

# Subscriptions and the GDPR

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

## Data Subscriptions Uses

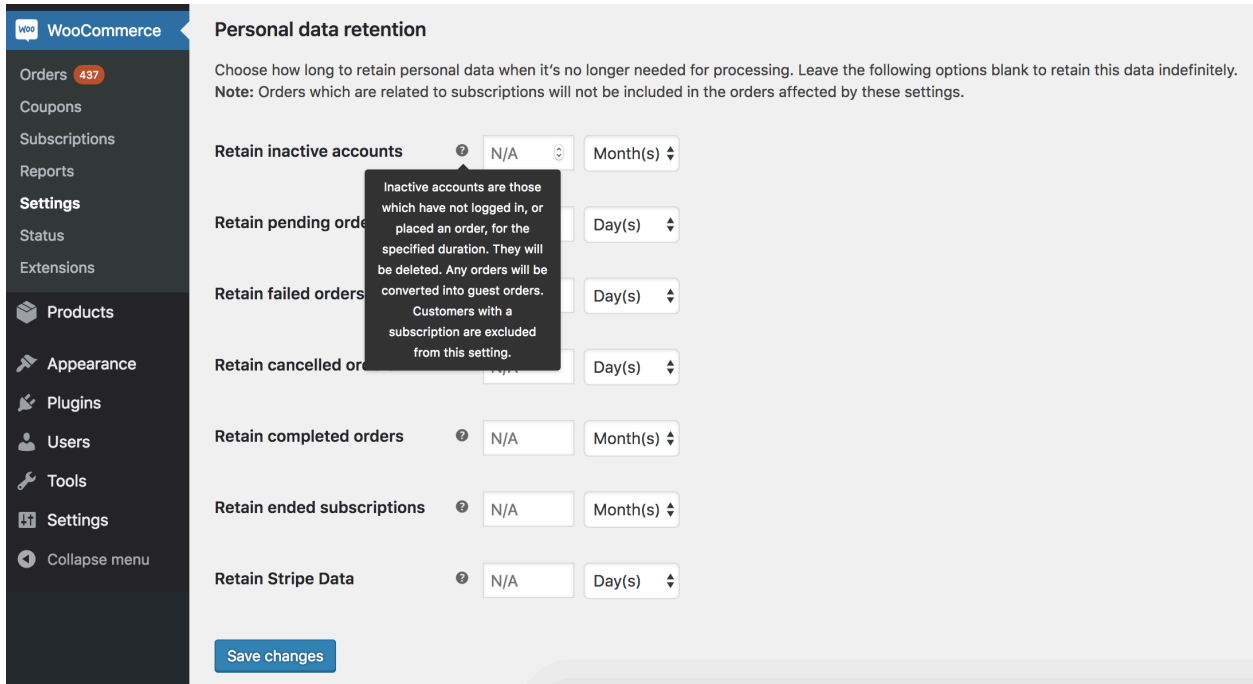
Subscriptions accesses and records data similar to [WooCommerce](#). The data used by Subscriptions includes:

- 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**.



