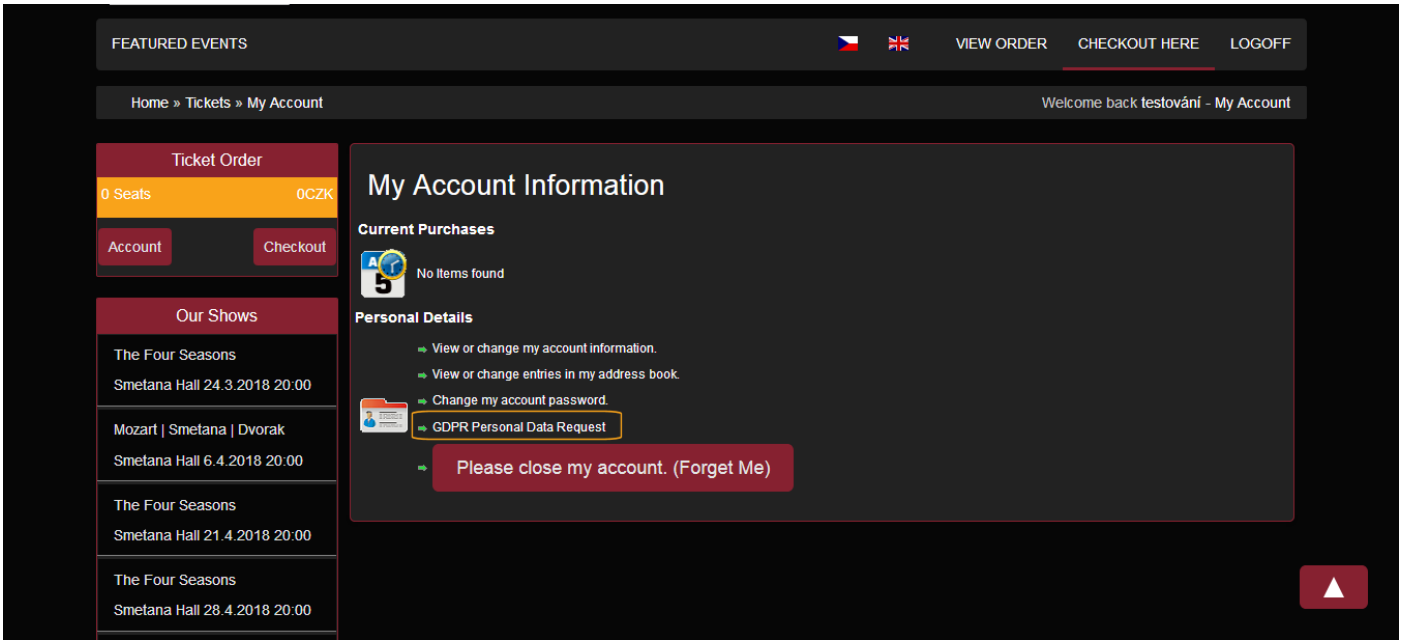
GDPR features and 'How it works' in osConcert ADMIN

