

# Complying with the GDPR

## 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 a 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](#).

## Why you should bother about it

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.

## Main requirements

Our GDPR module is available from your back office and is here to protect your customers' data. In short, they should be able to access their personal data, they have the right to data portability, obtain rectification and/or erasure of their personal data, and mostly give or withdraw their consent. For merchants, the law demands to keep a record of processing activities such as access, consent, and erasure.

Article 83 of the GDPR provides sanctions up to €20 million or, for a company, up to 4% of its total global annual turnover for the previous financial year.

## Configure the GDPR module

### Get Started

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.

## Welcome to your GDPR module

This interface will help you to become familiar with the GDPR and give you some guidance to help you become compliant with this regulation.

This module meets the main regulation's requirements concerning personal data of your customers including :

1. The right to access their personal data and data portability
2. The right to obtain rectification and/or erasure of their personal data
3. The right to give and withdraw consent

It also allows you to keep a record of processing activities (especially for access, consent and erasure).

**Follow our 3 steps to configure your module and help you to become GDPR compliant !**

<p><b>👁️ Manage</b></p> <p>See our Personal data management tab to visualize the data collected by PrestaShop and community modules and manage your customers' personal data.</p>	<p><b>✎️ Customize</b></p> <p>Customize the consent confirmation checkboxes and consent request message on the different forms of your store, especially for account creation and newsletter subscription.</p>	<p><b>🔍 Keep track</b></p> <p>Visualize all of your customers' actions related to their data and manage the erasure requests.</p>
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Note : Please make sure that you have access to the latest version of your installed module(s) to fully benefit the features of our GDPR module. If one or several of your modules do not provide their data list, we invite you to contact directly the developers of these modules.

### MORE INFORMATION ABOUT GDPR



Data protection authorities websites



PrestaShop GDPR whitepaper



Module's documentation



Video



Build article



Note : These features are intended to help you to become GDPR compliant. However using them does not guarantee that your site is fully compliant with GDPR requirements. It is **it is your own responsibility** to configure the modules and take all necessary actions to ensure compliance. For any questions, we recommend you to contact a lawyer specializing in personal data legislation questions.

## Personal Data Management

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

## DATA VISUALIZATION AND AUTOMATIC ACTIONS OFFICIAL GDPR COMPLIANCE

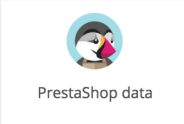
Find here listed all personal data collected by PrestaShop and your installed modules.

These data 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.
- When a customer requests data erasure: if you accept his request, his data will be removed permanently.

## COMPLIANT MODULE LIST OFFICIAL GDPR COMPLIANCE

Find here listed all the elements that are GDPR compliant.



- Please find below the list of your installed modules which are not displayed above: If you consider that one or several of these modules collect personal data ([click here](#) to know which data is defined as personal):
- 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 block above, we invite you to contact their respective developers to have more information about these modules.

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 and an unknown or guest user who has given his email address or phone number in your database and view all of his data collected by the PrestaShop solution and the GDPR-compliant modules installed in your store. To search for a user, please enter the first letters of the name, email address or phone number:

MANAGE CUSTOMER'S PERSONAL DATA OFFICIAL GDPR COMPLIANCE

Search for a customer name OR email  Q  
*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

Q Details DOWNLOAD INVOICES Remove data

**GENERAL INFORMATION** PERSONAL DATA

<b>Gender</b> Mr.	<b>Creation date</b> 2017-12-13 17:29:29
<b>Name</b> John DOE	<b>Last visit</b> 2017-12-13 17:29:30
<b>Birth date</b> 1970-01-15	<b>Siret</b>
<b>Age</b> 48	<b>Ape</b>
<b>Email</b> pub@prestashop.com	<b>Company</b>
<b>Language</b> Français (French)	<b>Website</b>

**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	2017-12-13 17:29:30
My address	My Company	John DOE	16, Main street, 2nd floor, 33133 Miami	0102030405	États-Unis	2017-12-13 17:29:30

The personal data that you can visualize in this interface will be used at two different levels:

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

You can also process all of your users' data erasure requests that are done through your contact form and with your validation. Before accepting the data deletion request and deleting a user permanently from your database, we recommend you to download all of the invoices linked to his/her account.

For further details on data, you will be redirected to the customers part of the back office in order to manage all the profiles registered and have a look at the information they contain.

Note that this module also allows the deletion of guest accounts. Merchants just need to search for the exact email address or phone number.

Once the data erased, the user does not exist anymore (account and address are deleted from your database) but its invoices remain available with the order. Only his personal data are suppressed. His abandoned carts are transferred to an anonymous account while his orders are no longer associated with any customer account.

## Consent Checkbox Customization

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

### 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

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  NO

Consent request message <> A B I U Paragraph en

I agree to the terms and conditions and the privacy policy

*This message will be displayed on the customer creation form*

Customer account area  YES  NO

Consent request message <> A B I U Paragraph en

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 displayed in the My personal information tab in the customer account*

For other installed modules requiring consent confirmation, they will be displayed in this tab only if they have done the GDPR update. The corresponding fields will automatically appear in order for you to customize the consent confirmation checkboxes.

Save

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.

## Customer Activity Tracking

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

## Help

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.

**HELP & CONTACT** OFFICIAL GDPR COMPLIANCE



**This module allows you to :**

- 1 Erase any customer account with his/her personal data collected by your shop if requested by the customer
- 2 Add a consent confirmation checkbox in a module form that collects personal data and customize it
- 3 Allow your customer to consult and export their personal data collected by your shop on their customer account
- 4 View all your customers' actions related to their personal data

**Need help ?**  
Find here the documentation of this module [DOCUMENTATION](#)

? FAQ

**Data accessibility**

- 1 How can a customer retrieve all of his personal data?

**Customer consent**

- 1 There is no consent confirmation checkbox in the contact form. Isn't this a requirement?

**Data erasure**

- 1 How will a customer ask for all of his personal data to be deleted ?
- 1 There is no Remove Data button in the customer account. Isn't this a requirement?
- 1 How to remove the personal data of a customer?
- 1 After removing all personal data of a customer from my database, what will happen to his orders?

You couldn't find any answer to your question ? [Contact us on PrestaShop Addons](#)