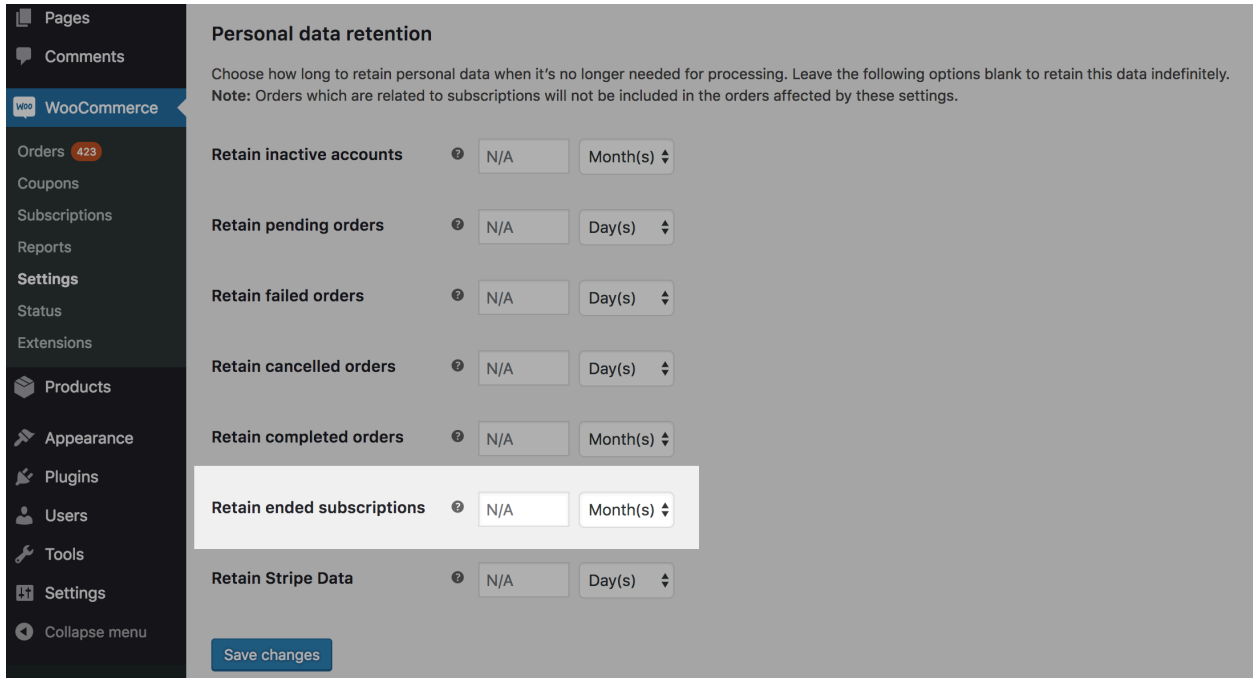
### *Inactive Account Cleanup Setting - Subscribers Exempt*

### 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**



### *Retain Ended Subscriptions Setting*

## Export or Erase Customer Data

The ability to [export](#) or [erase](#) customer data is built into tools in [WordPress](#). 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

<b>Subscription Number</b>	1658
<b>Created Date</b>	October 23, 2018, 4:51 pm
<b>Recurring Total</b>	5.00
<b>Subscription Items</b>	[2815] Simple Subscription Sign-Up Fee x 1
<b>IP Address</b>	127.0.0.1
<b>Browser User Agent</b>	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
<b>Billing Address</b>	Tonks Lupin, 555 Purple Ln, Kennewick, OR 97222
<b>Shipping Address</b>	Tonks Lupin, 555 Purple Ln, Kennewick, OR 97222
<b>Phone Number</b>	1234567890
<b>Email Address</b>	subscriber@email.com
<b>Stripe payment id</b>	src_ABC123
<b>Stripe customer id</b>	cus_ABC123

<b>Subscription Number</b>	1644
<b>Created Date</b>	October 20, 2018, 9:03 pm
<b>Recurring Total</b>	5.00
<b>Subscription Items</b>	[2815] Simple Subscription Sign-Up Fee x 1
<b>IP Address</b>	127.0.0.1
<b>Browser User Agent</b>	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
<b>Billing Address</b>	Tonks Lupin, 555 Purple Ln, Kennewick, OR 97222
<b>Shipping Address</b>	Tonks Lupin, 555 Purple Ln, Kennewick, OR 97222
<b>Phone Number</b>	1234567890
<b>Email Address</b>	subscriber@email.com
<b>Stripe payment id</b>	src_ABC123
<b>Stripe customer id</b>	cus_ABC123