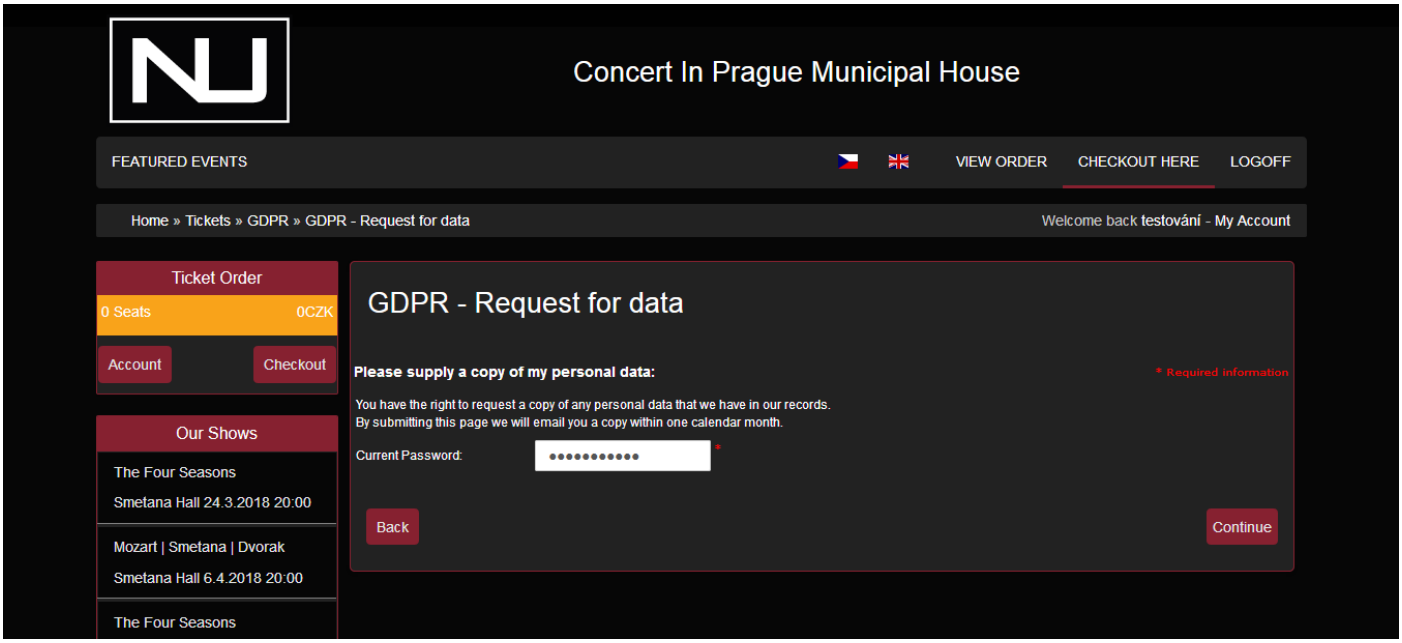
Customer can LOG IN to their account (My Account)

They have the right to REQUEST Personal Data that is held by your business.

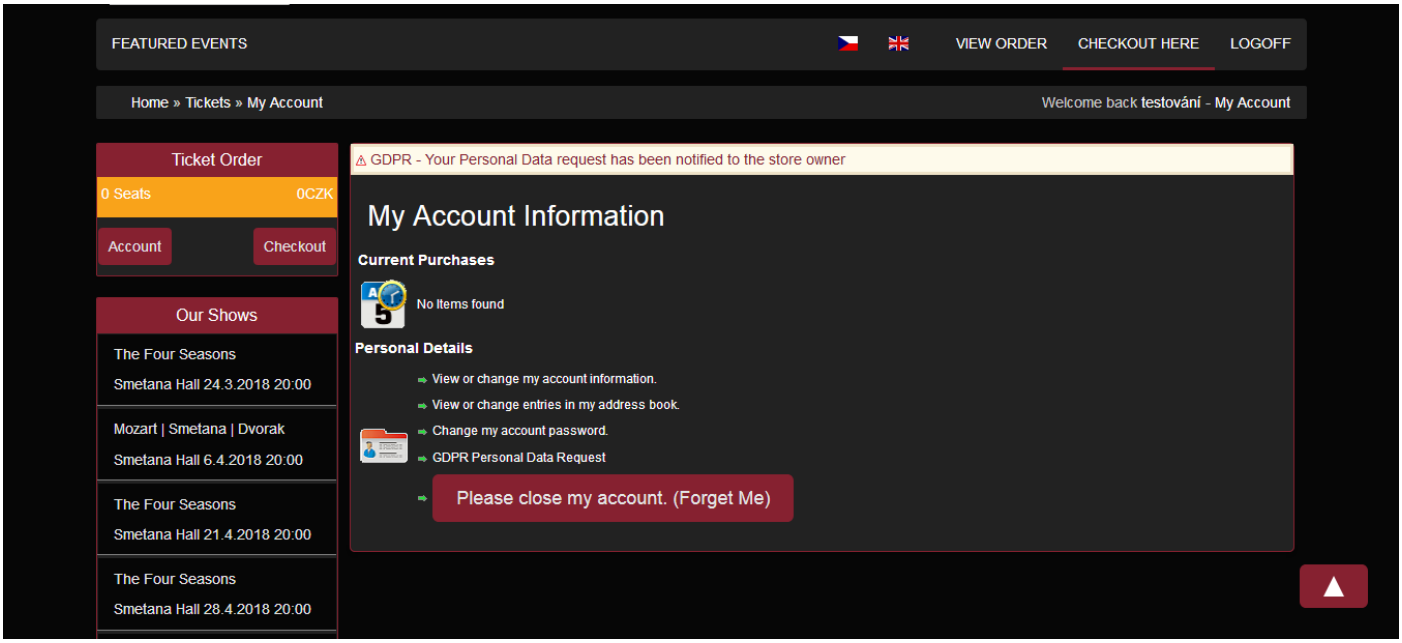
By clicking GDPR Data Request a MESSAGE is sent to the Administrator.

