

GDPR

USER GUIDE

Version 1.0.1

Welcome to GDPR Extension for Magento 2 developed by Sparsh.

The extension allows your store compliant with General Data Protection Regulation using privacy policy consents, cookie restriction notice, delete or anonymous customer data like personal information, orders, newsletters, etc...

Every below steps helps to apply GDPR on your site.

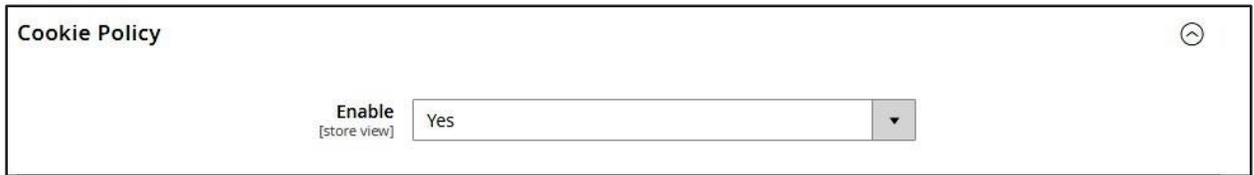
1. HOW TO CONFIGURE GDPR EXTENSION

Go to [Magento 2 Admin] > Stores > Settings > Configuration > Sparsh Extensions > GDPR

Fill out values for the below settings to make it work properly.

❖ **Cookie Policy**

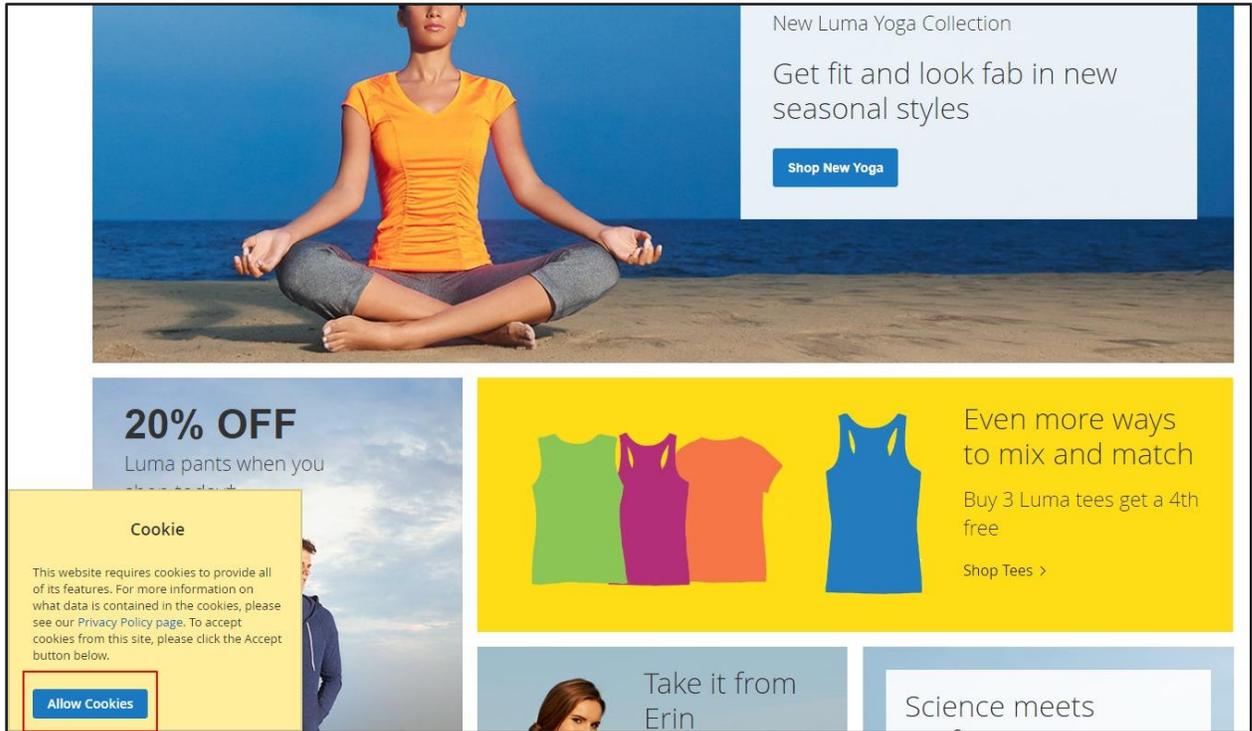
➤ **Enable:** Choose Yes to enable cookie policy notices block in frontend.



