freshservice
GDPR FAQ

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

Q. What is 'Data' and 'Activities' in Freshservice.

Data: Any information that qualifies as Personally Identifiable Information(PII) like name, email ID, mobile number, location, etc. using which one can identify any user.

Activities: These are helpdesk related activities carried out by the end user on the product. For example, tickets raised, tickets managed, approvals, workflow creation, adding new solution articles, managing observer and supervisor rules, etc.

## Q. How do we address 'Forgetting a user' request, or delete a users personal data?

GDPR mandates that if a customer decides to exercise their right to be forgotten, it should be complied with. To support you with these requests, Freshservice has built a 'Forget User' option. 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/notes/calls that they were part of. Below explained are scenarios for 'Forgetting a User' request:

When the admin decides to act on 'Forgetting a User' request, Freshservice displays a pop-up indicating confirmation of the action. As part of this, Freshservice provides the admin with all necessary information related to the action they are about to take. This is achieved by providing a hyperlink pointing to detailed information on what 'Data' and 'Activities' mean. These hyperlinks redirect to→GDPR FAQs - Freshservice document.

1. If a 'Requester' (internal customers like employees) wants to be forgotten:

    - This process can be only carried out by the admin.

    - The admin can visit the respective persons profile page and select option 'Forget User''.

    - On selection of the option, a popup is displayed informing the admin of resulting actions and dependencies.

    - On an affirmative action from the admin, the first step is to delete PII. This data is replaced with a tag called 'Forgotten User'

- As the next step, the system will check if the Requester was involved in any core helpdesk related activities like Approvals, Change requests, etc. If there exists any core helpdesk related associations, then all activities done by the requester are retained. If there is no association with helpdesk activities then all related data is also deleted (tickets, notes, chats etc)
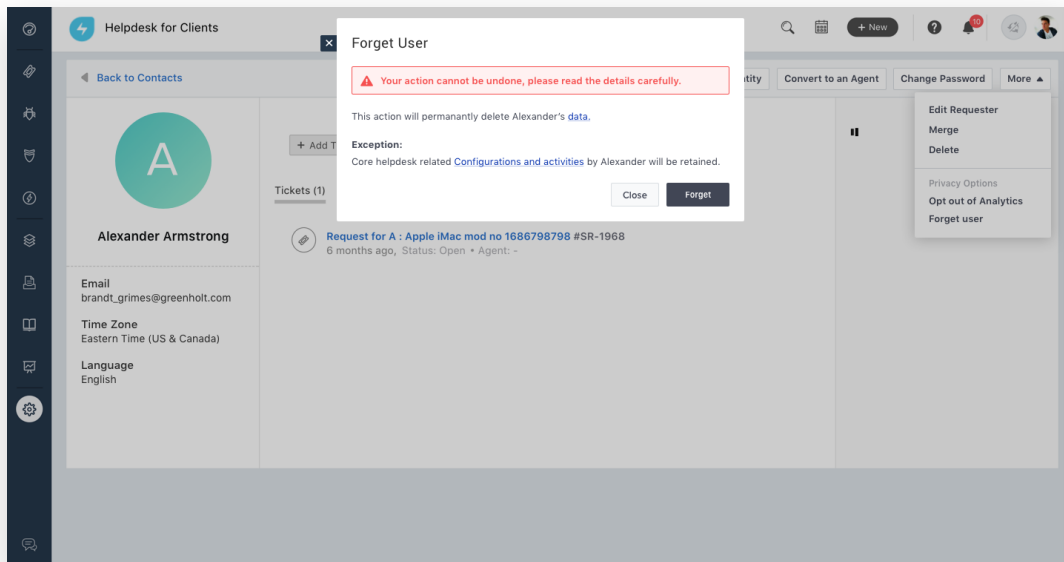

2. If an 'Agent' wants to be forgotten:

   - The admin will be the only one to take action on this request

   - Similar to the case of the Requester, the admin will visit the agent profile page and take action

   - As first step, all PII is deleted and anonymized by the tag 'Forgotten User'

   - None of the helpdesk related items will be deleted, activity data will be retained as is.

