Subscriptions and the GDPR

WooCommerce Subscriptions supports the tools that enable store managers to comply with the <u>General Data Protection Regulation</u> (GDPR). This support is built on the functionality included in <u>WooCommerce</u> and <u>WordPress</u>. Below is information on how Subscriptions handles customer data.

Data Subscriptions Uses

Subscriptions accesses and records data similar to <u>WooCommerce</u>. The data used by Subscriptions includes:

- Subscription ID Number
- Date Created
- Recurring Total
- Subscription Items
- IP Address
- Browser User Agent
- Billing Address
- Shipping Address
- Phone Number
- Email Address
- Payment Gateway tokens

Data retention

Inactive user data retention

With WooCommerce, it is possible to erase customers' data after a set amount of time. This setting is under **WooCommerce > Settings > Accounts & Privacy > Personal data retention**. With WooCommerce Subscriptions, customers who have at least one subscription are exempt from this cleanup. This is to **prevent customers who have subscriptions from having their data removed while they still have a subscription**.

WooCommerce	Personal data retention									
Orders 437	Choose how long to retain personal data when it's no longer needed for processing. Leave the following options blank to retain this data indefinitely.									
Coupons	note, orders miller all related to subscriptions milling be included in the orders anected by these settings.									
Subscriptions	Retain inactive accounts									
Reports										
Settings	which have not logged in, or									
Status	Retain pending orde placed an order, for the Day(s)									
Extensions	specified duration. They will be									
	Retain failed orders converted into guest orders. Day(s)									
Products	Customers with a									
<u>.</u> .	from this setting.									
> Appearance	Retain cancelled or Day(s)									
💉 Plugins										
👗 Users	Retain completed orders N/A Month(s) \$									
🖉 Tools										
<i>a</i> 10013	Retain ended subscriptions									
5 Settings										
Collapse menu										
	Retain Stripe Data N/A Day(s) Day(s)									
	Sava abandas									
	Save changes									

Inactive Account Cleanup Setting - Subscribers Exempt

Ended subscription data retention

It is possible to anonymize data associated with subscriptions after a set amount of time. This applies to subscriptions that are ended, meaning that they have a status of canceled, pending-cancel, expired, switched, or trash.

To find this setting:

- 1. Go to WooCommerce > Settings > Accounts & Privacy
- 2. Scroll to the section labeled Personal data retention
- 3. The setting is called **Retain ended subscriptions**

Pages	Personal data retention									
Comments										
www WooCommerce	Choose how long to retain personal data when it's no longer needed for processing. Leave the following options blank to retain this data indefinitely. Note: Orders which are related to subscriptions will not be included in the orders affected by these settings.									
Orders 423	Retain inactive accounts	Ø	N/A	Month(s) 🖨						
Subscriptions Reports	Retain pending orders	0	N/A	Day(s) 🗘						
Settings Status	Retain failed orders	0	N/A	Day(s) 🗘						
Extensions	Retain cancelled orders	0	N/A	Day(s) 🗘						
ProductsAppearance	Retain completed orders	0	N/A	Month(s) \$						
🖌 Plugins										
👗 Users	Retain ended subscriptions	0	N/A	Month(s) 🖨						
🖋 Tools		-								
Settings	Retain Stripe Data	0	N/A	Day(s) 🗘						
Collapse menu	Save changes									

Retain Ended Subscriptions Setting

Export or Erase Customer Data

The ability to <u>export</u> or <u>erase</u> customer data is built into tools in <u>WordPress</u>. Subscriptions supports these tools by including subscription data as a part of the data that is exported or erased.

Data export

When data is exported, the user is given a file that contains their data. Subscriptions adds each subscription the user has, and data that is connected to each subscription, to this file. Similarly, when data is erased, Subscriptions erases this data.

Example of the Subscriptions portion of a data export:

Subscriptions

Subscription Number	1658							
Created Date	October 23, 2018, 4:51 pm							
Recurring Total	5.00							
Subscription Items	[2815] Simple Subscription Sign-Up Fee x 1							
IP Address	127.0.0.1							
Browser User Agent	mozilla/5.0 (macintosh; intel mac os x 10_12_6) applewebkit/537.36 (khtml, like gecko) chrome/69.0.3497.100 safari/537.36							
Billing Address	Tonks Lupin, 555 Purple Ln, Kennewick, OR 97222							
Shipping Address	Tonks Lupin, 555 Purple Ln, Kennewick, OR 97222							
Phone Number	1234567890							
Email Address	subscriber@email.com							
Stripe payment id	src_ABC123							
Stripe customer id	cus_ABC123							
Subscription Number	1644							
Created Date	October 20, 2018, 9:03 pm							
Recurring Total	5.00							
Subscription Items	[2815] Simple Subscription Sign-Up Fee x 1							
IP Address	127.0.0.1							
Browser User Agent	mozilla/5.0 (macintosh; intel mac os x 10_12_6) applewebkit/537.36 (khtml, like gecko) chrome/69.0.3497.100 safari/537.36							
Billing Address	Tonks Lupin, 555 Purple Ln, Kennewick, OR 97222							
Shipping Address	Tonks Lupin, 555 Purple Ln, Kennewick, OR 97222							
Phone Number	1234567890							
Email Address	subscriber@email.com							
Stripe payment id	src_ABC123							
Stripe customer id	cus ABC123							

