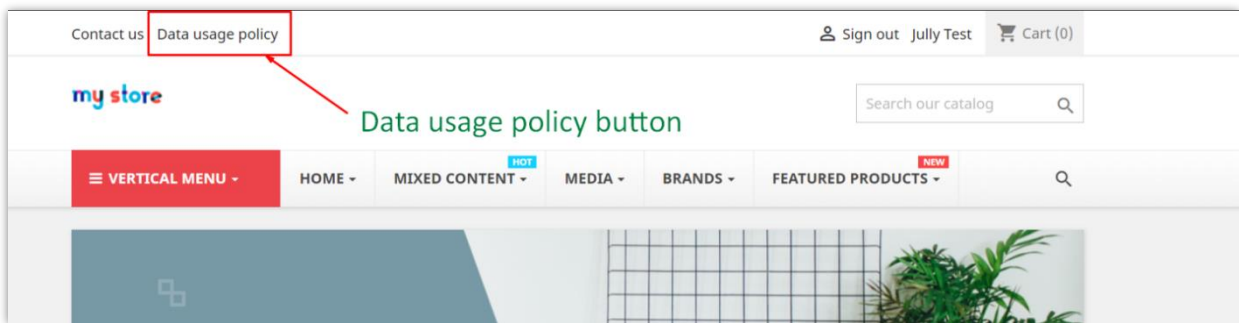
General notice (Bottom)
 <> A B I U ¶ " ¶ ¶ ¶ ¶ ¶ Paragraph ▾
 We are committed to maintaining the trust and confidence of our website visitors. We do not collect, sell, rent or trade email lists or any data with other companies and businesses. Have a look at our Privacy Policy page to read detail information 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.



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 | MESSAGES

Enabled YES NO

* Button title

Open data usage policy by popup? YES NO

* Data usage policy page URL

 Save

1.4. Messages

GDPR NOTIFICATION

POPUP SETTINGS | GDPR NOTICES | DATA USAGE POLICY BUTTON | MESSAGES

* Customer register new account (on customer registration page)

Enabled "View more button" YES NO

* Log into account (on account login page)

Enabled "View more button" YES NO

* Customer subscribe to newsletter (on newsletter subscription form)

* Customer send a contact message (on contact page)

Enabled "View more button" YES NO

* Register to receive in-stock notification (on product details page)

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.

The screenshot shows the 'GENERAL SETTINGS' configuration page. On the left is a sidebar menu with options: DELETION REQUESTS, GDPR NOTIFICATION, CUSTOMER PRIVILEGES, ACCESS LOGS, EMAIL ALERTS, GENERAL SETTINGS (highlighted), and STATISTICS. The main content area is titled 'GENERAL SETTINGS' and contains the following settings:

- * Request GDPR acceptance when** (with a 'Select all' button):
 - Customer land on website (display a GDPR notification popup)
 - Customer register new account (on customer registration page)
 - Log into account (on account login page)
 - Customer subscribe to newsletter (on newsletter subscription form)
 - Customer send a contact message (on contact page)
 - Register to receive in-stock notification (on product details page)

You can edit GDPR notification for each position above in "GDPR Notification / Messages" tab
- Customer groups to see GDPR acceptance request** (with a table):

<input checked="" type="checkbox"/>	All
<input checked="" type="checkbox"/>	Visitor
<input checked="" type="checkbox"/>	Guest
<input checked="" type="checkbox"/>	Customer
- Do not display GDPR notices if a registered customer has accepted the notices in the past** (with 'YES' and 'NO' buttons):

YES NO

- ❖ 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 requests a deletion of their data

Delete the data completely
 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.