Cookie Policy

Enable
[store view] Yes

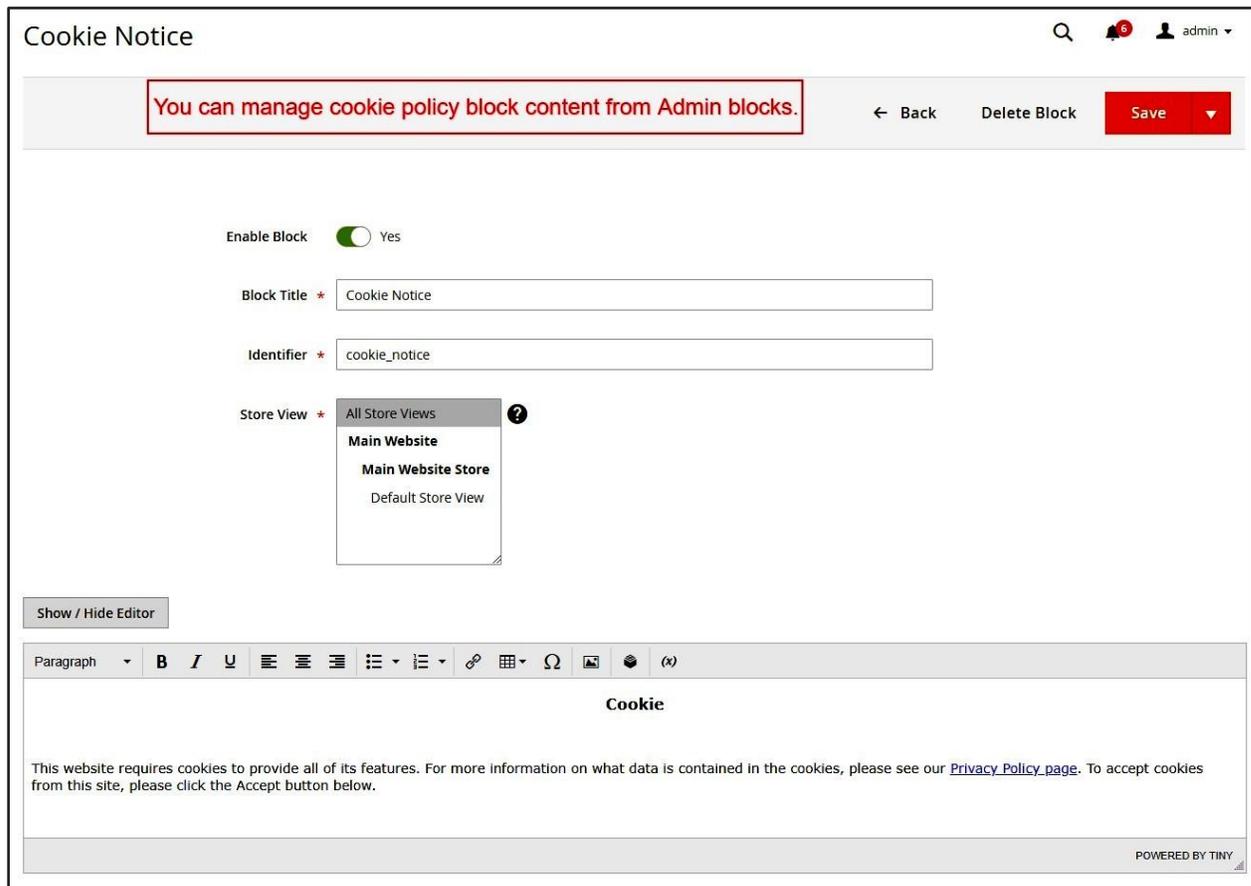
On enabling it, you will get cookie policy box as shown in below screenshot.



The screenshot displays a website layout with several distinct blocks:

- Top Banner:** A woman in a yellow top and grey leggings meditates on a beach. Text on the right reads "New Luma Yoga Collection" and "Get fit and look fab in new seasonal styles", with a "Shop New Yoga" button.
- 20% OFF:** A block with a blue background and white text: "20% OFF Luma pants when you shop Luma pants".
- Tees Promotion:** A yellow block featuring four tank tops in green, purple, orange, and blue. Text includes "Even more ways to mix and match" and "Buy 3 Luma tees get a 4th free", with a "Shop Tees >" link.
- Cookie Notice:** A yellow box with the title "Cookie" and text: "This website requires cookies to provide all of its features. For more information on what data is contained in the cookies, please see our Privacy Policy page. To accept cookies from this site, please click the Accept button below." A red box highlights the "Allow Cookies" button.
- Bottom Section:** Two light blue blocks. The left one says "Take it from Erin" with a woman's face. The right one says "Science meets".

You can also manage the block content from Content > Elements > Blocks > Title (“Cookie Notice”) > Edit.



The screenshot shows the 'Cookie Notice' configuration page. At the top, there is a search icon, a notification bell with '6', and a user profile 'admin'. A red-bordered box contains the text: 'You can manage cookie policy block content from Admin blocks.' Below this are navigation buttons: 'Back', 'Delete Block', and a red 'Save' button. The main configuration area includes: 'Enable Block' with a toggle switch set to 'Yes'; 'Block Title' with a text input field containing 'Cookie Notice'; 'Identifier' with a text input field containing 'cookie_notice'; and 'Store View' with a dropdown menu showing 'All Store Views' (selected), 'Main Website', 'Main Website Store', and 'Default Store View'. Below the configuration is a 'Show / Hide Editor' button and a rich text editor toolbar. The editor content shows the heading 'Cookie' and a paragraph: 'This website requires cookies to provide all of its features. For more information on what data is contained in the cookies, please see our [Privacy Policy page](#). To accept cookies from this site, please click the Accept button below.' A 'POWERED BY TINY' logo is visible in the bottom right corner of the editor area.

❖ Customer Policy

➤ **Allow customer to delete account:** Choose Yes If you want to allow a customer to delete his account.

If choose to allow customer to delete account then:

➤ **Order Statuses for which account deletion is allowed:** Choose for which order statuses account is allowed to be deleted. If the customer has any orders other than selected statuses over here then account won't be allowed to be deleted. By default Complete, Closed and Canceled statuses are selected.

➤ **When customer delete account, also delete:** Choose from "Order" and/or "Newsletter" accordingly if you also want to delete newsletters and/or customer orders as well while deleting customer profile.