Example Subscription Related Portion of Data Export

Data erasure

Data erasure setting

To remove personal data from subscriptions during a data erasure request, a setting must be enabled. To enable this setting:

- 1. Go to WooCommerce > Settings > Accounts & Privacy
- 2. Go to the section labeled **Account erasure requests**
- 3. Check the box labeled Remove personal data from subscriptions



Enable Removal of Personal Data from Subscriptions

When personal data is erased and the data removed from the corresponding subscriptions, the subscriptions will be canceled.

Bulk erase data from subscriptions

It is also possible to erase personal data on subscriptions in bulk. The corresponding subscriptions will then be canceled and have the personal data removed. This only removes the data from the subscriptions chosen and not the related orders.

To erase personal data on subscriptions:

- 1. Go to the WooCommerce > Subscriptions administration screen
- 2. Select the subscriptions that you wish to remove personal data from using the checkboxes
- 3. In the Bulk Actions dropdown, select Cancel and remove personal data
- 4. Click Apply

Dashboard	Subscriptions Add s	ubscription								
📌 Posts	All (103) Mine (42) Active (7	7) Expired (1) Pend	ing Cancellation (1) Pendir	ng payment (1) On h	old (9) Cancelled (14)	1				Search Subscriptions
9; Media	✓ Bulk Actions		/ All dates 💠 Any Payment		t Method 🗘 Search for a product 💌		Search for a customer		103 items «	< 1 of 6 > »
📕 Pages	Activate	iption	Items	Total	Start Date	Trial End	Next Payment	Last Order Date	End Date	Orders
Comments	Cancel Cancel Cancel and remove personal	for data her S	Variable Trial Lengths - A	\$30.00 / month Via Credit Card	December 27, 2018	January 3, 2019	In 4 days	January 10, 2019	-	2
WooCommerce					(Stripe)					
Orders 423 Coupons Subscriptions	I ON HOLD	#2201 for Customer S	Variable Fortnight/Yearly Trial - A	\$25.00 every 2 weeks Via Credit Card (Stripe)	December 19, 2018	January 16, 2019	-	2 hours ago	-	6
Reports Settings Status	ON HOLD	#2161 for Customer S	6 items	\$30.00 / month Via Credit Card (Stripe)	December 18, 2018	-	-	December 18, 2018	-	2
Extensions Products	CANCELLED	#2086 for Customer S	[2995] Simple Subscription D	\$100.00 Via Credit Card (Stripe)	December 13, 2018	-	-	December 13, 2018	December 13, 2018	1
 Appearance Plugins 	ACTIVE	#1977 for Customer S	Variable Subscription Billing Cycles (2201) - Yearly	\$199.00 / year Via Credit Card (Stripe)	November 29, 2018	-	January 18, 2020	January 18, 2019	-	3
👗 Users	AGTIVE	#1971 for Customer	191001 Variable	\$74.25 / month	November 20	-	Fahruary 28, 2010	A dave and	-	٩

Privacy Policy Guide

In order to ensure store managers have what they need to comply with the GDPR, WordPress includes a <u>privacy policy guide</u>. Subscriptions adds a section to this guide to help store managers understand what information Subscriptions uses and be better able to write their own privacy policies.

To see Subscriptions' section in the privacy policy guide:

- 1. Go to the WordPress administrator dashboard
- 2. Go to Settings > Privacy and click the link to Check out our guide
- 3. Scroll to the section labeled Source: WooCommerce Subscriptions

OR

1. Go to

https://example.com/wp-admin/tools.php?wp-privacy-policy-guide#
wp-privacy-policy-guide-woocommerce-subscriptions, replacing
example.com with your site's URL

Source: WooCommerce Subscriptions

By using WooCommerce Subscriptions, you may be storing personal data and depending on which third-party payment processors you're using to take subscription payments, you may be sharing personal data with external sources.

What we collect and store

For the purposes of processing recurring subscription payments, we store the customer's name, billing address, shipping address, email address, phone number and credit card/payment details.

What we share with others

What personal information your store shares with external sources depends on which third-party payment processor plugins you are using to collect subscription payments. We recommend that you consult with their privacy policies to inform this section of your privacy policy.

If you are using PayPal Standard or PayPal Reference transactions please see the PayPal Privacy Policy for more details.

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Subscriptions Section in the Privacy Policy Guide