Note: All these actions are recorded under 'Activities' and for agent it will be listed in Audit Logs too.
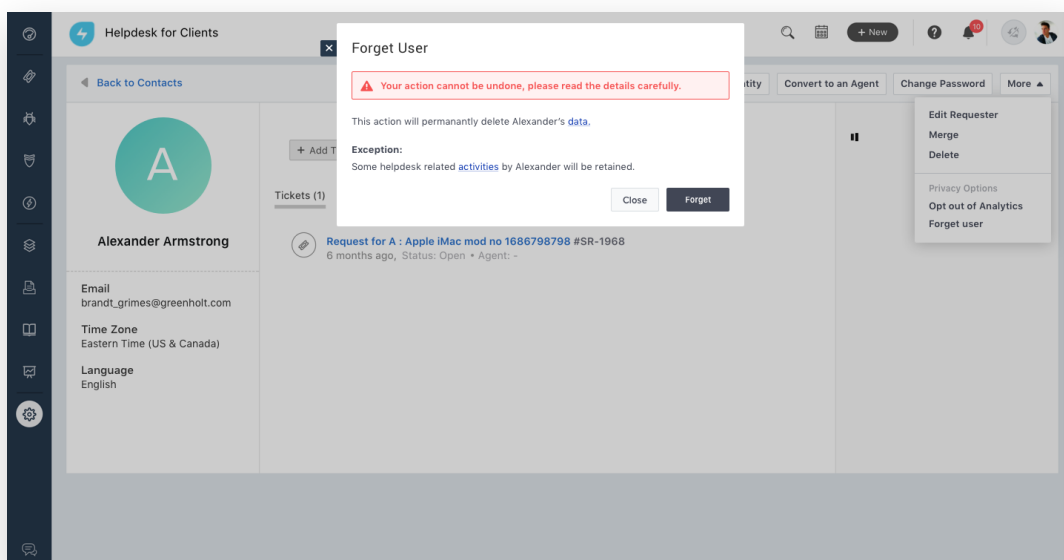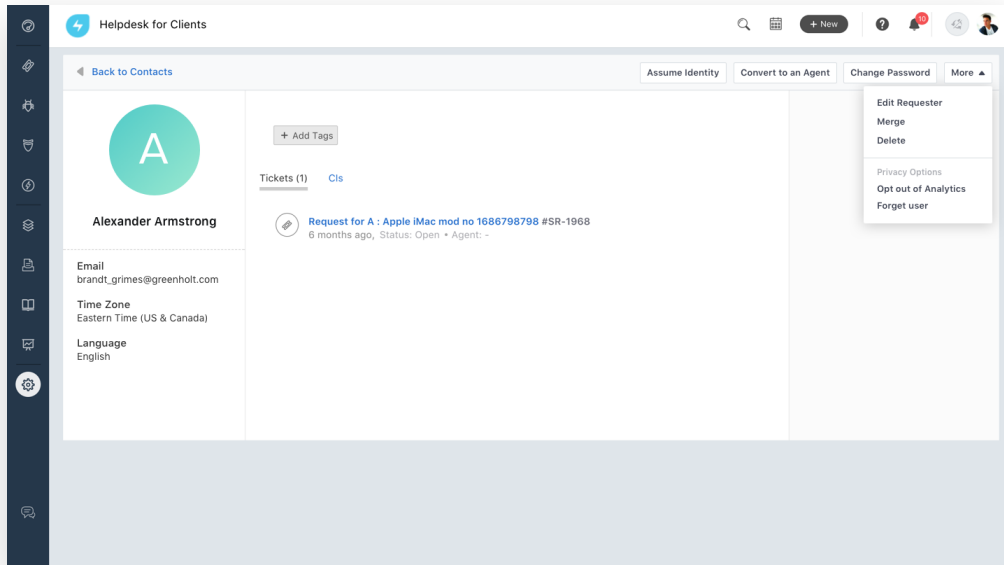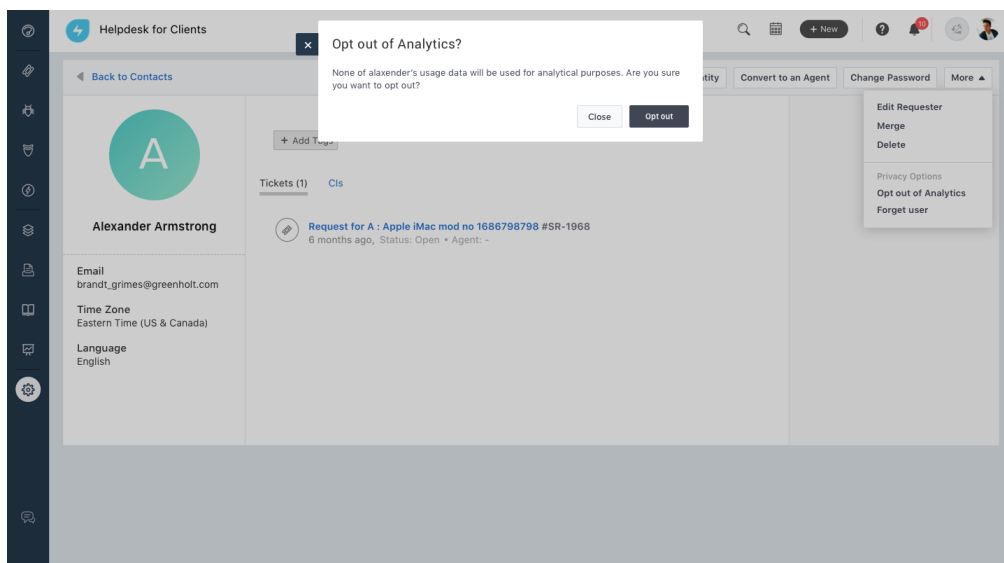
Q. How do we address a customer's request to ' opt-out analytics'?

To meet the customer's need to opt out of their data being used for business analytics, Freshservice provisions for two things:

- User level opt-out

- Account level opt-out

User Level: Irrespective of user type (agent or requester) the admin must navigate to the user profile page and select option,'Opt out of analytics'. On actioning this, sharing of user data will be terminated.

Account Level: In order to stop analytics for the whole account, the customer must reach out to our support team, and we will action upon the same.