See screenshots below.

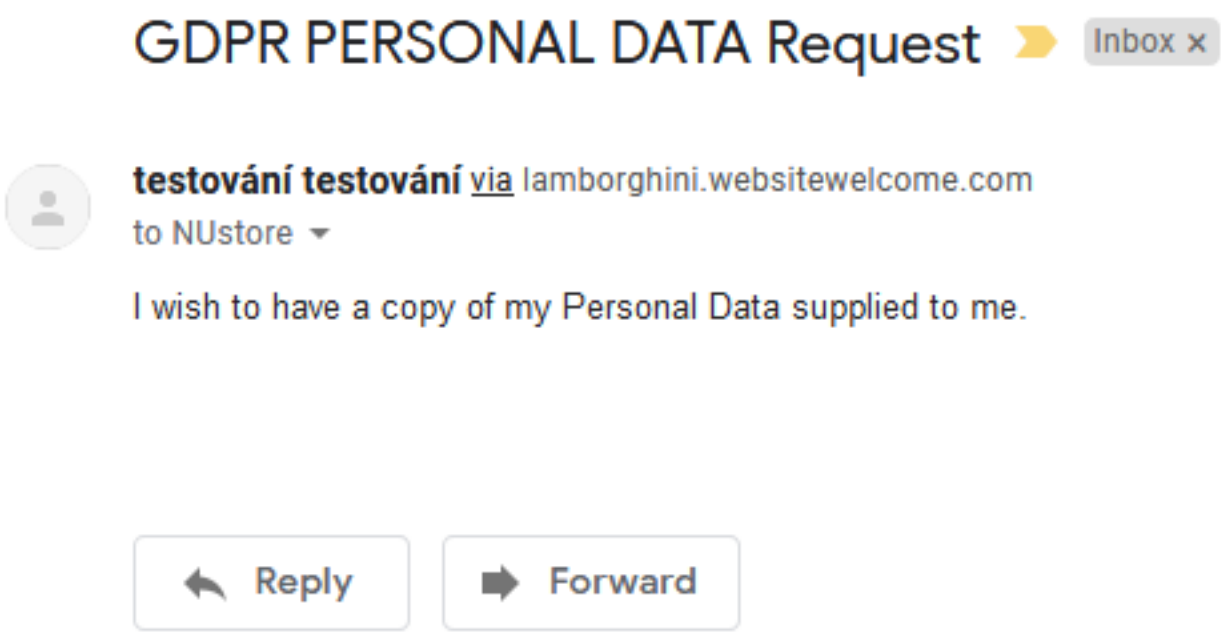




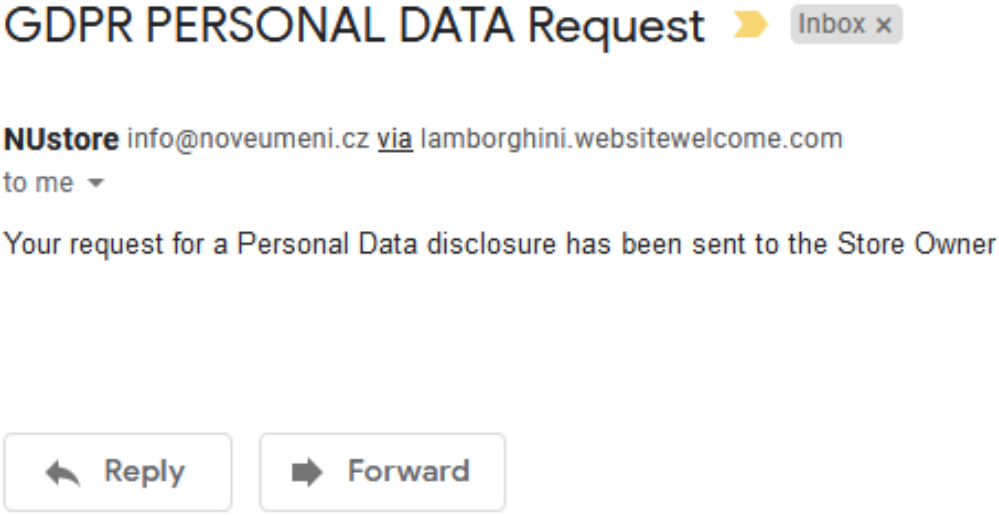
Admin is notified by email



ADMIN:

