VERINT.

Telligent Community GDPR FAQ's

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

Common Questions

Some common questions that have been asked amongst customers have been answered below. You can always refer to the blog post regarding our release that makes Telligent Community GDPR compliant at:
https://community.telligent.com/employees/b/product-updates/posts/users-can-export-their-data

How do I remove a customer specific data from etc. Community?
- Community managers and administrators have full control over the content in the site. Our recommendation is to provide an easy path (ex. 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 customer info to supply if requested?
- A user can export their own data from the Settings widget by default (but 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.

How can I enable a user to delete/clear their data? Their user account entirely?
- In both cases, the export schedules a background process to collect the user's data and generate the export. The user requesting the export will then be notified by private messaging (if enabled) or email (if private messaging is disabled). If the initial attempt at notifying the requesting user fails, the requesting user is sent a system notification with the export download details.

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

VERINT

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) change at the site level only.
- 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 that they have authored?

- Most of the time users can delete their own content but in cases where there are responses (ex. Comments, replies, threads) a user will no longer be able to delete their content. To request a specific piece of content to be deleted contact your community manager.

What else can the product do to aide me in being compliant with GDPR?

- Please refer to our blog post here: https://community.telligent.com/employees/b/product-updates/posts/users-can-export-their-data

And now for the small print

Verint. Powering Actionable Intelligence.®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries—including over 80 percent of the Fortune 100—count on Verint solutions to make more informed, effective, and timely decisions.