

## User guide

# OFFICIAL GDPR COMPLIANCE BY PRESTASHOP

Version: 2.0.0

The **Official GDPR Compliance** module, developed by the PrestaShop team with help from our GDPR experts, allows you to bring your store into compliance with this EU regulation.

Below you will find all the information you need to understand and use this module.

### Contents:

1. *Get Started tab*
2. *Personal data management tab*
3. *Consent checkbox customization tab*
4. *Customer activity tracking tab*
5. *Help tab*

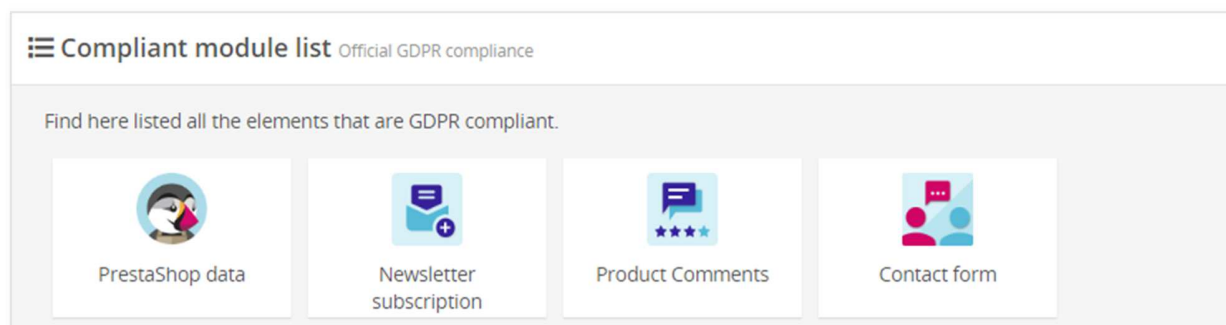
## 1. GET STARTED TAB

This tab will help you become familiar with the General Data Protection Regulation (GDPR) and our module.

Here, you will find general information about this EU regulation (our whitepaper, video, article, etc.) and the user guide for our module to download in PDF format to help you get set up.

## 2. PERSONAL DATA MANAGEMENT TAB

In this tab, first of all, you will find the list of modules installed on your store that are GDPR compliant.

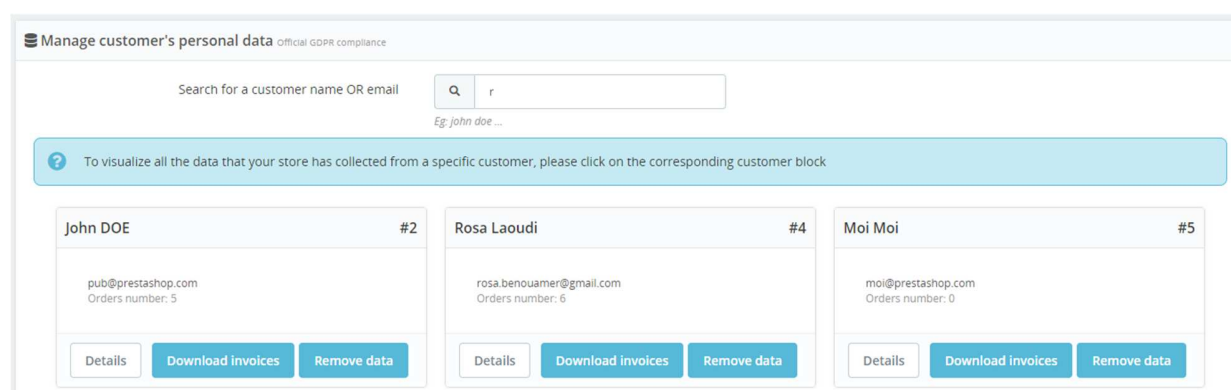


If you consider that one or several modules collect personal data and that they don't appear on this list:

- Please make sure that you have access to the latest version of these modules to fully benefit the GDPR update.
- If they are still not displayed in the list, we invite you to contact their respective developers to have more information about these modules.

Next, you can search for a customer in your database and view all of this customer's data that has been collected by the PrestaShop solution and the GDPR-compliant modules installed on your store.

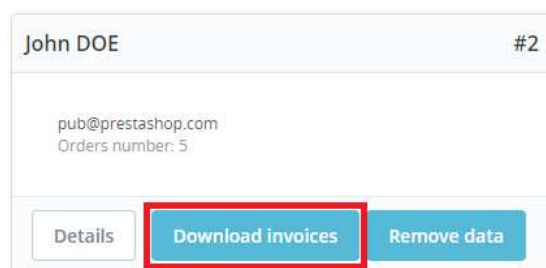
To search for a customer, please enter the first letters of your customer's name or email address.