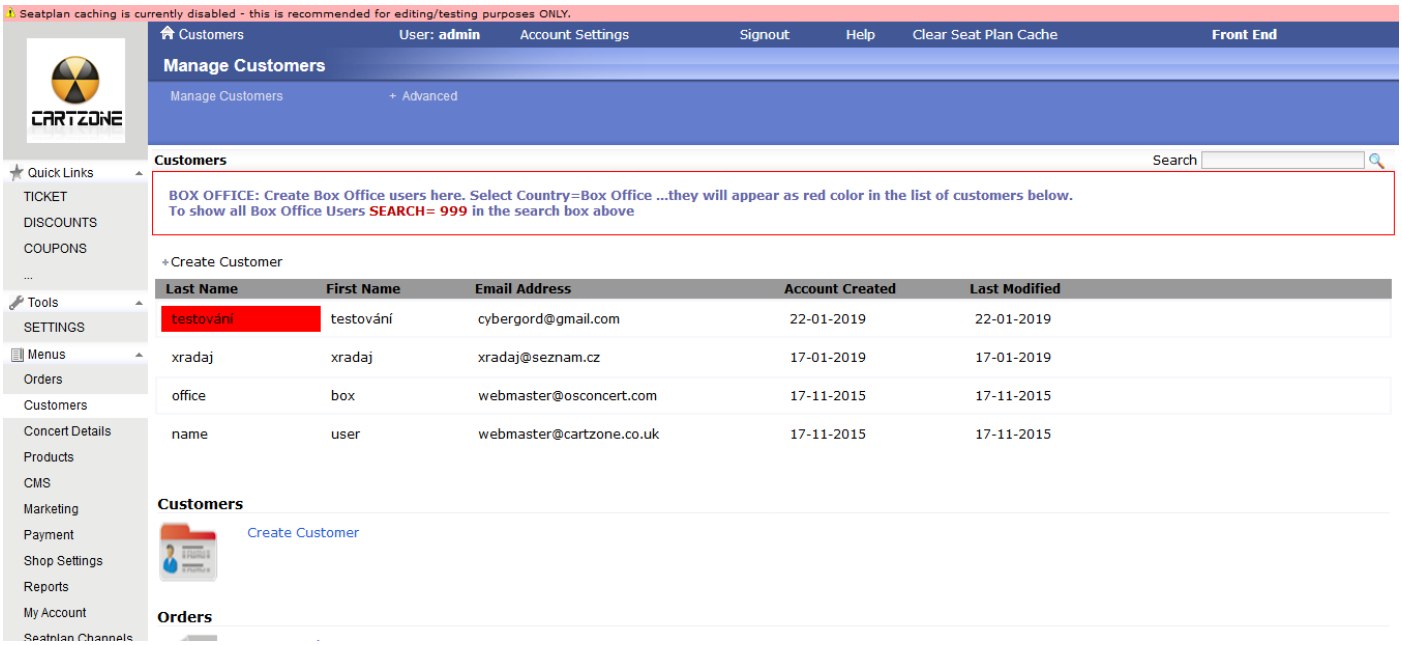


CUSTOMER:



