freshdesk

GDPR FAQ

Here are some frequently asked questions from Freshdesk customers. To save customer time and effort, we've collated information and instructions on how Freshdesk tackles requirements of the GDPR. Keep watching this space for more.

Q. On account of the GDPR, I want to move my data to the EU data center.

The GDPR does not require EU personal data to stay in the EU, nor does it place any new restrictions on transfer of personal data outside the EU. GDPR only mandates that such transfers be legitimized through any of the mechanisms provided in the regulation. Some ways of legitimizing transfers are through EU-US Privacy Shield Certification and Model Contractual Clauses. Freshworks uses both ways to legitimise data transfers. However, if your organization's policy requires you to store data in the EU, you can choose from available Freshdesk plans for options.

Q. How do I delete user data?

In Freshdesk, a delete or an export request from a customer would have to be routed via the admin who validates if the requestor is genuine.

How does the admin delete customer's data:

1. The admin navigates to the specific customer's profile and 'delete' the contact - this first step is a soft delete. (This is available today)

2. The admin then navigates to the deleted contact's profile and uses thet 'Delete forever' option to permanently delete the customer's data - tickets, forums, calls & profile (This is being built and will be available soon)

3. If the deleted contact has been an agent with the account, we permanently delete their PII(Personally Identifiable Information) such that the individual is not identified or identifiable thereafter. For business continuity, their contributions to the business viz. ticket responses,notes,knowledge base articles, forum topics/comments, support calls, surveys, automation rules, ticket templates, contacts, companies, tags, etc. will be retained (This is being built and will be available soon.)t

Q. How do I export user data?

In Freshdesk, 'delete' or 'export' request from a customer would have to be routed via the admin who validates if the requestor is genuine.

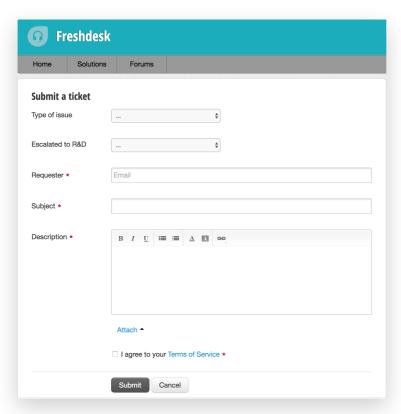How does the admin export customer data: (These functionalities are available)

1. Customer export - The admin navigates to the list of all customers where the export functionality is available, and then filter through to the required customer's data. Additionally, the admin may use this API call to pull all profile information about them.

2. Ticket export - The admin filters all tickets by a customer via the Tickets List page, and export this list. Additionally, the admin may use this API call to export all tickets of a customer.

Q. **We use the Freshdesk widget for our candidates to raise support tickets with us. As far as I can see they don't consent to providing their data or agreeing to a privacy policy or anything similar. Is this currently possible, or are you putting anything in place? Also how do they choose to opt out at a later stage, should they wish to?**

As a data controller, it is important for you to assess what data you're collecting in the form of ticket field or contact fields - this information must be minimized to the extent necessary for you to provide service or support. As a data processor, Freshworks performs operations or set of operations on this data only on your authorisation and in compliance with applicable regulations.

If you use 'consent' as the basis for processing personal data and you'd like to make it more explicit, you can add a checkbox-type mandatory field to your 'New ticket' form. For those on plans other than Estate and Forest, manually display checkbox: I consent to ABC collecting my email id, phone number, location and IP. If you are on Estate or Forest plans, you can use Portal Customization feature to state - 'I consent to such data being shared with third parties' and link it to your Terms of Service'(as displayed in image below).

If you need any help configuring this, please let us know and we'd be happy to help.

Q. We currently have tickets in Freshdesk going back in time. Do you have automatic retention rules to delete tickets after a given period of time?

GDPR mandates that personal data should not be retained for periods longer than necessary for purposes it was collected. Additionally, if a customer decides to exercise their right to be forgotten/erasure, it should be complied with. To support you with these requests, Freshdesk is building 'Delete forever' option for a customer. When a customer reaches out to you to delete their data, as an admin you'd be able to use this option. This would permanently delete customer information in the system, as well as tickets/chats/calls that they were part of.

Based on your data retention policies, if you wish to to automate deletion of tickets that are in the system, please use our 'Delete ticket' API: https://developers.freshdesk.com/api/#delete_a_ticket This moves tickets to Trash, from where they get permanently deleted in 30 days. You can also periodically go to the ticket list view, filter by date and perform a bulk-delete action.