Customer Policy ⌵

Choose Yes if you want to allow customer to delete his account.

Allow customer to delete account [store view] Yes ▾ Use system value

Order Statuses for which account deletion is allowed [store view]

-- Please Select --

Pending

Processing

Suspected Fraud

Complete

Closed

Canceled

On Hold

Choose for which order statuses account is allowed to be deleted.

When customer delete account, also delete [store view]

-- Please Select --

Order

Newsletter

Choose if you also want to delete newsletters and/or orders as well while deleting customer profile.

Email Template for customer account deletion request [store view] Customer Account Deletion Request (Default) ▾

Email Template for customer account deletion response [store view] Customer Account Deletion Response (Default) ▾

Email template chosen based on theme fallback when "Default" option is selected.

Warning message which will be visible to customer while trying to anonymize an account.

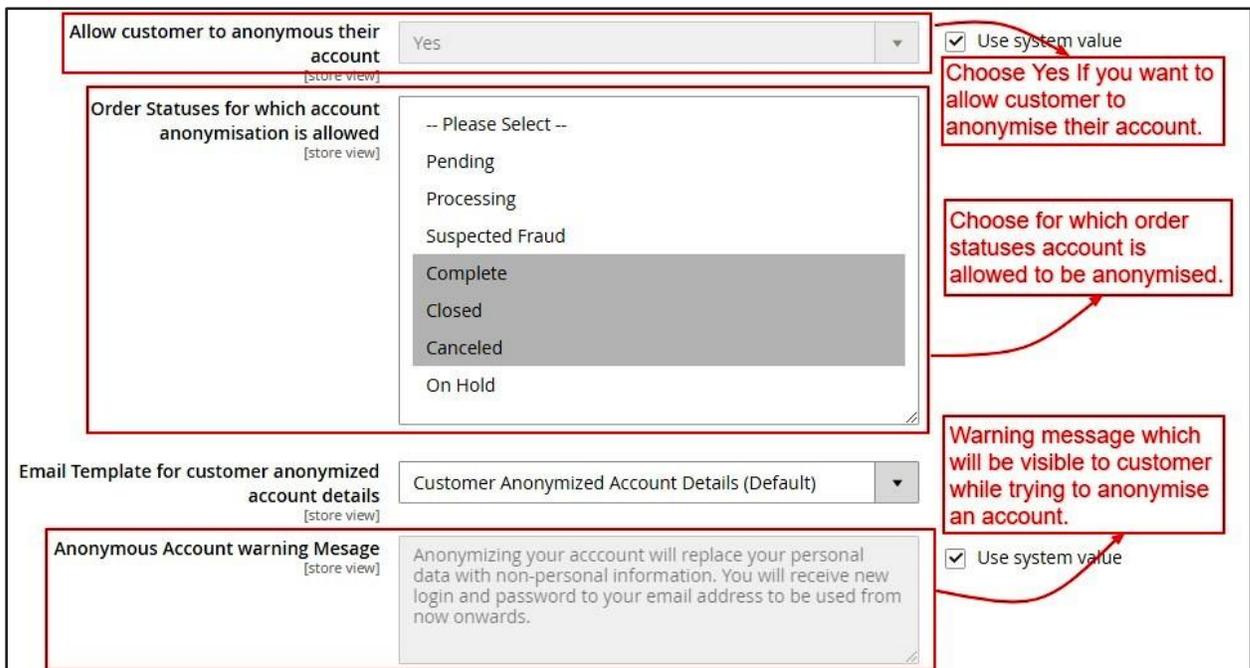
Delete Account warning Message [store view]

Please make sure that Your Account will be permanently deleted. Once you delete your account, It cannot be recovered.

Use system value

- **Email Template for customer account deletion request:** Choose an email template for the email which will be sent when a customer sends a request to delete an account. You can define own template from Marketing > Email Templates and use it over here.

- **Email Template for customer account deletion response:** Choose an email template for the email which will be sent when admin sends a response to the account deletion request of a customer. You can define own template from Marketing > Email Templates and use it over here.
- **Delete Account warning Message:** Define message which will be visible to a customer while trying to send a request to delete an account.
- **Allow customer to anonymous their account:** Choose Yes If you want to allow a customer to anonymise his account.



The screenshot displays the configuration page for account anonymization. It features several key sections:

- Allow customer to anonymous their account:** A dropdown menu is set to "Yes". A red callout box states: "Choose Yes If you want to allow customer to anonymise their account."
- Order Statuses for which account anonymisation is allowed:** A list of statuses is shown, with "Complete", "Closed", and "Canceled" selected. A red callout box instructs: "Choose for which order statuses account is allowed to be anonymised."
- Email Template for customer anonymized account details:** A dropdown menu is set to "Customer Anonymized Account Details (Default)". A red callout box notes: "Warning message which will be visible to customer while trying to anonymise an account."
- Anonymous Account warning Message:** A text area contains the message: "Anonymizing your account will replace your personal data with non-personal information. You will receive new login and password to your email address to be used from now onwards." A red callout box indicates: "Use system value".

If you choose to allow a customer to anonymise account then:

- **Order Statuses for which account anonymisation is allowed:** Choose for which order statuses account is allowed to be anonymised. If a customer has any orders other than selected statuses over here then account won't be allowed to be anonymised. By default Complete, Closed and Canceled statuses are selected.
- **Email Template for customer anonymised account details:** Choose an email template for the email which will be sent to a customer when his account is anonymised which will have details of login after anonymisation. You can define own template from Marketing > Email Templates and use it over here.

