VERINT.

Telligent Community GDPR FAQ's

With the Telligent Community GDPR updates, available in May 2018 for versions 9.2, 10.1, and 10.2, users can choose to export their data from the community.

Common Questions

Common questions have been answered below. You can also refer to the blog post regarding the release that makes Telligent Community GDPR compliant, which can be found here.

How do I remove customer-specific data from the Community?

- Community managers and administrators have full control over the content in the site. Our recommendation is to provide an easy path (for example: email contact or private message) to allow users to make these types of specific requests, so each can be evaluated independently.

How do I ensure that I can extract and supply customer information if requested?

- By default, a user can export their own data from the **Settings** widget, (although this can be disabled via widget configuration, if data export is part of a larger process). Additionally, administrators can export any users' data via **User Administration**, by editing the user and clicking **More > Export Data**.

Can I allow users to delete their own data?

- Community managers can optionally allow users to remove themselves from the community (self-removal). When this feature is enabled users will have a "Delete account" option in their profile settings. When a user account is removed via "Delete account," the user's personal data is deleted and their content is re-assigned to a *former member* account.

How can I enable a user to export their data in a readable format?

- The export consists of a ZIP file with a JSON file containing the data export from each IExportableUserDataSource plugin implementation. Out of the box, the export includes blog posts, calendar events, comments, conversations, forum threads and replies, friends and follower lists, ideas, media files, profile data, status messages, and wiki pages that the user has provided. Any files referenced within this content are included in a files/subfolder of the export ZIP file.

How can I add a Terms of Service page to our community?

- Log into the community as an administrator and navigate to **Site Settings (Administration -> Site)**
- Set a **Terms of Service URL**

How can I notify members of a change in privacy settings at the site or group level?

- Community Managers can notify users of Terms of Service (TOS) changes at the site level only.
- The Community provides the ability to reset the current TOS date. When this date is reset, users whose consent date is earlier than the new TOS date, are prompted to re-consent to the TOS.
  - To perform this action:
    - Log into the community as an administrator and navigate to **Site Settings (Administration -> Site)**
    - Select a new **Terms of Service Date**

How can I ensure users are able to delete any single piece of content they have authored?

- Most of the time, users can delete their own content, but in cases where there are responses (for example: comments, replies, threads) a user will no longer be able to delete their content. In such cases, the user will need to contact the community manager to request a specific piece of content be deleted.

What else can the solution do to aid me in being compliant with GDPR?

Please refer to our blog post here for further information.