Ask customer to send an approval request to admin for any deletion of data

YES
 NO

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



Customer ID	Customer name	Email	Data want to delete	Date of request	
3	July Test	julytest@gmail.com	Entire account data - Addresses - Orders - Contact messages - Subscription statuses - Data modification log - Login log	08/06/2018 06:07:03	<input type="checkbox"/> Preview data before deletion <input type="checkbox"/> Download PDF <input checked="" type="checkbox"/> Approve <input checked="" type="checkbox"/> Declined <input checked="" type="checkbox"/> 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 login logs

YES

NO

Save a log with customer IP, web browser type, login time, etc. everytime customer account is logged in.

❖ Save data modification logs:

Save data modification logs

YES

NO

Save a log with details of data 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 withdraw

YES

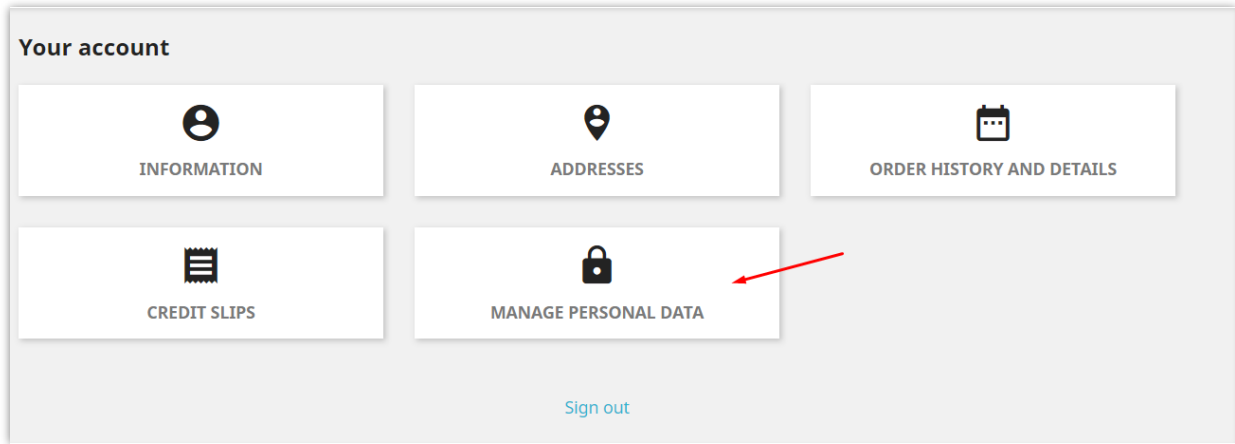
NO

deletion request

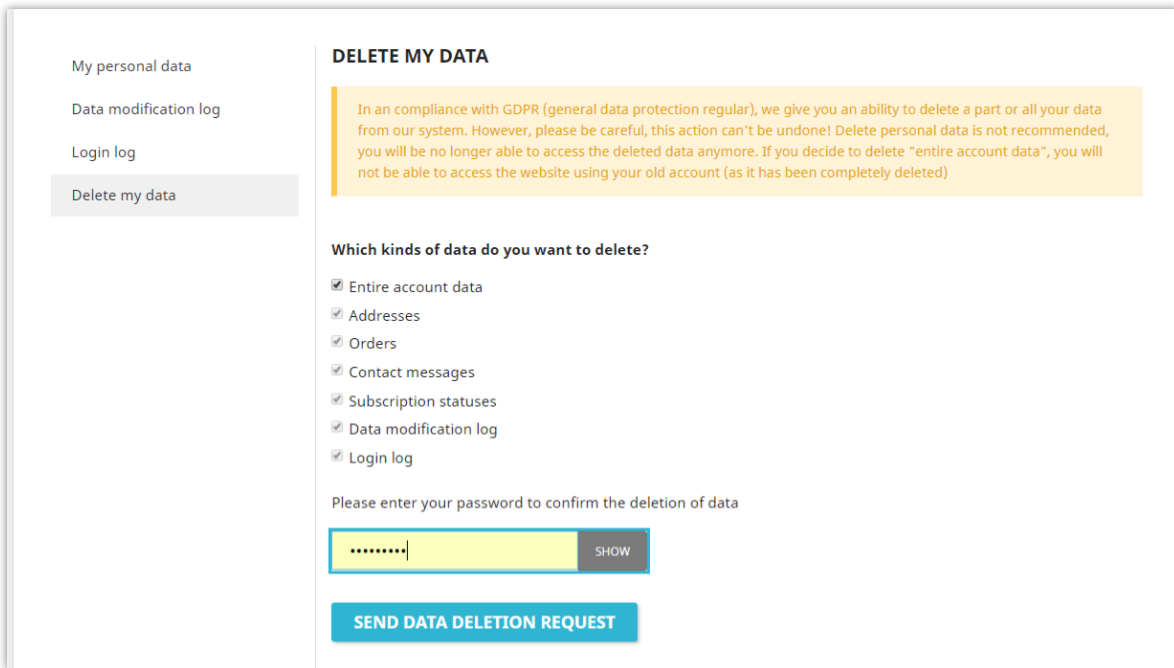
3. Deletion requests

3.1. How can your customer send deletion request?

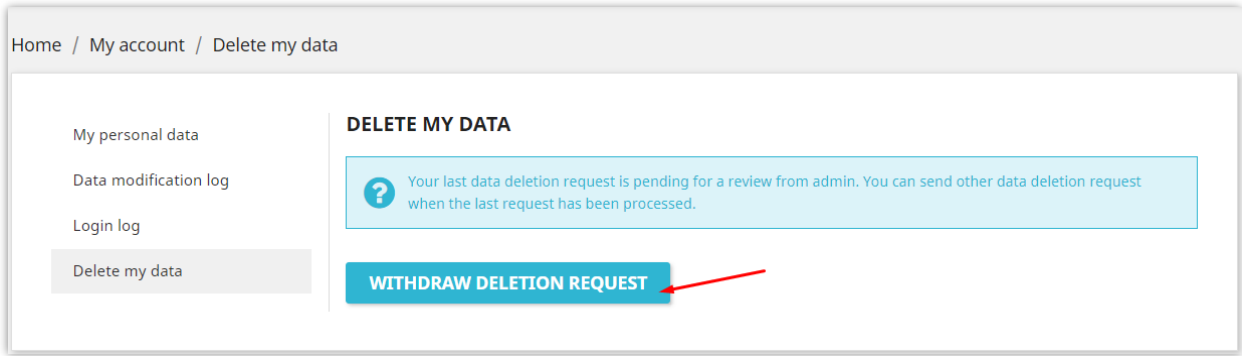
❖ Navigate to **“Your account”** page. Select **“Manage personal data”** section.



- ❖ 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.



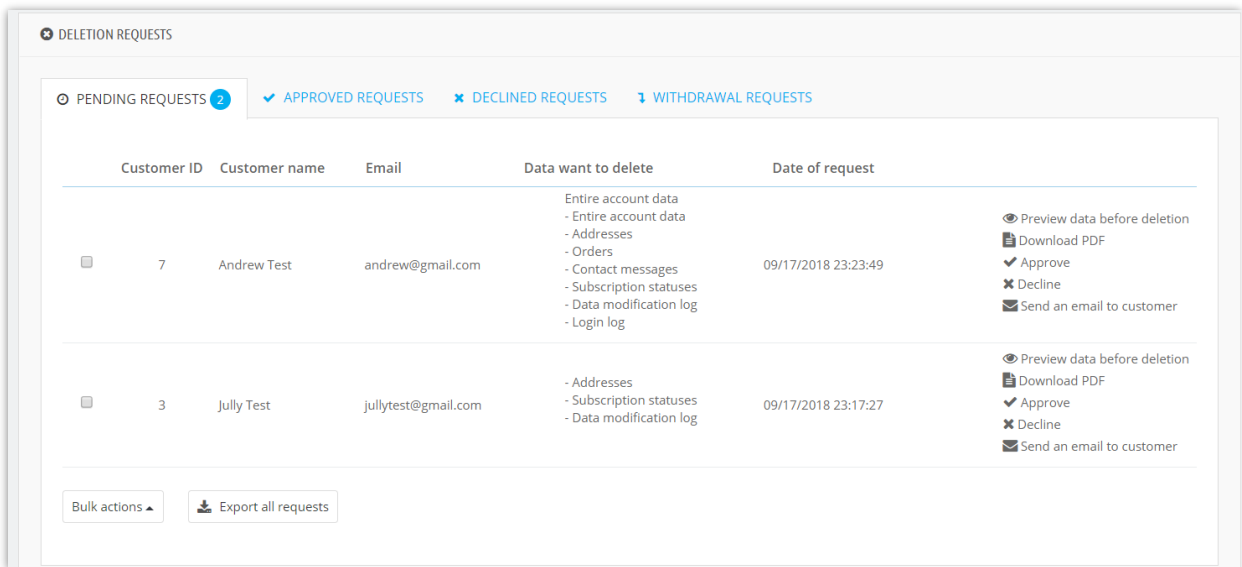
- ❖ As introduced in **“General settings”** tab, if you enable **“Ask customer to send an approval request to admin for any deletion of data”** option, your customers will have to wait for your decision. During this waiting time, they can withdraw their request.