In Admin>Customers

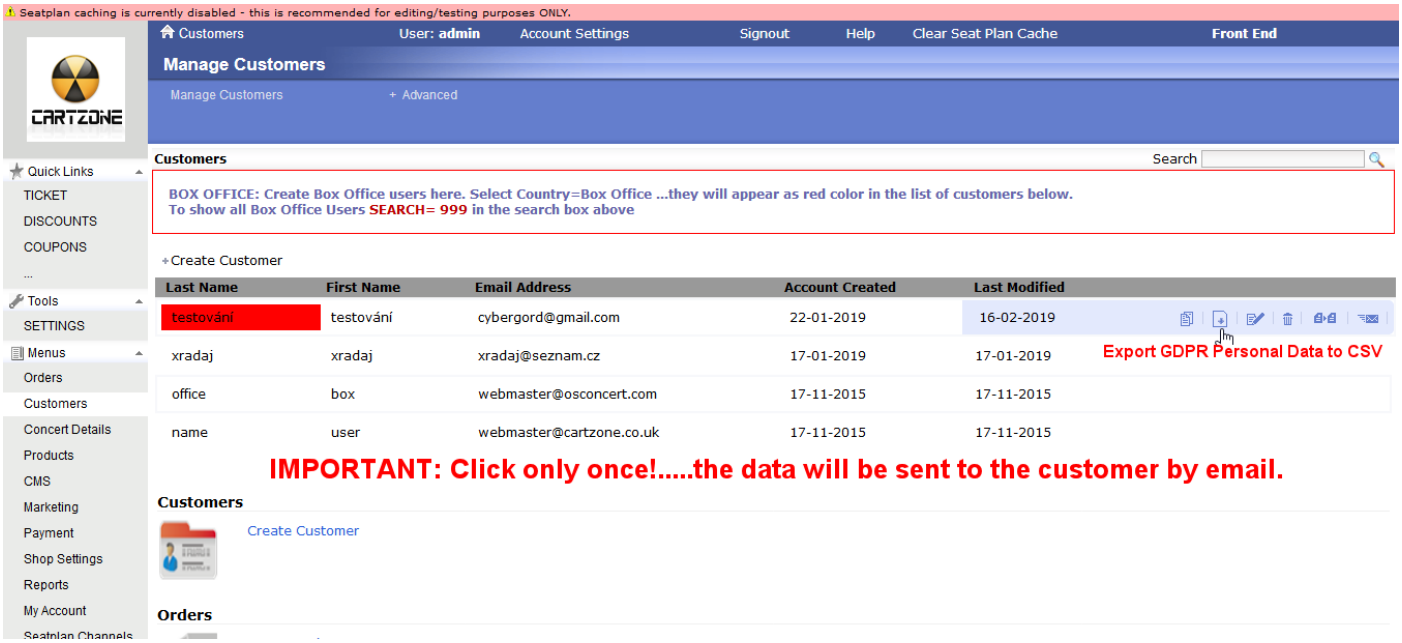
The Customer Data Request is HIGHLIGHTED in **red**



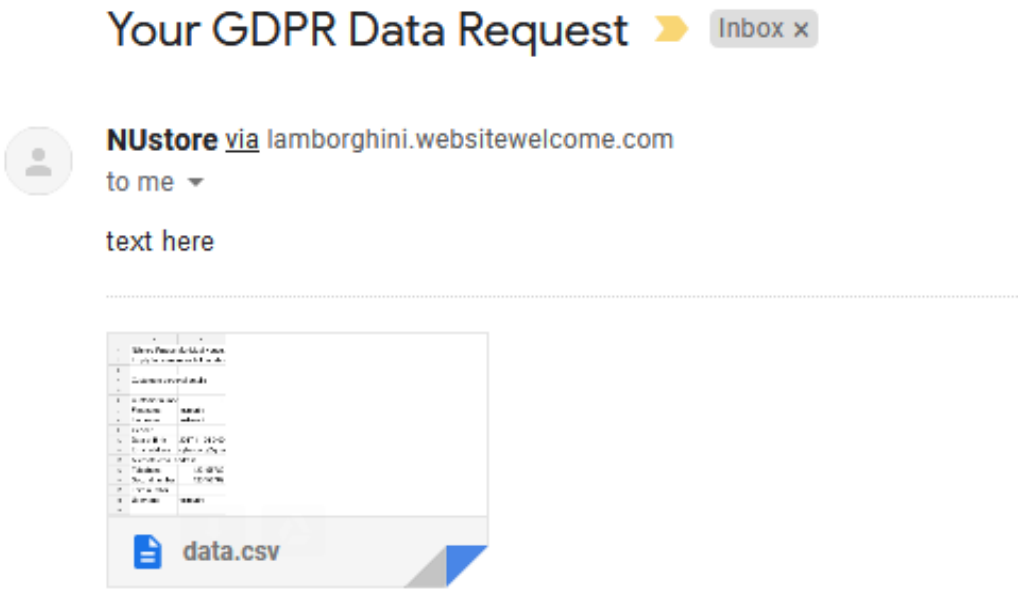
The HIGHLIGHTED customer account is PERSONAL DATA REQUEST

Click **EXPORT GDPR Personal Data to CSV** and the data as a CSV file will be sent to the customer email.

