

User guide

OFFICIAL GDPR COMPLIANCE BY PRESTASHOP

Version: 1.0.3

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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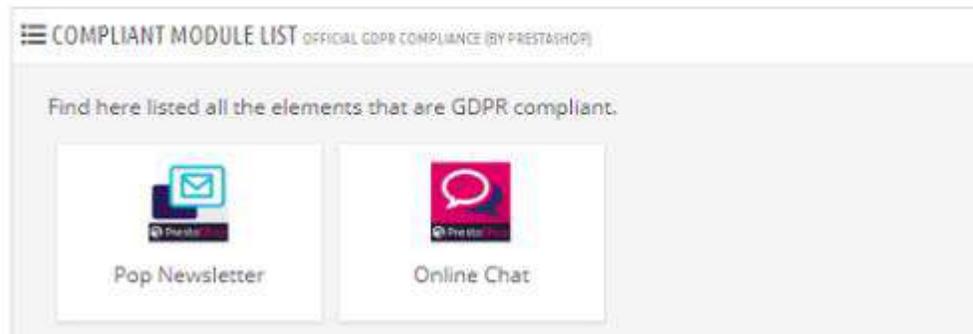
1. GET STARTED TAB

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 COMPLIANT (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

[Details](#) [DOWNLOAD INVOICES](#) [Remove data](#)

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

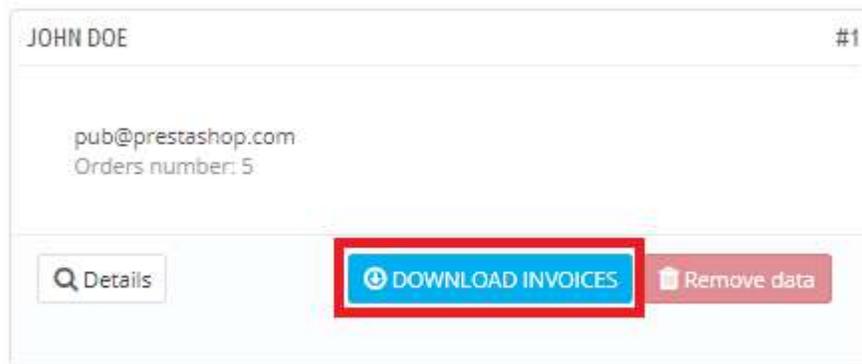
ORDERS PERSONAL DATA

Reference	Payment	Order state	Total paid	Date
XKBKNARJK	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 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 (BY PRESTASHOP)

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

Account creation form YES NO

Consent request message en ▾

Edit ▾ **Insert** ▾ **View** ▾ **Format** ▾ **Tools** ▾

 Paragraph ▾ **A**   

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 en ▾

Edit ▾ **Insert** ▾ **View** ▾ **Format** ▾ **Tools** ▾

 Paragraph ▾ **A**   

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 en ▾

Edit ▾ **Insert** ▾ **View** ▾ **Format** ▾ **Tools** ▾

 Paragraph ▾ **A**   

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 en ▾

Edit ▾ **Insert** ▾ **View** ▾ **Format** ▾ **Tools** ▾

 Paragraph ▾ **A**   

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

This message will be accompanied by a checkbox

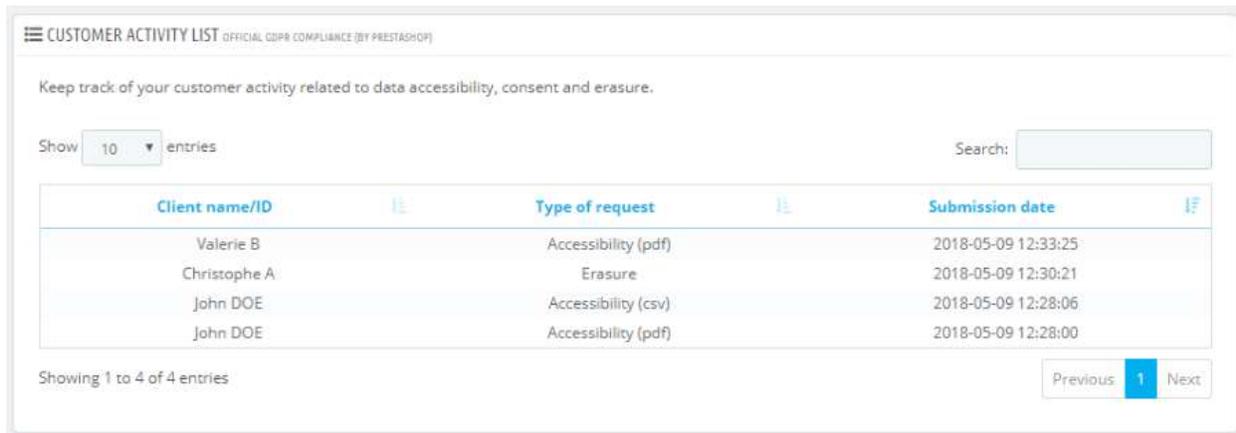
For more credibility, it is highly recommended that you create a page dedicated to your confidentiality policy of your store and then insert its direct link to your permission request messages.

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



The screenshot shows the 'CUSTOMER ACTIVITY LIST' interface. It includes a search bar, a 'Show 10 entries' dropdown, and a table with columns for Client name/ID, Type of request, and Submission date. The table contains four entries.

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

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.