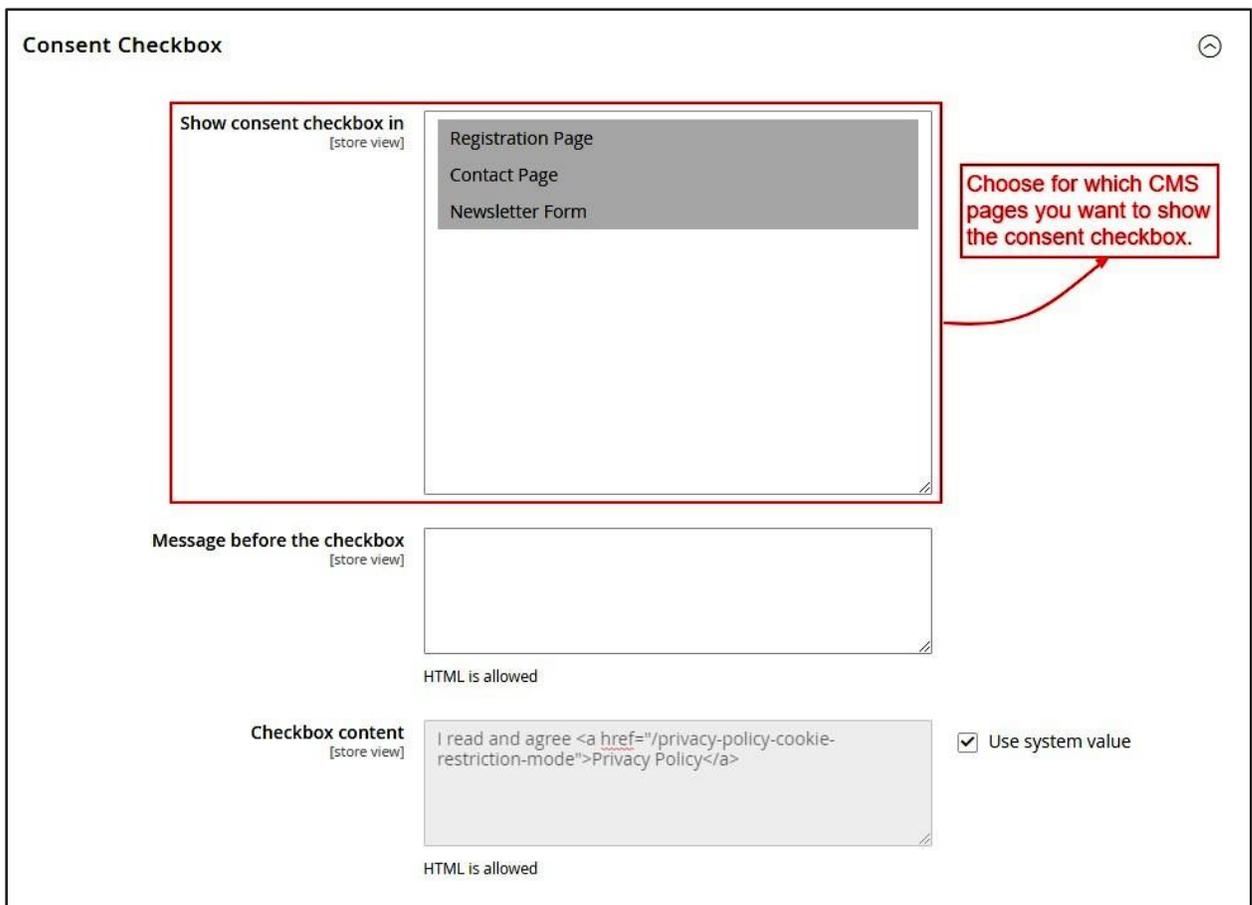
➤ **Anonymous Account warning Message:** Define the message which will be visible to a customer while trying to anonymise his account.

❖ Consent Checkbox

➤ **Show consent checkbox in:** You can put a consent checkbox on the Registration Page, Contact Page and Newsletter Form. Select options accordingly.

➤ **Message before the checkbox:** You can put any custom message which will be visible before the checkbox. You can also use HTML tags here. Optional.

➤ **Checkbox content:** Write a custom message which will be visible for the consent checkbox. You can also use HTML tags here.



Consent Checkbox

Show consent checkbox in [store view]

- Registration Page
- Contact Page
- Newsletter Form

Choose for which CMS pages you want to show the consent checkbox.

Message before the checkbox [store view]

HTML is allowed

Checkbox content [store view]

I read and agree Privacy Policy

Use system value

HTML is allowed

Clear cache from System > Tools > Cache Management if required.

2. CUSTOMER ACCOUNT

Based on the configuration done in admin, Customer will get below options on their My Account page.

❖ **Delete Account**

If the admin has allowed a customer to delete his account then only he will have this section available on “My account page”.

It will also mention the details like which other things will be deleted along with account profile like Newsletters, Orders, Invoices, and Credit Memo, etc... based on configurations done by admin.

My Account

Account Information

Contact Information test test zeel.budhbhatti@internal.mail Edit Change Password	Newsletters You aren't subscribed to our newsletter. Edit
--	--

Address Book [Manage Addresses](#)

Default Billing Address You have not set a default billing address. Edit Address	Default Shipping Address You have not set a default shipping address. Edit Address
---	---

Delete Account

If the admin has allowed the customer to delete his account then only he will have this section.