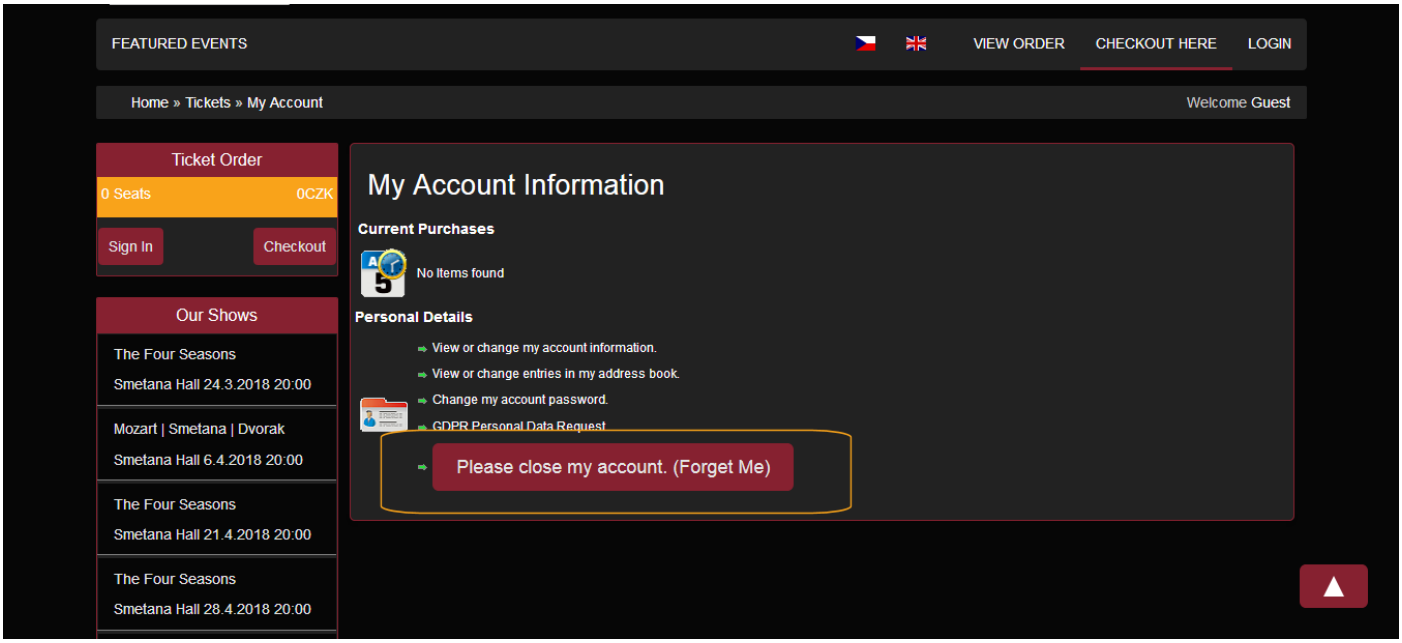
IMPORTANT: Click only once!.....the data will be sent to the customer by email.

