



Privacy360 Data Request Portal

Securely Fulfill
Consumer Rights Requests

CENTRL Privacy360 offers a comprehensive, intuitive and scalable platform to comply with multiple privacy regulations in one application. It includes end-to-end workflows to identify, measure and mitigate privacy data risks across the enterprise. Specific regulation related rules can be easily configured to meet business needs.

Data Request Portal

Responding to consumer rights requests is a resource-consuming process; full of manual tasks, creating a challenge to respond to regulatory requirements such as the GDPR, LGPD, CCPA and other emerging regional and federal legislation around the globe.

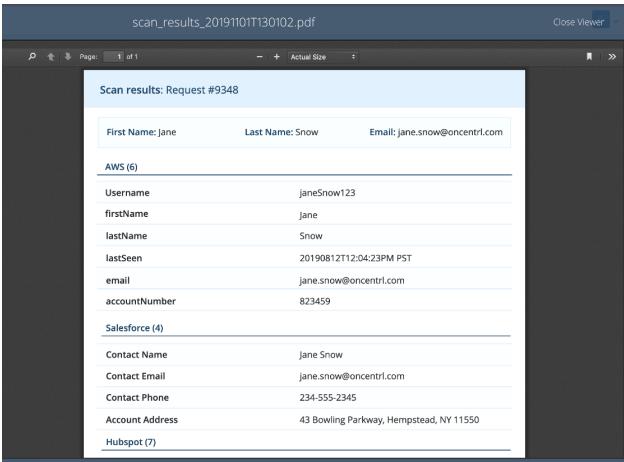
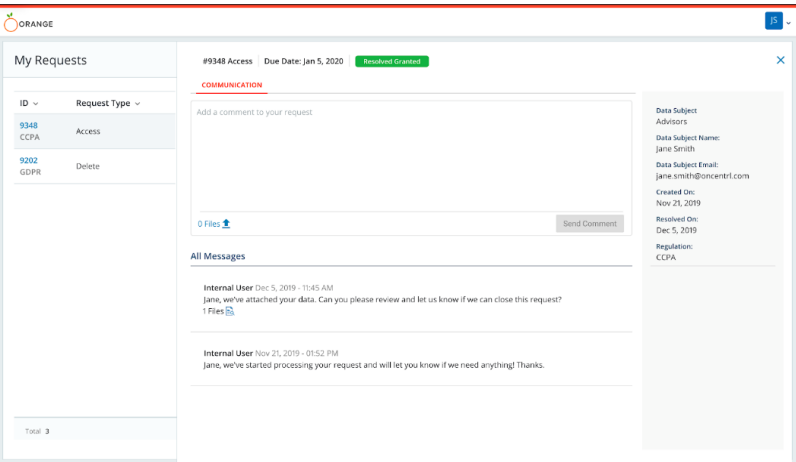
CENTRL’s data request portal provides an automated and secure way to communicate with consumers to fulfill consumer rights requests. Consumers can view updates to their requests, post comments and attachments, and view documents all within the portal. On each request, organizations can also maintain an internal thread to construct and review responses before posting a public reply to the portal.

By leveraging CENTRL’s pre-built and customizable intake templates and automated workflows, organizations can dynamically verify customers, triage requests, ensure fulfillment accuracy, and improve response times that will scale with their privacy compliance program.

Data Request Portal

Our branded data request portal provides a one-stop shop for consumers to view and manage requests made to your organization. Consumers can track high-level statuses, view information they submitted along with their initial request, and manage communications across each request they’ve submitted.

CENTRL’s data request portal comes with a built-in data viewer so consumers can preview disclosures and data reports and export data for safekeeping.



1. Intake - Streamline for Compliance

Publish a Request Intake web form with customizable fields and branding, that you can easily embed on your website/portal. Integrates into existing forms or products with powerful APIs.

2. Identity Verification

Before registering the customer's request, CENTRL sends an email verification link to the email used on the request webform. In addition to RECAPTCHA, this helps cut down on spam so your team can focus on requests made by humans, not bots.