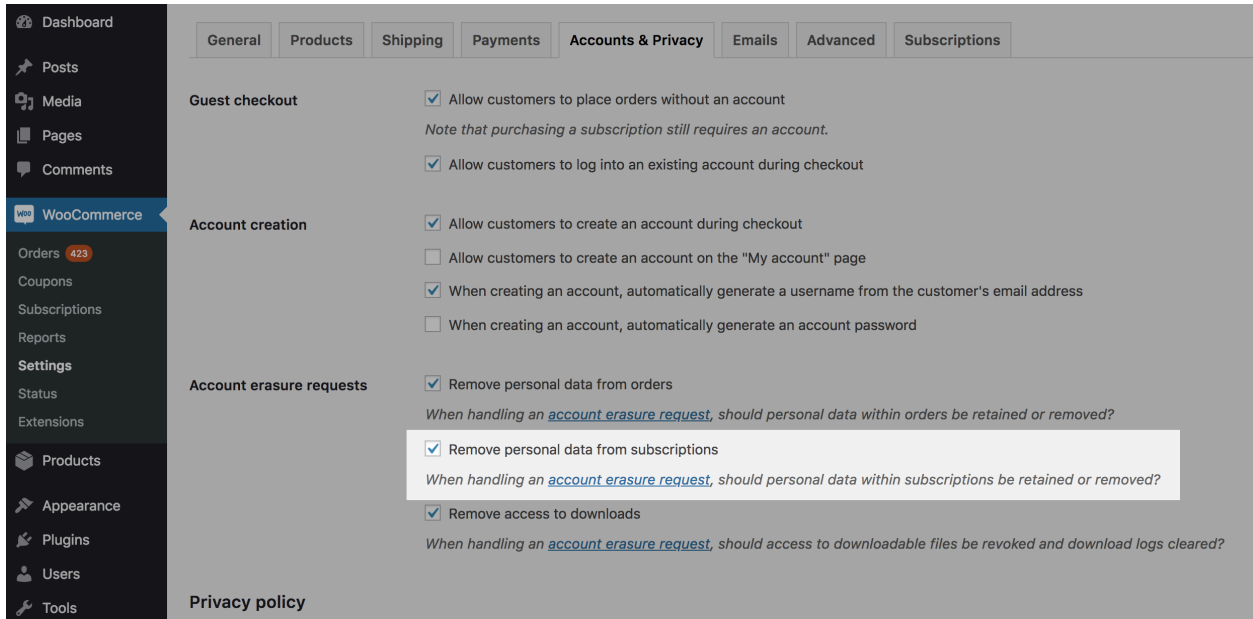
*Example Subscription Related Portion of Data Export*

## 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

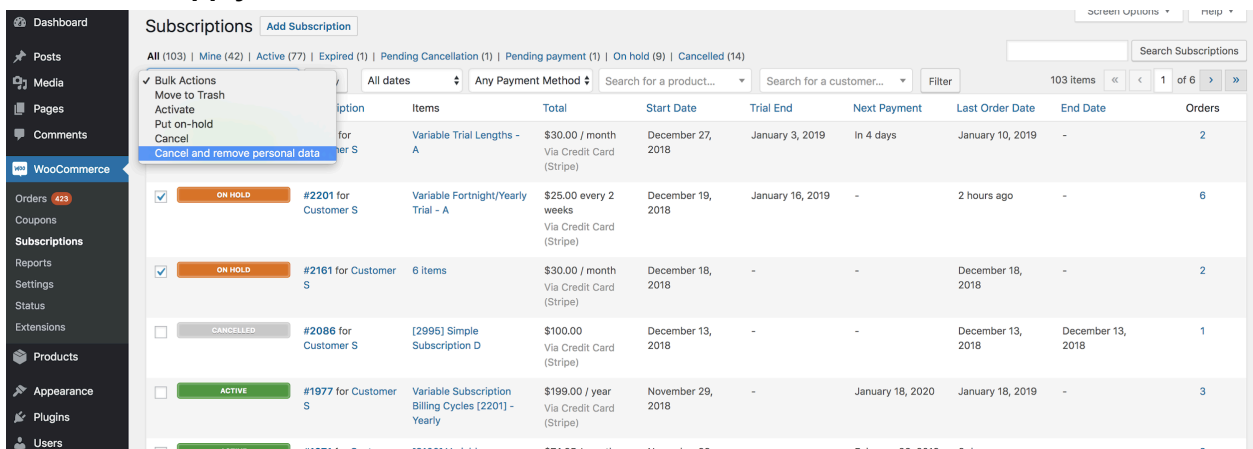
When personal data is erased and the data removed from the corresponding subscriptions, the subscriptions will be canceled.

### 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**



## *Bulk Remove Personal Data from Subscriptions*

# Privacy Policy Guide

In order to ensure store managers have what they need to comply with the GDPR, WordPress includes a [privacy policy guide](#). 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.

Copy

## *Subscriptions Section in the Privacy Policy Guide*