Following information will be deleted:

- Order
- Invoice
- Shipment
- Credit Memo
- Newsletter

This is displayed based on configurations done by admin.

On click of the “Confirm” button, one popup will be open which will display the text set as warning message from Admin configuration and it will ask a customer to enter his current password and reason for deleting an account.

Welcome, Veronica Dcostel

Delete Account

✔ Your request is rejected before. New request is sent to the admin. Admin will respond to you soon.

Please make sure that Your Account will be permanently deleted. Once you delete your account, It cannot be recovered.

Current Password *

Reason for delete account *

All of the data mining and privacy concerns added up that decided me to delete my account.

submit

On submitting the form by entering the correct password and reason, a request email will be sent to admin with the template chosen on the configuration page.



LUMA

Account deletion request email from customer to admin.

You have received an account deletion request from the below customer.

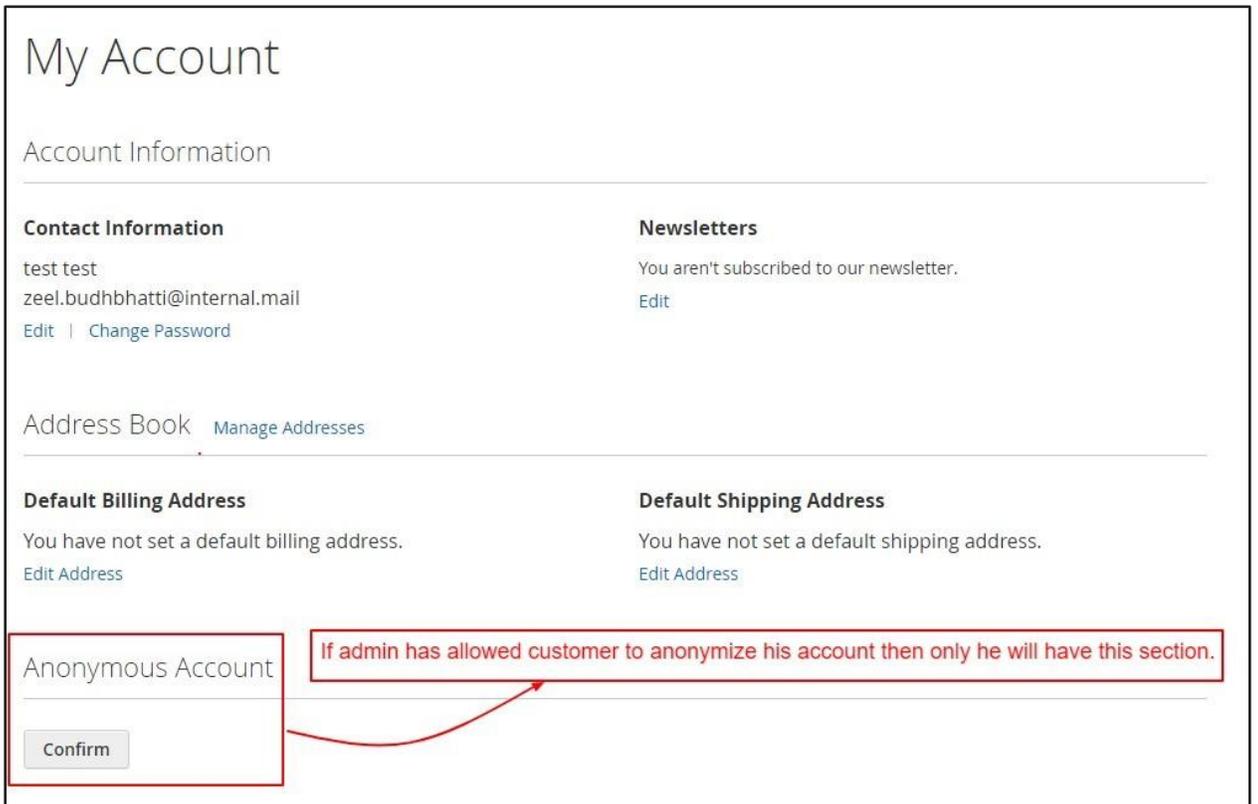
Customer Name: Veronica Costello
Customer Email: roni_cost@example.com

Reason:
All of the data mining and privacy concerns added up that decided me to delete my account.

Note: The customer is allowed to send the deletion request of his account only if he doesn't have any orders with statuses selected as not allowed from admin configurations.