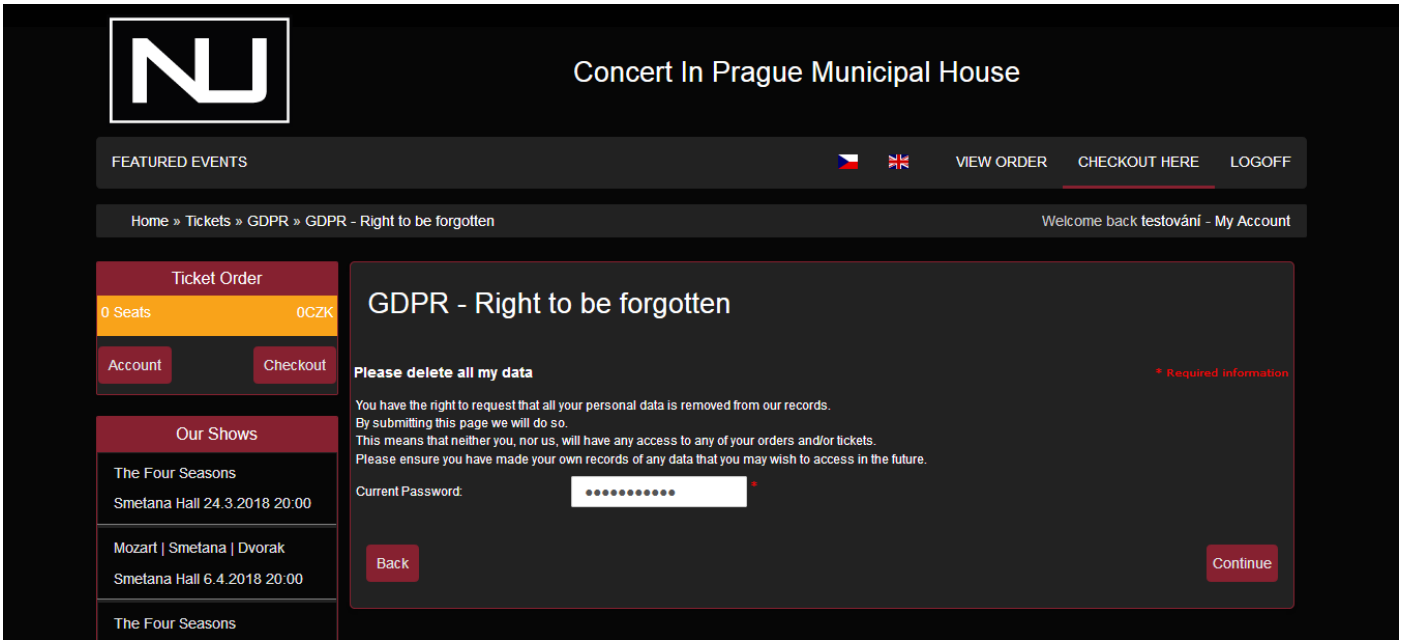


The HIGHLIGHT will disappear when the DATA has been sent!



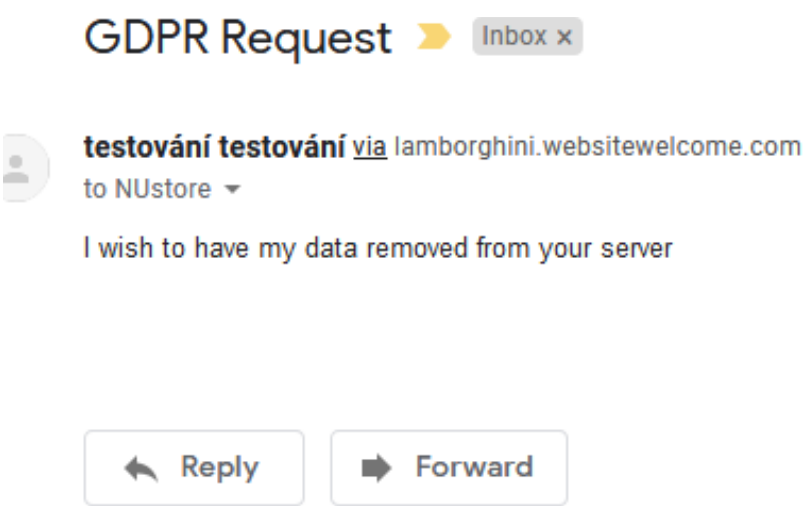
When a customer chooses the right to be forgotten (close my account)





When a customer requests the right to be forgotten (Please Close My Account) the customer will simply be BLOCKED immediately

