

User guide

OFFICIAL GDPR COMPLIANCE BY PRESTASHOP

Version: 1.0.0

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.

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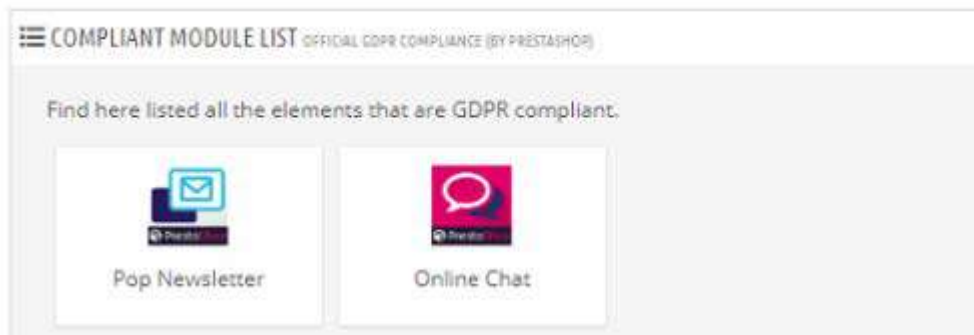
1. GET STARTED TAB

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.

MANAGE CUSTOMER'S PERSONAL DATA (OFFICIAL GDPR COMPLIANCE BY PRESTASHOP)

Search for a customer name OR email

Eg: john doe ...

? To visualize all the data that your store has collected from a specific customer, please click on the corresponding customer block.

JOHN DOE #1

pub@prestashop.com
Orders number: 5

GENERAL INFORMATION PERSONAL DATA

Gender	Mr.	Creation date	2017-12-23 12:21:07
Name	John DOE	Last visit	2017-12-23 12:21:11
Birth date	1970-01-15	Siret	
Age	48	Ape	
Email	pub@prestashop.com	Company	
Language	English (English)	Website	

ADDRESSES PERSONAL DATA

Alias	Company	Name	Address	Phone(s)	Country	Date
Mon adresse	My Company	John DOE	16, Main street, 2nd floor, 75002 Paris	0102030405	France	2017-12-23 12:21:07
My address	My Company	John DOE	16, Main street, 2nd floor, 33133 Miami	0102030405	United States	2017-12-23 12:21:07

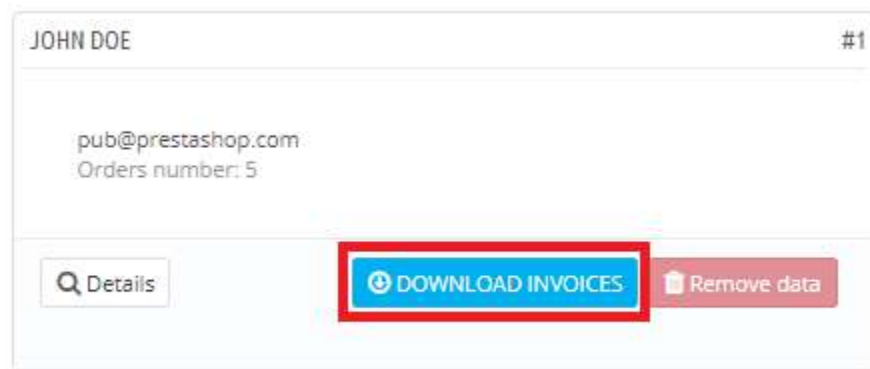
ORDERS PERSONAL DATA

Reference	Payment	Order state	Total paid	Date
XXBKNABJK	Payment by check	Canceled	55.00 EUR	2017-12-23 12:21:07
OHSATSERP	Payment by check	Awaiting check payment	75.90 EUR	2017-12-23 12:21:07
UOYEVOLI	Payment by check	Payment error	76.01 EUR	2017-12-23 12:21:07
FFATNOMM	Payment by check	Awaiting check payment	89.89 EUR	2017-12-23 12:21:07
KHWLILZLL	Bank wire	Awaiting bank wire payment	71.51 EUR	2017-12-23 12:21:07

The personal data that you can visualize in this interface 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.

[Step 1: configure your checkboxes](#)

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 (BY PRESTASHOP)

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

Account creation form

☒ YES ☐ NO

Consent request message

Edit
Insert
View
Format
Tools

</>
B
I
U
S
List
Link
Paragraph
A
List
List
List
List
Link
Link

I agree to the terms and conditions and the privacy policy

This message will be added with a checkbox

Customer account area

☒ YES ☐ NO

Consent request message

Edit
Insert
View
Format
Tools

</>
B
I
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List
Link
Paragraph
A
List
List
List
List
Link
Link

By submitting this form, I accept that the data entered is used by xxxxx so they can (i) acknowledge your request, (ii) replay and, if necessary, (iii) manage the contractual relationship that may result.



This message will be added with a checkbox

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.

Pop Newsletter

☒ YES ☐ NO

Consent request message

Edit
Insert
View
Format
Tools

</>
B
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U
S
List
Link
Paragraph
A
List
List
List
List
Link
Link



Enim quis fugiat consequat elit minim nisi eu occaecat occaecat deserunt aliquip nisi ex deserunt.

This message will be accompanied by a checkbox

Online Chat

☒ YES ☐ NO

Consent request message

Edit
Insert
View
Format
Tools

</>
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List
Link
Paragraph
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List
Link
Link

Enim quis fugiat consequat elit minim nisi eu occaecat occaecat deserunt aliquip nisi ex deserunt.

This message will be accompanied by a checkbox

Step 2: your confidentiality policy page

For more credibility, it is highly recommended that you create a page dedicated to your confidentiality policy of your store.

- Select your confidentiality CMS page in the drop-down list. If you have not created this page yet, a link is provided to redirect you to the page creation.

Confidentiality policy CMS page

To create a new CMS page, please click [here](#)

- The direct link to this page will be generated automatically; you can retrieve it in one click and insert it into your permission request messages.

Direct link to this page

You can insert this link directly in your consent 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 (BY PRESTASHOP)

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

Show entries Search:

Client name/ID	Type of request	Submission date
Valerie B	Accessibility (pdf)	2018-05-09 12:33:25
Christophe A	Erasure	2018-05-09 12:30:21
John DOE	Accessibility (csv)	2018-05-09 12:28:06
John DOE	Accessibility (pdf)	2018-05-09 12:28:00

Showing 1 to 4 of 4 entries Previous **1** Next

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.