❖ **Anonymous Account**

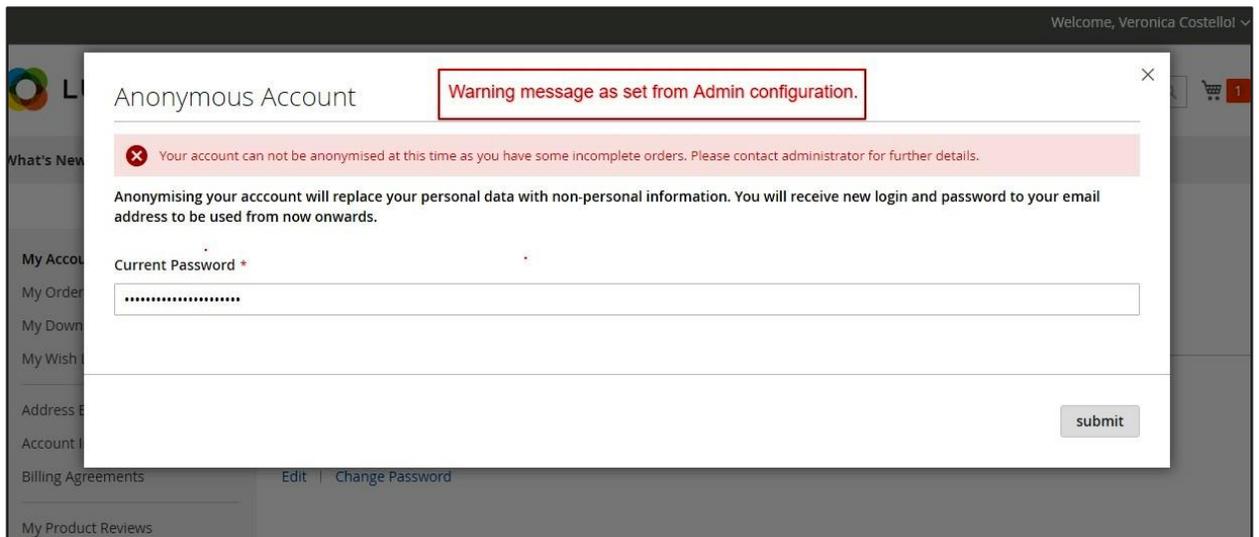
If admin has allowed a customer to anonymise his account then only he will have this section available on “My account page”.



The screenshot displays the 'My Account' page with the following sections:

- Account Information**
- Contact Information**: test test, zeel.budhbhatti@internal.mail, Edit | Change Password
- Newsletters**: You aren't subscribed to our newsletter. Edit
- Address Book**: Manage Addresses
- Default Billing Address**: You have not set a default billing address. Edit Address
- Default Shipping Address**: You have not set a default shipping address. Edit Address
- Anonymous Account**: A section highlighted with a red box containing a 'Confirm' button. A red callout box with an arrow pointing to it contains the text: "If admin has allowed customer to anonymize his account then only he will have this section."

On click of the “Confirm” button, one popup will be open which will display the text set as a warning message from Admin configuration and it will ask a customer to enter his current password.



On submitting the form by entering the correct password,

- 1) All customer data like personal information (email address, password, first name, last name, phone number, address, city, etc...) orders, invoices, credit memo, newsletters, etc... will be replaced with random non-personal data
- 2) Customer will be logged out of the system and
- 3) An email is sent with the template chosen on the configuration page to his original email address with the new login details after anonymisation.

Please note that the customer is allowed to anonymise his account only if he doesn't have any orders with statuses selected as not allowed from admin configurations.

Anonymised Customer Login Information:



Anonymous account information from admin to customer.

Hello ,

In response to your recent request, your account is anonymised.

To login, please use the below email-address and password from now onwards:

Email: Ni4NoxTH@8nOLk.edu

Password: aar\$XcU\$

Anonymised Customer Personal Information:

My Account

Account Information

Contact Information KOBMbiju 7y0Du Ni4NoxTH@8nOLk.edu Edit Change Password	Newsletters You aren't subscribed to our newsletter. Edit
--	--

[Address Book](#) [Manage Addresses](#)

Default Billing Address KOBMbiju 7y0Du 00xPE B7y, New York, 12550 United States T: 8835575950 Edit Address	Default Shipping Address KOBMbiju 7y0Du 00xPE B7y, New York, 12550 United States T: 8835575950 Edit Address
---	--

Anonymised Customer Order Information:

#000000012 🔍 6 👤 admin

← Back Reorder

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Order & Account Information

Order # 000000012 (The order confirmation email is not sent)

Order Date	Nov 28, 2019, 9:47:37 AM
Order Status	Canceled
Purchased From	Main Website Main Website Store Default Store View
Placed from IP	127.0.0.1

Account Information [Edit Customer](#)

Customer Name	IIAd HKNWuDMI
Email	sA52XDrKa@dfB0.info
Customer Group	General

Address Information

Billing Address [Edit](#)

IIAd HKNWuDMI
w4j
JQqzGVU4, Michigan, 49628-7978
United States
T: 3891057051

Shipping Address [Edit](#)

IIAd HKNWuDMI
w4j
JQqzGVU4, Michigan, 49628-7978
United States
T: 3891057051

Anonymised Customer Newsletter Information:

Newsletter Subscribers

🔍 6 👤 admin

Search [Reset Filter](#) Export to: CSV [Export](#)