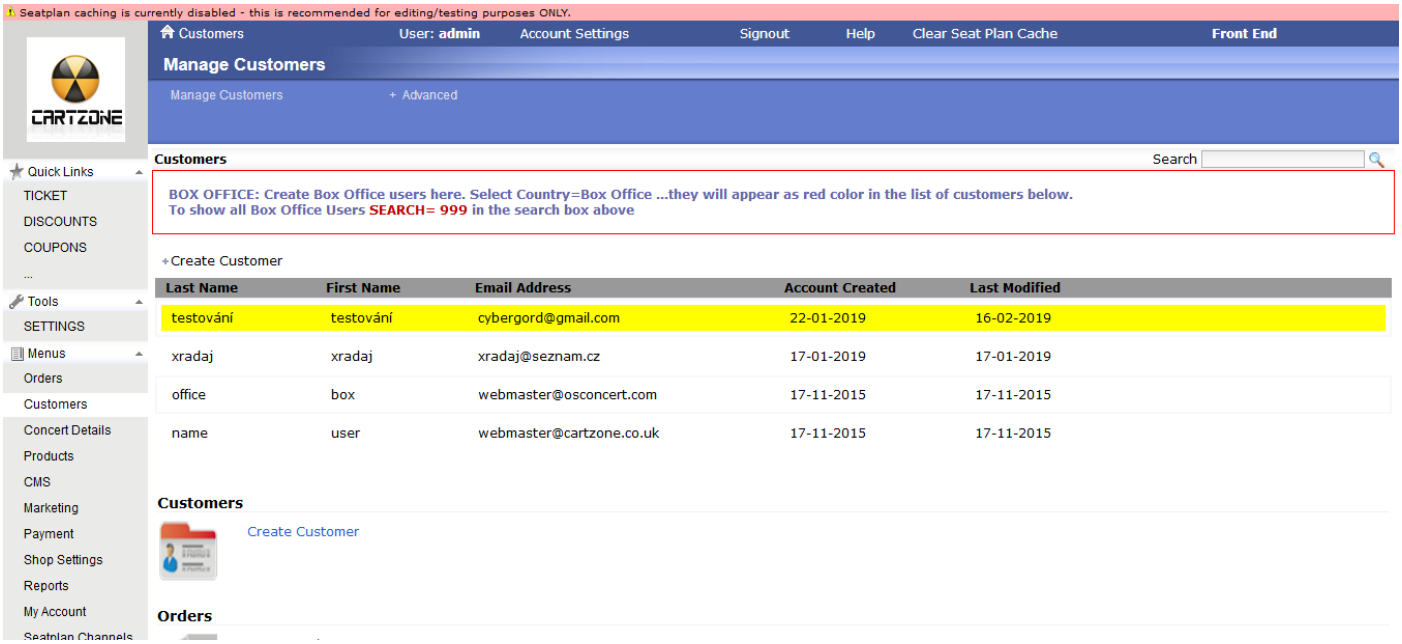
An email will be sent to the Administrator



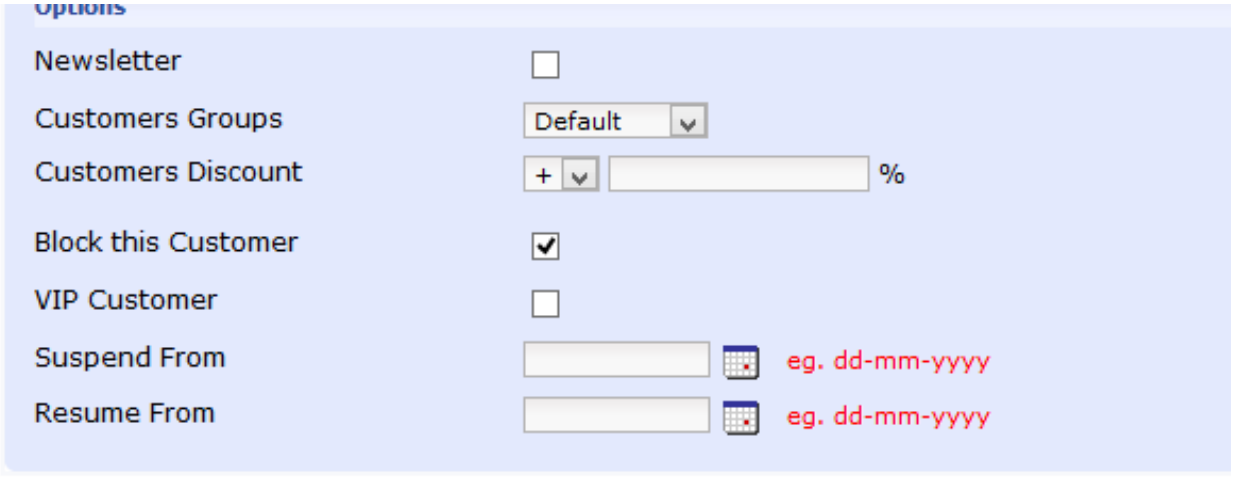
Admin also has the ability to Block and Unblock Accounts in Admin>Customers

The customer will be highlighted in YELLOW when a request to close the account is received in the Admin>Customers.

Please see the screenshots below



Admin>Customer>Edit



Admin will decide when they want to DELETE customer….

Because customer records must be retained for TAX purpose while there is concert activity