



# Manage Compliance

Under compliance settings, you need to first switch on GDPR compliance settings if it applies to your business.

## Enable GDPR Compliance

### To enable GDPR compliance

1. Click **Setup > Users and Control > Compliance**.
2. In the *Compliance* page, toggle the button **ON** for GDPR compliance.

A screenshot of the 'GDPR Compliance' settings page. At the top, there is a toggle switch labeled 'GDPR Compliance' which is turned on, with the word 'Enabled' next to it. Below this, a descriptive text reads: 'Turning on GDPR compliance lets you manage the personal data of your organization's contacts in compliance with GDPR.' A horizontal line separates this section from the 'Consent Form' section below. The 'Consent Form' section has a heading 'Consent Form' and a sub-heading 'You can send this form to get consent from your contacts to process their data.' Below this is a green button with a pencil icon and the text 'Customize'. At the bottom of the screenshot is a light blue note box with the text: 'Note : If you have obtained a contact's data unlawfully, it could be illegal if you send them an email requesting their consent. Please ensure that you're requesting consent from your contacts by lawful means.'

## Customize consent form

### To customise consent form

1. Click **Setup > Users and Control > Compliance**.
2. In the *Compliance* page, click **Customise** in the **Consent Form** section.
3. Select the **Language** that you want your data subjects to view the form in.
4. Do the following to customize the form:
  - Add relevant text to state the purpose of using their personal data and why you are getting consent.
  - For the **Communication Preferences**, specify a short description. For example: Allow us to contact you through:
  - Click the **Show/Hide** links for the corresponding options (Email, Phone) to make them visible/hidden in the form.

Based on the selection, the option to send emails, make calls or send surveys will be disabled for the corresponding records.

- For **Consent Statement**, add a message that asks the data subjects to provide remarks, if any.
- Add your **Privacy Statement** in the text box.
- Specify any additional text before the **Submit** button in the form.
- Click **Preview** to check the form, then click **Save**.

You can also **revert to original** if necessary.

The screenshot shows a 'Consent Form' configuration window. At the top right, there is a language dropdown menu set to 'English (United States)'. The form content is organized into several sections:

- Zylker Digital Services**: A dashed box containing the text: "Here, you can find our privacy policy and provide your consent preferences. You can withdraw your consent at anytime."
- COMMUNICATION PREFERENCES**: A dashed box containing the text: "Allow us to contact you through". Below this are two rows of controls: a checkbox for "Email" with a "Hide" label, and a checkbox for "Phone" with a "Hide" label.
- CONSENT STATEMENT**: A dashed box containing the text: "For direct marketing communications and related profiling to help us to offer you". Below this is a text input field labeled "Remarks".
- PRIVACY STATEMENT**: A dashed box containing the text: "What personally identifiable information is collected from you through the website, how it is used and with whom it may be shared. What choices are available to you regarding the use of your data. The security procedures in place to protect the misuse of your information. How you can correct any inaccuracies in the information."
- Below the Privacy Statement is another dashed box containing the text: "Please provide your Consent".

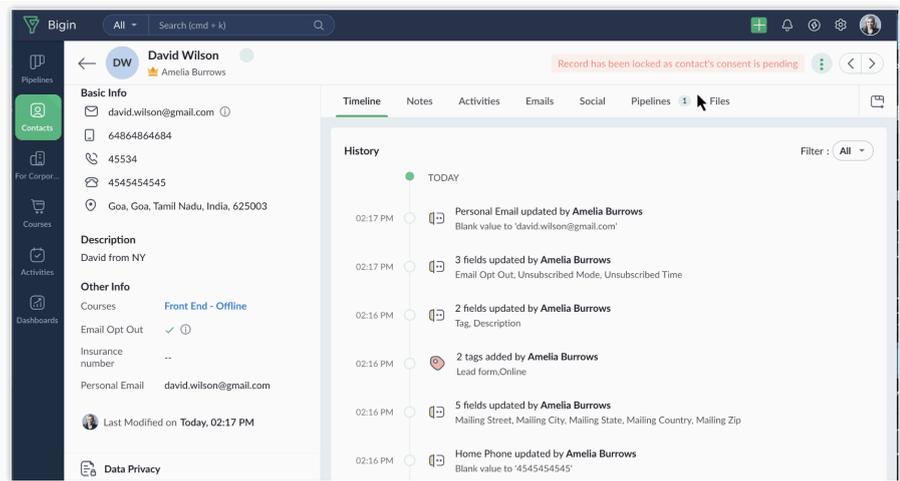
At the bottom of the form is a blue "Submit" button. Below the form area is a footer bar with four buttons: "Revert to Original" (with a refresh icon), "Preview" (with an eye icon), "Cancel", and "Save" (in a green button).