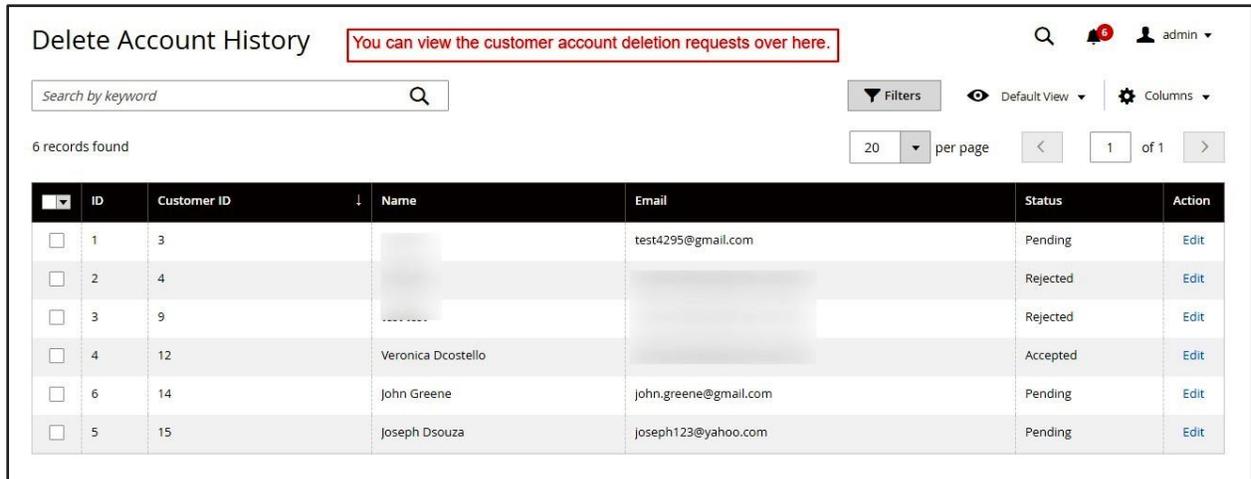
Actions 2 records found 20 per page < 1 of 1 >

	ID	Email	Type	Customer First Name	Customer Last Name	Status	Web Site	Store	Store View
<input type="checkbox"/>	3	UsVcCAGds@UICxM.com	Customer	NyUM0L	5NQ7	Subscribed	Main Website	Main Website Store	Default Store View
<input type="checkbox"/>	2		Guest	---	---	Subscribed	Main Website	Main Website Store	Default Store View

3. ADMIN – MANAGE ACCOUNT DELETION REQUESTS

Go to [Magento 2 Admin] > Customers > GDPR Delete Account History

Admin can find all the account deletion requests here.



Delete Account History You can view the customer account deletion requests over here.

Search by keyword

Filters Default View Columns

6 records found 20 per page 1 of 1

<input type="checkbox"/>	ID	Customer ID	Name	Email	Status	Action
<input type="checkbox"/>	1	3		test4295@gmail.com	Pending	Edit
<input type="checkbox"/>	2	4			Rejected	Edit
<input type="checkbox"/>	3	9			Rejected	Edit
<input type="checkbox"/>	4	12	Veronica Dcostello		Accepted	Edit
<input type="checkbox"/>	6	14	John Greene	john.greene@gmail.com	Pending	Edit
<input type="checkbox"/>	5	15	Joseph Dsouza	joseph123@yahoo.com	Pending	Edit

Admin can search or filter records with statuses like pending/accepted/rejected or with Customer ID or Customer Name or Customer Email.

Admin can sort the records by name, status, customer id, email addresses, etc...

In order to respond to a request, click on the “edit” link in the “Action” column. On clicking of that, the admin will be redirected to a page where he can find customer name, email and reason he has entered for requesting an account to be deleted and a dropdown with “Accept” and “Reject” options.

Delete Account Request From: John Greene 🔍 🔔 👤 admin

← Back Save

Customer Name

Customer Email

Reason for delete their account

Action * ▼ You can accept or reject the account deletion request from here.

In order to reject a request, Choose “Reject” from the dropdown, enter the reason for it and click “Save” button.



Email message of customer account request rejection.

Hello Veronica Dcostello,

Thanks for your patience while we reviewed your request for account deletion. This is in reference that your request for account deletion is **rejected**.

Unfortunately we can't delete your account at the moment due to below **reason**:

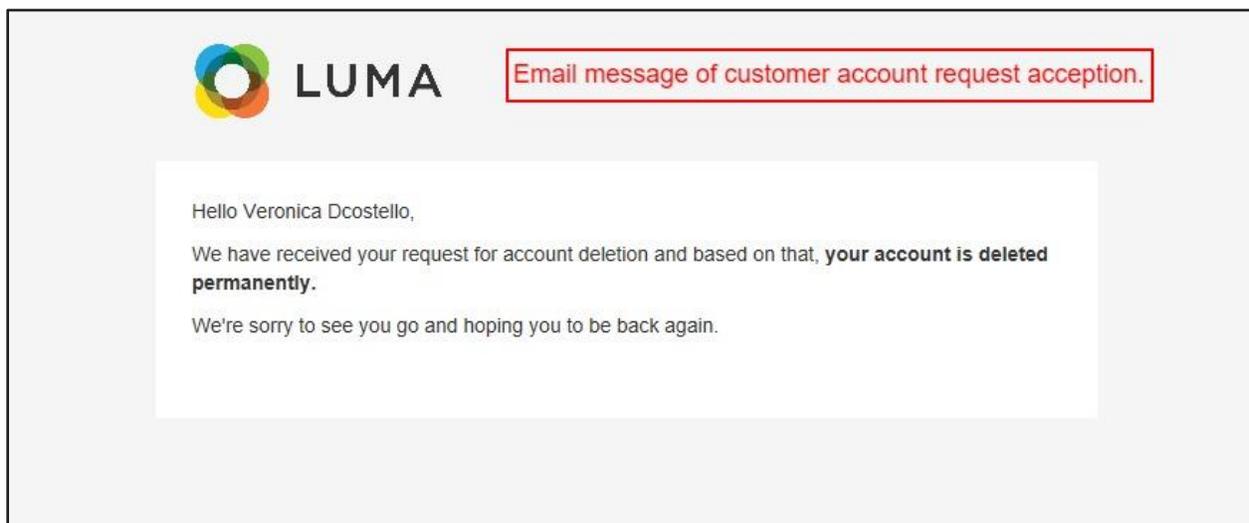
It looks like you're on a 6-month fixed contract. What I can do to is to assure you that our website is completely secure.