3. Magic Link Authentication

After email verification, CENTRL relies on secure links sent to the verified email to access the portal. These secure links include a one-time, short time to live token which expires either immediately after use or after 24 hours if unclicked. Adopted by many companies like Slack and Medium, these "magic-links" streamline access to the portal and avoid forcing consumers to create yet another username and password. This style of authentication meets standards set out by the California Consumer Privacy Act (CCPA) and similar privacy laws.

Key Benefits of Magic Link Authentication:

- One-time use: After the link is used it no longer gives access to the portal.
- Short time to live: If the link is not clicked in a 24-hour period it is expired and no longer valid.
- Encrypts data shared with the requestors.
- Sent to authenticated email: Since the email address has been verified as a part of the request lifecycle, it is confirmed the requestor owns this email.
- Meets CCPA requirements: Consumers are not required to create a new username or password to access the data request portal.

FAQ

Will the data request portal track unverified requests?

Yes, a separate report is generated for unverified requests with the details of the requestor.

Can other identity verification methods be integrated into the portal like one-time passwords?

Yes, we support integrations with services like Twilio to send OTPs to the requestor's phone.

Can we set up retention policies for files posted to the portal?

Yes. All files added to the portal are deleted within two weeks by default. This timeframe can be configured by each organization. After deleting files, CENTRL leaves an "Expired Files" message so users can tell that a comment originally contained attached files.

Can a resolved request be re-opened by the requestor?

No, resolving a request does not allow the requestor to re-open or comment on it.

CENTRL

Submit a Request

Please fill out the following details as accurately as possible so we can validate and process your individual rights. Any information provided here or in the context of completing your request will only be used to satisfy your rights request.

Who is this request about?

Relationship to our organization

Email address

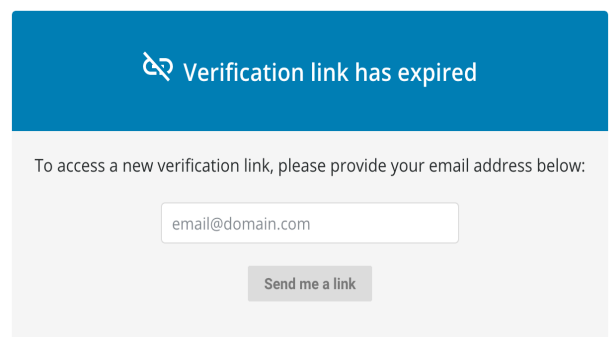
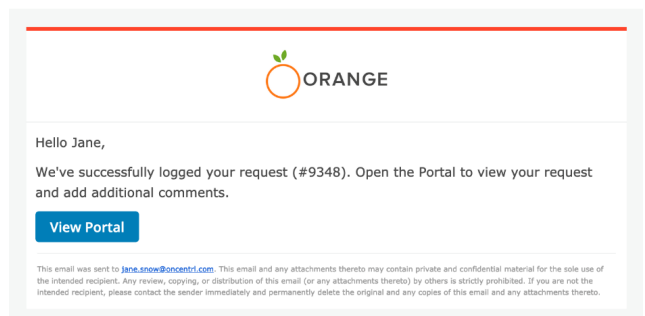
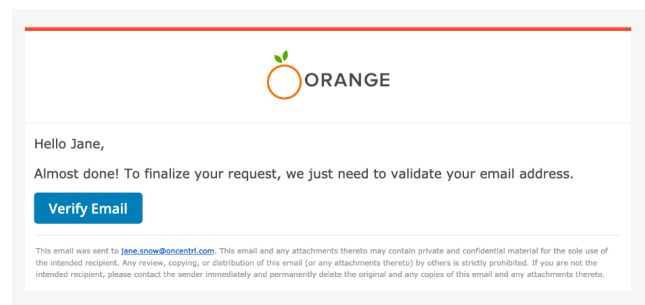
First name

Last name

What right do you wish to exercise?

Please provide details to help us facilitate your request

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