

Record of processing activities within plentymarkets

plentysystems AG

Version 0.4, August 22nd, 2019

plentymarkets makes no claim to completeness regarding this record. It is intended to be a supplement when creating your own record of processing activities.

This record only contains the processing activities within the software plentymarkets. A list along with a description of the other processing activities that apply in your company must be added.

1. Processing activities back end

1.1. Order

1.1.1. Description/Purpose

To register an order, the customer places an order via the online store or respectively via a marketplace (e.g. Amazon, eBay). Customer data is saved in the following areas of the plentymarkets back end:

- Registration/Quick registration
- Guest account
- My account
- Shopping cart
- Checkout
- Wish list
- Watch list
- Order confirmation

Customer data is saved with external services in the following areas:

- Contact page (data is saved with the email service of the seller)
- if applicable, integrated tracking tools (data is saved with the tracking tool provider)

1.1.2. Legal basis

Art. 6 Par. 1 lit. b) GDPR

1.1.3. Persons affected

Interested parties, customers

1.1.4. Data categories

Name, form of address, title, password (encrypted), email addresses, invoice address, different delivery address (if applicable), bank data, date of birth (configurable), telephone numbers (configurable), company name (configurable), VATIN (configurable), order data, item data, payment

data

1.1.5. Recipient categories

Payment service providers, shipping service provider, email service of the seller, Amazon Web Services

1.1.6. Data transfer to third countries

There is no data transfer to third countries.

1.1.7. Deletion deadline

Must be determined by the seller.

1.2. Order processing and shipment

1.2.1. Description/Purpose

To process an order (including shipment, return management, credit notes etc.), data is saved in the plentymarkets back end and – if in use – in the plentymarkets app.

1.2.2. Legal basis

Art. 6 Par. 1 lit. b) GDPR

1.2.3. Persons affected

Customers

1.2.4. Data categories

Name, form of address, title, email addresses, invoice address, different delivery address (if applicable), bank data, date of birth (configurable), telephone numbers (configurable), company name (configurable), VATIN (configurable), order data, item data, payment data

1.2.5. Recipient categories

Shipping service providers, fulfilment service provider, return service providers

1.2.6. Data transfer to third countries

There is no data transfer to third countries.

1.2.7. Deletion deadline

Must be determined by the seller.

1.3. Payment

1.3.1. Description/Purpose

There are 3 ways of payment: via payment methods offered in the online store, via POS or via payment methods offered on the markets.

Online store: After the customer has agreed on bindingly purchasing the item with a click in the online store, the payment process starts.

POS: The customers buys an item in the stationary store. When assigning the customer ID, order-related data is saved in the plentymarkets back end. Otherwise, order-related data is assigned to the anonymous standard customer.

Market: The customer buys an item via a market. The amount of data that is transferred depends on the market.

1.3.2. Legal basis

Art. 6 Par. 1 lit. b) GDPR

1.3.3. Persons affected

Customers

1.3.4. Data categories

Name, form of address, title, email addresses, invoice address, different delivery address (if applicable), bank data, date of birth (configurable), telephone numbers (configurable), company name (configurable), VATIN (configurable), order data, item data, payment data

1.3.5. Recipient categories

Payment service provider

1.3.6. Data transfer to third countries

There is no data transfer to third countries.

1.3.7. Deletion deadline

Must be determined by the seller.

1.4. User management

1.4.1. Description/purpose

User accounts can be created in the plentymarkets back end and provided with different user

rights. Admin users have unlimited access to all areas in the plentymarkets back end. Other user groups must be given the access to the areas via user rights.

1.4.2. Legal basis

Art. 6 Par. 1 lit. b) GDPR

1.4.3. Persons affected

Employees

1.4.4. Data categories

Name, email address, user name, user ID, password (encrypted), image (configurable)

1.4.5. Recipient categories

AWS

1.4.6. Data transfer to third countries

There is no data transfer to third countries.

1.4.7. Deletion deadline

Must be determined by the seller.

1.5. Customer communication

1.5.1. Description/purpose

For communication with customers, a ticket system can be used. External email services can be integrated in the ticket system and additionally be used to send emails via automated processes within plentymarkets, e.g. invoices, order confirmations or shipping informations.

1.5.2. Legal basis

Art. 6 Par. 1 lit. b) GDPR

1.5.3. Persons affected

Customers, interested parties, employees

1.5.4. Data categories

Name, form of address, title, email addresses, invoice address, different delivery address (if applicable), bank data, date of birth (configurable), telephone numbers (configurable), company name (configurable), VATIN (configurable), order data, item data, payment data

1.5.5. Recipient categories

Email service of the seller

1.5.6. Data transfer to third countries

There is no data transfer to third countries.

1.5.7. Deletion deadline

Must be determined by the seller.

2. Processing activities *Ceres*

2.1. Order

2.1.1. Description/purpose

To register an order, the customer places an order via the online store. Customer data is saved in the following areas:

- Registration/Quick registration
- Guest account
- My account
- Shopping cart
- Checkout
- Wish list
- Watch list
- Order confirmation

2.1.2. Legal basis

Art. 6 Par. 1 lit. b) GDPR

2.1.3. Persons affected

Visitors of the website, customers

2.1.4. Data categories

Name, form of address (configurable), address, invoice address, date of birth, different delivery address (if applicable), bank data, telephone numbers (configurable), item data, payment data

When registering/creating a customer account:

Name, form of address (configurable), address, date of birth (configurable), password (encrypted),

email address

2.1.5. Recipient categories

Email service of the seller

2.1.6. Data transfer to third countries

If the seller uses plentymarkets as hosting provider, there is no data transfer to third countries. When using an external hosting provider, the seller must determine if there is a data transfer to third countries.

2.1.7. Deletion deadline

Must be determined by the seller.