

Use Compliance Tools to Remove Customer Data

Compliance tools allow you to process "right to be forgotten" requests from your customers to comply with [GDPR](#) and [CCPA](#). Submitting a removal request for a customer removes all records of that customer from the [Customer View](#) and any datasets you have. Customer records deleted in this way are deleted for all domains that exist within your Monetate account. Once submitted, requests are processed through a series of nightly batch jobs. Requests typically take between 24 and 48 hours to complete.



Submitting a "right to be forgotten" request does not prevent future data collection for the specified customer. You must ensure that you stop collecting any personally identifiable information for these customers.

Requests are submitted in the form of a CSV file with two columns. These columns denote the customer ID and time of request. An example of a request file is as follows:

```
customer_id, delete_request_time
ece066b73b2e3d5eebf2056efde1057f9b1ca9cee43ab6fd47850311b124abd0, 2021-01-25T20:31:15
```

The parameters are the following:

- `customer_id` : The ID of the customer.
- `delete_request_time` : The timestamp of when the customer submitted the request. This must be a time in the recent past and be specified in the syntax `YYYY-MM-DDTHH:MM:SS` .

Submitting a Request

Follow these steps to use the compliance tools to submit requests.



If you don't have compliance tools enabled, then submit a support ticket with your request to enable them using the Kibo Technical Support portal (kibotechsupport.zendesk.com).

1. Click the settings cog and then select **Compliance Tools**.

The screenshot shows the Monetate dashboard for 'monetate.mybigcommerce.com'. The top navigation bar includes 'DASHBOARD', 'EXPERIENCES', 'AUDIENCES', 'COMPONENTS', 'DATASETS', 'ANALYTICS', and a settings gear icon. A dropdown menu is open from the settings icon, showing options under 'ACCOUNT' (Sites, API Documentation, Users, Script Revision, Integration, Compliance Tools, Default Metrics, Email, Seasonality, Engine Context) and 'CONTENT' (Experience Tags). The 'Compliance Tools' option is highlighted with a red arrow. The main dashboard area shows 'Showing experiences and account analytics from 30 DAYS' and two experience cards: 'Auto Personalization experiences' and 'Dynamic Test experiences'. A third card shows '40 100% Expe'.

2. Click **ADD A LIST TO FORGET**.

Compliance Tools

Customer Requests to Be Forgotten

Upload or enter a list of Customer Identifiers to be removed from Monetate Customer Data databases to fulfill the "right to be forgotten" requests for your customers. You only need to use this function if you have personally identifiable information (PII) uploaded from your Customer Data files and a customer has specifically asked to be removed. Contact your support team for a list of deleted Customer IDs.

 **ADD A LIST TO FORGET**

CREATION DATE ▲	NUMBER OF RECORDS	UPLOAD STATUS
May 27 2020, 2:47 PM	3	COMPLETE



3. Select **Customer Data Privacy** and then click **NEXT**.

Create Dataset Schema

Select the dataset's schema type, then follow the steps to name and configure the dataset according to the requirements of that type. You'll have options to later upload files via API, SFTP, or manual upload.

1 Dataset Type EDITING

Select a Dataset type.

 **Customer Data Privacy** 

NEXT 

4. Enter a name for the dataset and then click **NEXT**.

Create Dataset Schema



Select the dataset's schema type, then follow the steps to name and configure the dataset according to the requirements of that type. You'll have options to later upload files via API, SFTP, or manual upload.



Dataset Type [EDIT](#)



Customer Data Privacy



Dataset Name [EDITING](#)

CustomerDataPrivacy-2024

BACK

NEXT



5. Upload the CSV file for validation.

Create Dataset Schema

Select the dataset's schema type, then follow the steps to name and configure the dataset according to the requirements of that type. You'll have options to later upload files via API, SFTP, or manual upload.


✓

Dataset Type

[EDIT](#)

✓

Customer Data Privacy



✓

Dataset Name

[EDIT](#)

CustomerDataPrivacy-2024


3

Validate Your Customer Privacy Schema

[EDITING](#)


Upload a sample of your file so that we can validate your schema. Customer Privacy datasets must follow the Monetate customer privacy schema.

Drop Your File Here



YOU CAN ALSO [BROWSE](#) FOR A FILE TO UPLOAD

Accepted types: csv, tsv. Files with other types of delimiters such as the pipe character ("|") may not be properly recognized.

 **Reminder:** Consult with your Monetate Agreement for any restrictions on customer data that may be uploaded to the Monetate platform.

BACK

✓ CONFIRM AND CREATE

- After you verify the data, select **Looks good** and then click **CONFIRM AND CREATE**.


✓

Dataset Type

EDIT

✓

Customer Data Privacy



✓

Dataset Name

EDIT

CustomerDataPrivacy-2024

3

Validate Your Customer Privacy Schema

EDITING

Upload a sample of your file so that we can validate your schema. Customer Privacy datasets must follow the Monetate customer privacy schema.

Your File Looks Good!

Note: If you included any extra columns outside the Monetate customer privacy schema, they will be discarded.

CUSTOMER_ID	DELETE_REASON
ece066b73b2e3d5eebf2056efde1057f9b1ca9cee43ab6fd47850311b124abd0	2024-01-2

➔

☒ Looks good

↺

 RE-UPLOAD

ⓘ

Reminder: Consult with your Monetate Agreement for any restrictions on customer data that may be uploaded to the Monetate platform.

BACK

✓ CONFIRM AND CREATE

The request now appears on the Compliance Tools page.