3.2. And how can you manage deletion requests?

In “Deletion requests” tab you will see 4 sub tabs:

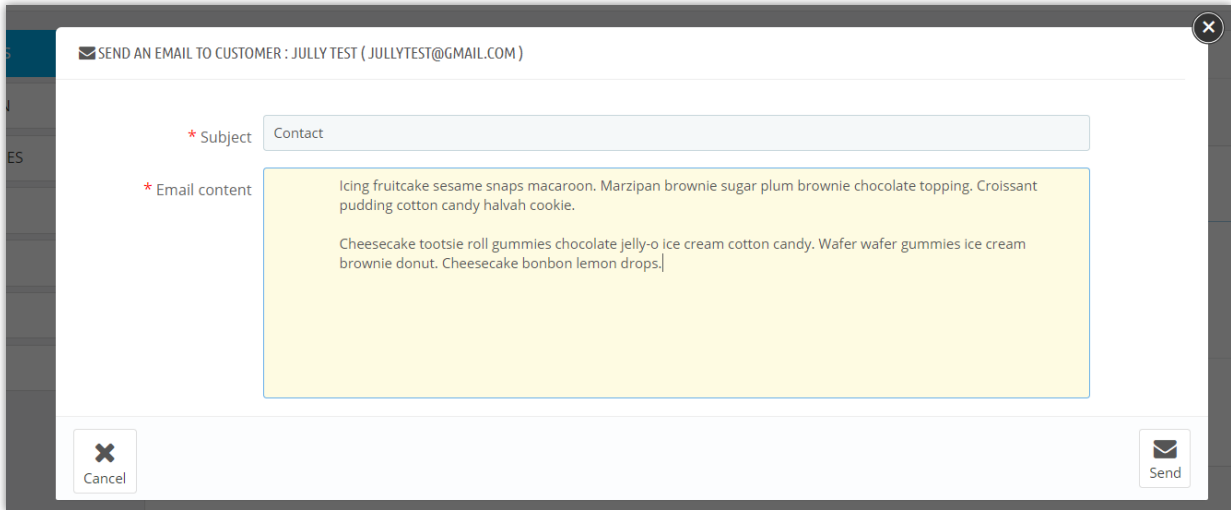
- ❖ Pending requests: the deletion requests are waiting for your approval.
- ❖ Approved requests: the requests you approved.
- ❖ Declined requests: the requests you declined.
- ❖ Withdraw requests: the withdraw requests your customers made.