The personal data that you can visualize by clicking on "Details" will be used at 2 different levels:

- When a customer requests access to his data: he gets a copy of his personal data collected on your store in PDF or CSV format.
- When a customer requests data erasure: if you accept his request, his data will be removed permanently.

You can also process all of your customers' data erasure requests. Before accepting the data deletion request and deleting a customer permanently from your database, we recommend you to download all of the invoices linked to his/her account.



### 3. CONSENT CHECKBOX CUSTOMIZATION TAB

This tab allows you to customize the consent confirmation checkboxes and the corresponding consent request messages in various forms of your store.

You can activate and customize the consent confirmation checkboxes in two places by default:

- In the account creation form on your store
- In the Information tab in the customer account

We recommend you to write your consent request messages in all available languages of your online store.

**Configure your checkboxes** Official GDPR compliance

Please customize your consent request messages in the dedicated fields below :

**?** We recommend you to put a link to your confidentiality policy page in each of your custom messages. Be aware that a dedicated confidentiality policy page is required on your website; if you do not have one yet, please click [here](#).

**Account creation form** ☒ YES

Consent request message

<> A B I U Paragraph ▼

J'accepte les conditions générales et la politique de confidentialité - Rosa creation

This message will be displayed on the customer creation form

**Customer account area** ☒ YES

Consent request message

<> A B I U Paragraph ▼

J'accepte les conditions générales et la politique de confidentialité

This message will be displayed in the My personal information tab in the customer account

Depending on your stores installed modules and if they have been updated for GDPR compliance, the corresponding text fields will be shown on this interface so that you can personalize your permission request messages.

**Newsletter subscription** ☒ YES

Consent request message

<> A B I U Paragraph ▼

Newsletter subscription - Mon message de consent request - Rosa

This message will be accompanied by a checkbox

**Product Comments** ☒ YES

Consent request message

<> A B I U Paragraph ▼

Consent request message - Mon message de consent request - Rosa

This message will be accompanied by a checkbox

**Contact form** ☒ YES

Consent request message

<> A B I U Paragraph ▼

Contact form - Rosa

This message will be accompanied by a checkbox

For more credibility, it is highly recommended that you create a page dedicated to your confidentiality policy of your store and then insert its direct link to your permission request messages.

#### 4. CUSTOMER ACTIVITY TRACKING TAB

In this tab, you can view all your customers' actions related to their personal data (especially for data accessibility, permission and deletion).

In this summary table, you will find the information below:

- Customer's first and last name or client ID
- Type of request: data accessibility, permission, or deletion
- Date and time of the action

Customer activity list

Official GDPR compliance

Keep track of your customer activity related to data accessibility, consent and erasure.

Show

10

▼

entries

Export :

Copy

Excel

CSV

PDF

Search:

| Client name/ID | Type of request      | Submission date     |
|----------------|----------------------|---------------------|
| kiyan kiyan    | Erasure              | 2023-03-17 09:23:07 |
| kiyan kiyan    | Consent confirmation | 2023-03-17 09:19:52 |
| Rosa Benouamer | Consent confirmation | 2023-03-16 15:52:26 |
| Rosa Laoudi    | Accessibility (csv)  | 2023-03-15 12:10:57 |
| Rosa Laoudi    | Accessibility (pdf)  | 2023-03-15 12:10:54 |
| boulet boulet  | Consent confirmation | 2023-03-13 16:34:13 |
| Moi Moi        | Consent confirmation | 2023-03-10 15:38:35 |
| Rosa Benouamer | Erasure              | 2023-03-07 17:28:42 |
| Rosa Laoudi    | Consent confirmation | 2023-03-01 11:24:43 |
| Rosa Benouamer | Accessibility (pdf)  | 2023-02-28 15:49:18 |

Showing 1 to 10 of 14 entries

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#### 5. HELP TAB

In this tab, you will find a list of questions frequently asked by our merchants as well as answers provided by our module and GDPR experts.

The entire PrestaShop Team thanks you for your trust and wishes you every success with the Official GDPR Compliance module!

*The Official GDPR Compliance module was developed by the PrestaShop Team, which guarantees its complete compatibility with the PrestaShop e-commerce software.*