## Update consent details manually

### To update the consent details manually

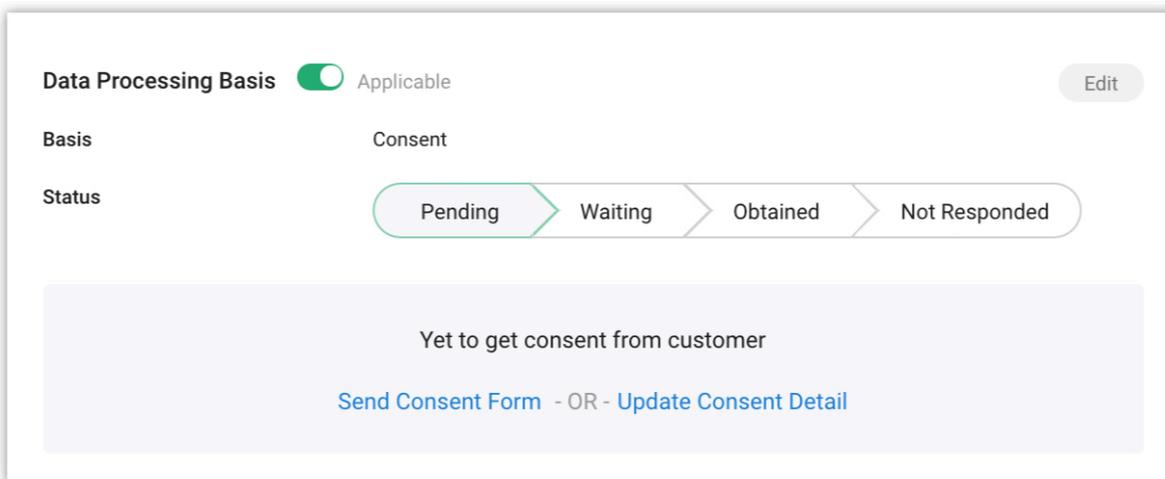
1. Click open the data subjects record in your Begin account.

## 2. Click **Data Privacy**.



## 3. Mark the **Data Processing Basis** as **Applicable** and select **Consent** from the drop-down list.

## 4. Click **Done**



## 5. Under the **Pending** status, click the **Update consent details** link.

## 6. In the **Update Consent Details** popup, do the following:

- Select from the list of **Communication Preferences** mentioned by the data subject.
- Add **Consent Remarks**, if any.
- In the **Consent Date** field, specify the date when you got the consent.

- o Select Email or Call, to maintain a record of how you received the consent.

**Update Consent Details**

**Communication Preferences**

Preferences  Email  Phone

**Consent Information**

Consent Remarks

Consent Date

Consent Through  Email  Call

7. Click **Save**.

## Choose Data Processing Basis

### To choose Data Processing Basis

1. Click open the data subjects record in your Bigin account.
2. Click **Data Privacy**.
3. Mark the **Data Processing Basis** as **Applicable**
4. Click **Edit** and select the Data Processing Basis from the drop-down list.
5. Click **Done**.

**Data Processing Basis**  Applicable

**Basis** Consent

**Status**

**Data Processing Basis**

**Basis** Legitimate Interests

**Remarks**

## Raise Data Subject Request

It is our duty to understand and fulfil the rights exercised by an individual. You can collect these requests via email, through call, or in person.

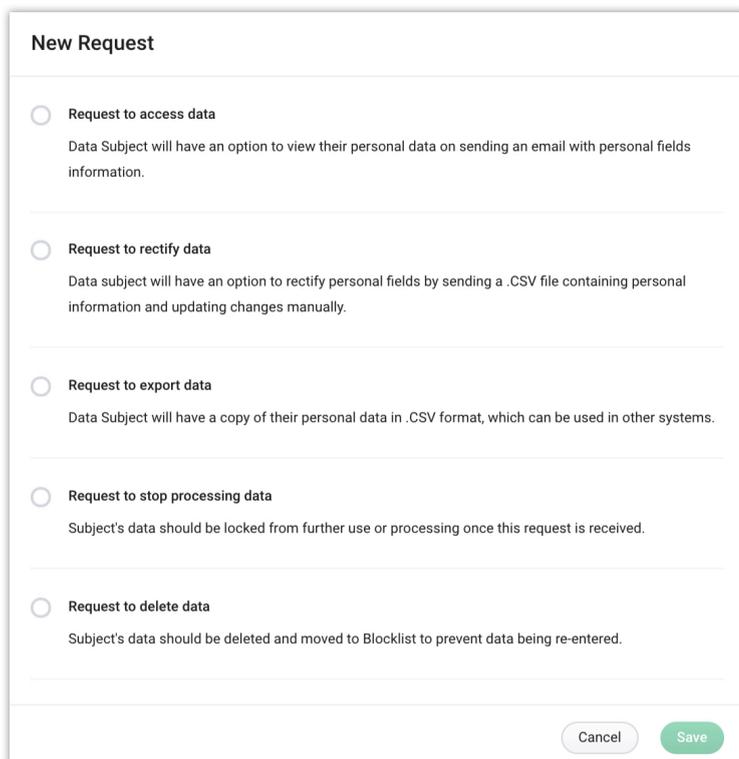
### To add data subject requests manually

1. Click open the data subjects record in your Bigin account.
2. Click **Data Privacy**.

Under the *Data Subject Requests* section, click the + **Request** button.



3. In the *New Request* popup, select a request and click **Save**.

A screenshot of a 'New Request' popup form. The title is 'New Request'. There are five radio button options, each with a description:

- Request to access data: Data Subject will have an option to view their personal data on sending an email with personal fields information.
- Request to rectify data: Data subject will have an option to rectify personal fields by sending a .CSV file containing personal information and updating changes manually.
- Request to export data: Data Subject will have a copy of their personal data in .CSV format, which can be used in other systems.
- Request to stop processing data: Subject's data should be locked from further use or processing once this request is received.
- Request to delete data: Subject's data should be deleted and moved to Blocklist to prevent data being re-entered.

At the bottom right, there are two buttons: 'Cancel' and 'Save'.

The request will be added for the record.