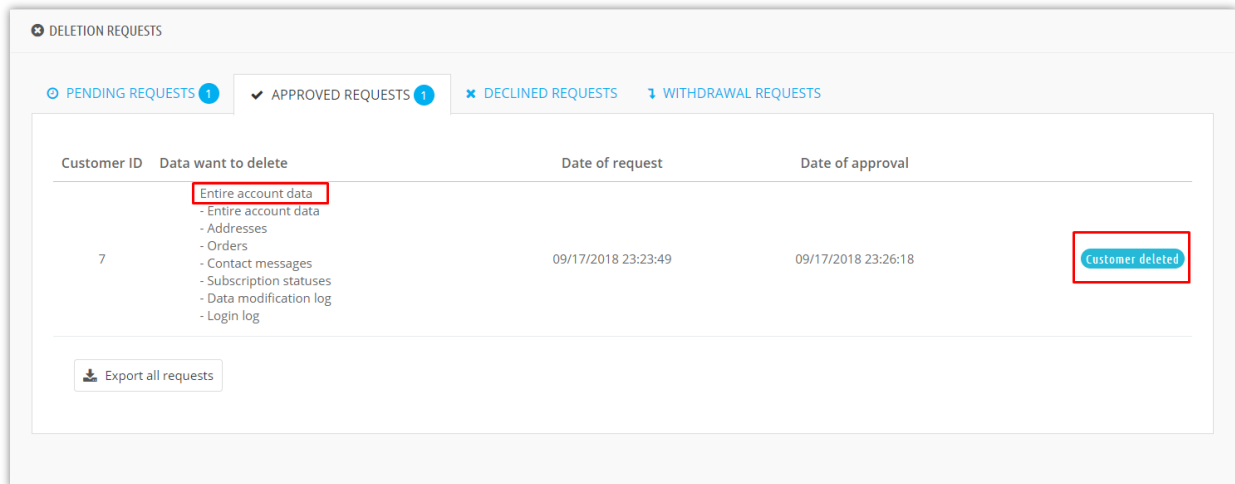
For each pending request, you can choose one of these following actions:

- ❖ 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.

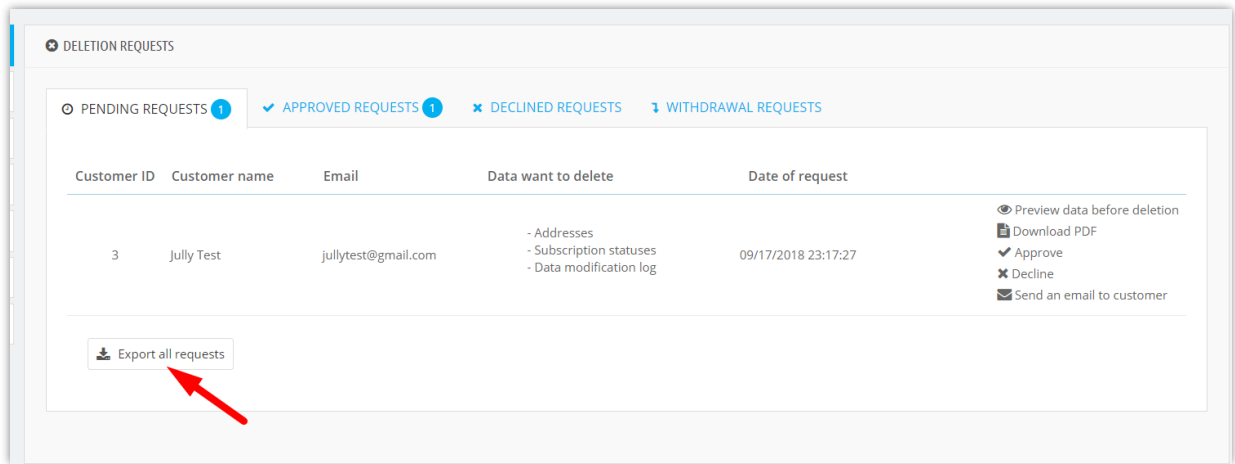


If you approve an **“Entire account data”** deletion request, information of this customer will be erased from your database and you will see **“Customer deleted”** label. On the other hand, if your customers want to delete some parts of their data, after you approving, they will not see these information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