On clicking of the “Save” button, an email will be sent to the customer with the template chosen on the configuration page.

In order to accept a request, Choose “Accept” from the dropdown and click the “Save” button.

On clicking of “Save” button,

- 1) Customer profile will be deleted
- 2) Customer is removed from the newsletter subscribers list. (If Admin has chosen so)
- 3) Customer’s orders, invoices, credit memo, etc... are removed. (If Admin has chosen so)
- 4) An email will be sent to the customer with the template chosen on the configuration page.



Please note that Admin is allowed to delete the account only if the customer doesn't have any orders with statuses selected as not allowed from admin configurations.

4. STOREFRONT - CONSENT CHECKBOXES

Based on the configuration done in admin, Visitor will get consent checkboxes on Registration Page, Contact Page and Newsletter Subscription in the footer as shown below.

Registration Page:

Create New Customer Account

Personal Information

First Name *

Last Name *

Sign Up for Newsletter

Consent checkbox on Registration Page.

Sign-in Information

Email *

Password *

Password Strength: No Password

Confirm Password *

I read and agree Privacy Policy

* Required Fields

Create an Account

Contact Us Page:

Contact Us

We love hearing from you, our Luma customers. Please contact us about anything at all. Your latest passion, unique health experience or request for a specific product. We'll do everything we can to make your Luma experience unforgettable every time. Reach us however you like

Phone Apparel Design Inquiries

1-800-403-8838 Are you an independent clothing designer? Feature your products on the Luma website!
Please direct all inquiries via email to: cs@luma.com

Call the Luma Helpline for concerns, product questions, or anything else. We're here for you 24 hours a day - 365 days a year.

Press Inquiries **Consent checkbox on Contact Us page.**

Please direct all media inquiries via email to: pr@luma.com

Write Us

Jot us a note and we'll get back to you as quickly as possible.

Name *

Email *

Phone Number

What's on your mind? *

I read and agree Privacy Policy

Newsletter Page:

About us Search Terms

Customer Service Privacy and Cookie Policy

Advanced Search

Orders and Returns

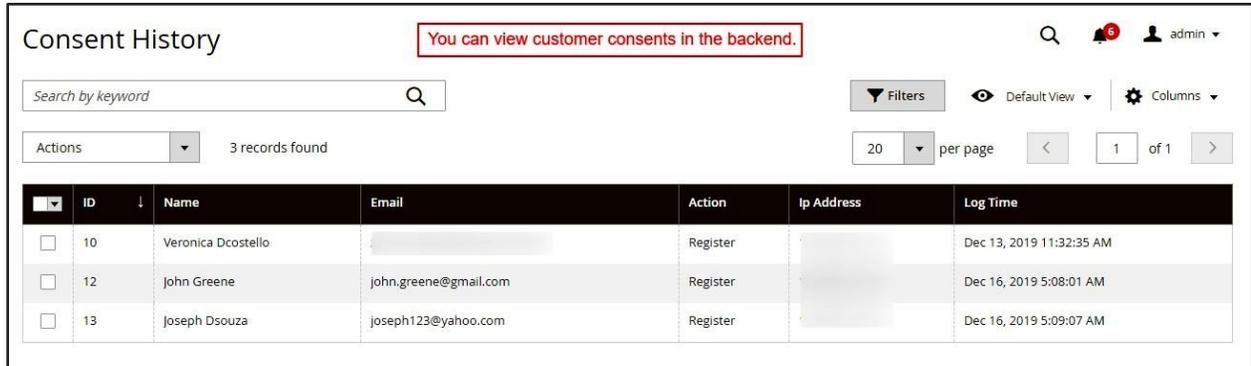
Contact Us

I read and agree Privacy Policy

5. ADMIN – CONSET HISTORY

Go to [Magento 2 Admin] > Customers > GDPR Consent History

Admin can find the history of all the customers who have agreed by checking the consent checkbox from any of the pages here.



<input type="checkbox"/>	ID	Name	Email	Action	Ip Address	Log Time
<input type="checkbox"/>	10	Veronica Dcostello	[REDACTED]	Register	[REDACTED]	Dec 13, 2019 11:32:35 AM
<input type="checkbox"/>	12	John Greene	john.greene@gmail.com	Register	[REDACTED]	Dec 16, 2019 5:08:01 AM
<input type="checkbox"/>	13	Joseph Dsouza	joseph123@yahoo.com	Register	[REDACTED]	Dec 16, 2019 5:09:07 AM

Admin can search or filter records with a page name, name, email addresses, IP address, Log time, etc...

Admin can sort the records by page name, name, email addresses, IP address, Log time, etc...

In order to delete records, admin can choose multiple and select “Delete” from the “Action” dropdown.

In order to send/receive an email, below basic settings needs to be done from admin.

5. ENABLE EMAIL CONFIGURATION

Go to Magento 2 Admin > Login > Stores > Configuration > Advanced > System > Mail Sending Settings

You can also install any third-party extension for SMTP email.

You can find more details on https://docs.magento.com/m2/ce/user_guide/system/email-communications.html

Mail Sending Settings

Disable Email Communications [store view] No Use system value

Host [store view] localhost Use system value
For Windows server only.

Port (25) [store view] 25 Use system value
For Windows server only.

Set Return-Path [global] No