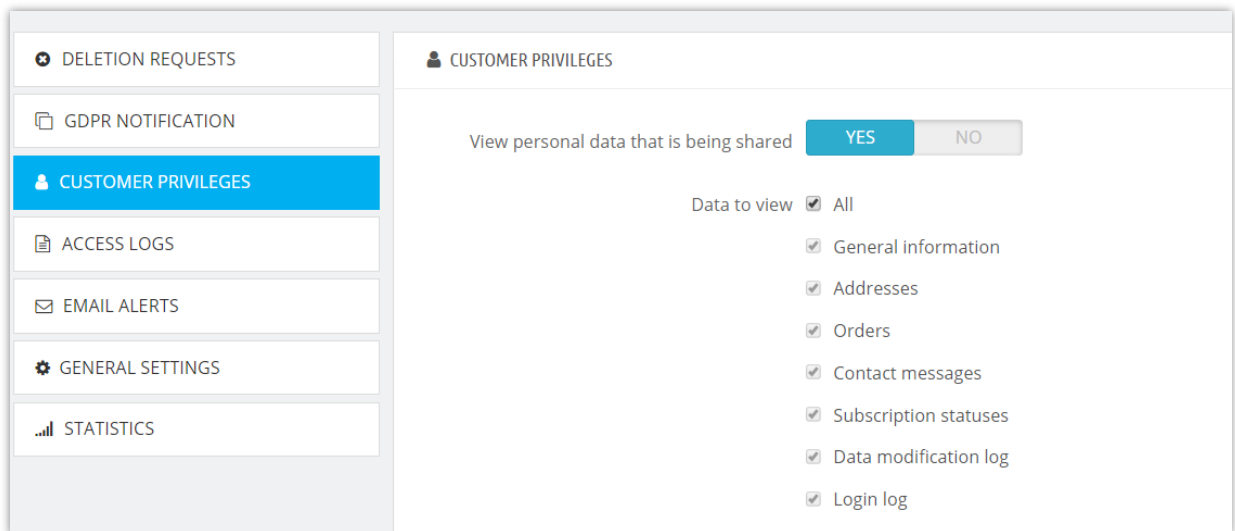
3.3. Export requests

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



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.



- ❖ 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.


Home / My account / My personal data

My personal data

Data modification log

Login log

Delete my data

 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

GENERAL INFORMATION

First name: July
Last name: Test
Email: jullytest@gmail.com
Gender: Female
Birthday: 01/01/1993

MY ADDRESS

My Address
Jully Test
23 Queen Street
New York, New York 12345
United States

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 MESSAGES 0

Date send	Subject	Message	Action
No records found			

MY SUBSCRIPTIONS

Subscription	Status	Action
Newsletter	✓ Subscribed	UNSUBSCRIBE
Partner offers	✓ Subscribed	UNSUBSCRIBE

[DOWNLOAD MY PERSONAL DATA](#)

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

Data can delete Entire account data

Addresses

Orders

Contact messages

Subscription statuses

Data modification log

Login log

- ❖ 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.

Subscription statuses

Data modification log

Login log

Change subscription status

MY SUBSCRIPTIONS

Subscription	Status	Action
Newsletter	✔ Subscribed	<input type="button" value="UNSUBSCRIBE"/>
Partner offers	✔ Subscribed	<input type="button" value="UNSUBSCRIBE"/>

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

Change subscription status YES NO

Download personal data YES NO

23 Queen Street
New York, New York 12345
United States

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 MESSAGES

Date send	Subject	Message	Action
No records found			

MY SUBSCRIPTIONS

Subscription	Status	Action
Newsletter	✓ Subscribed	UNSUBSCRIBE
Partner offers	✓ Subscribed	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.

✉ EMAIL ALERTS

Send email to customer when their account By Admin
is modified By customer

Send email to customer when their account YES NO
is logged in

- ❖ 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.

Send an email to admin when YES NO
customer submits a deletion request

- ❖ 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 YES NO
delete data

Deletion email subject: Your data was deleted from our website

Deletion email content:

<> A B I U Paragraph

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:

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

MODIFICATION LOG LOGIN 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.

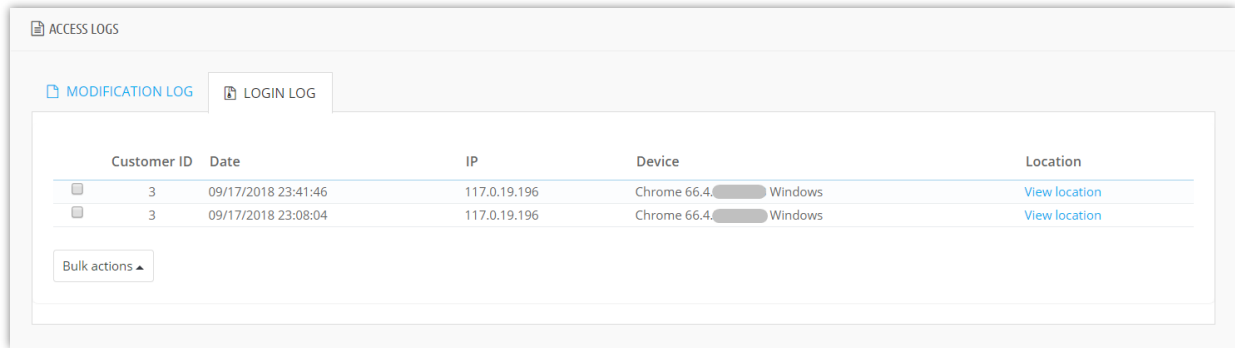
MODIFICATION LOG: #1

Data type: General information
Modified by: Jully Test (Role: Customer)
Modified date: 09/17/2018 23:50:56

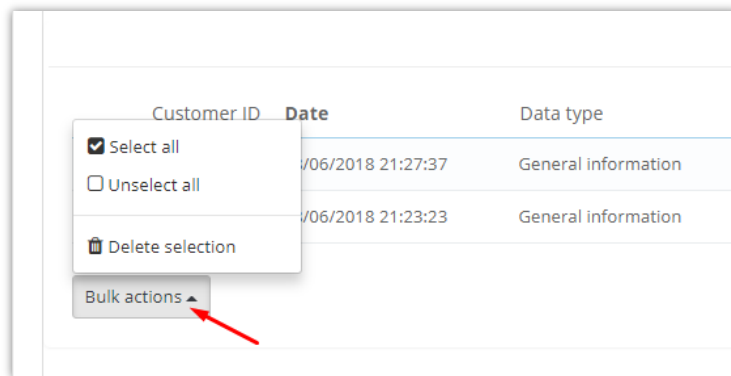
Modified information:
 1. Newsletter: **not subscribed**

[Back to list](#)

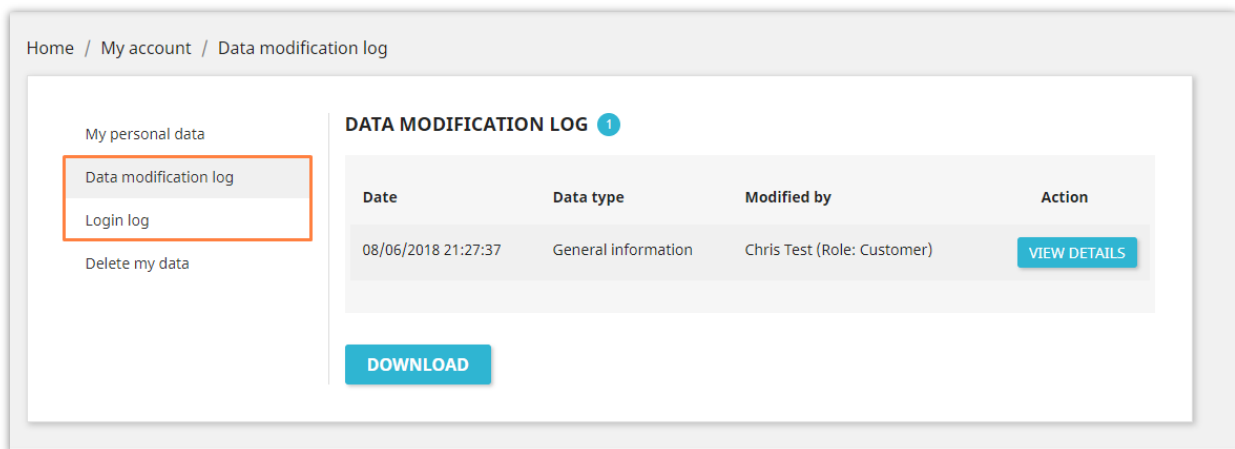
- ❖ Log in log: Tracks your customers' time of login, IP address and browser user agent.



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.

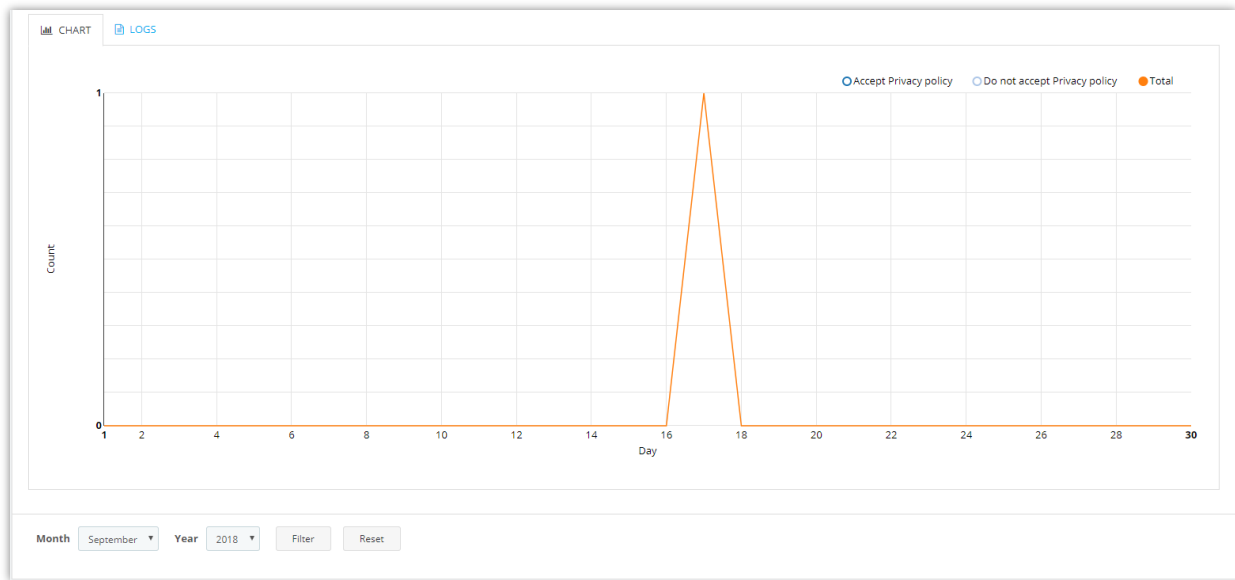


Your customers can also know about these logs from their **“Manage personal data”** area.



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.

The table displays a single log entry for a privacy policy acceptance. The columns are IP, Browser, Customer, Accept privacy policy, Date, and Location.

IP	Browser	Customer	Accept privacy policy	Date	Location
117.117.117.117	Chrome Windows	J. Test	✓	09/17/2018 23:55:50	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.