The What

The General Data Protection Regulation (GDPR) is a regulation that empowers the residents of the European Union (EU) with better transparency, access and control of their personal data that is submitted to software products or services.

The Why

Data privacy — enough said. GDPR has propelled various government and regulatory agencies to take the necessary measures to protect personal data. This regulation gives ordinary residents greater control over how and why their data is being collected, and how it may be used. Also, the residents have the right to access their own data, and even delete it from data processors’ records if they wish.

The Where

GDPR is applicable to any organization which processes EU residents’ data, irrespective of where the organization is located.
The When

GDPR will be effective starting 25th May, 2018.

The Where

Under the new regulation, the people interacting with data fall into three categories.

<table>
<thead>
<tr>
<th>Data subject</th>
<th>Data controller</th>
<th>Data processor</th>
</tr>
</thead>
<tbody>
<tr>
<td>refers to the form</td>
<td>refers to you, the form maker or form admin. You determine the purposes and</td>
<td>refers to us, Zoho Forms. We will process the</td>
</tr>
<tr>
<td>respondents.</td>
<td>means of collecting and processing personal data.</td>
<td>data collected using the forms you create.</td>
</tr>
</tbody>
</table>

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The How

Zoho Forms has designed a number of ways to make your forms GDPR compliant.

For each right guaranteed to the data subject, we have come up with a solution.

1) **Right to be informed** — Include a Terms and Conditions field

By including a Terms and Conditions field, you can explicitly inform your form respondents of the purpose of collecting their data and the use to which you will put their information. This is also a good place to clearly state the privacy policy followed and maintained by your organization.
To add a Terms and Conditions field:

• In the Form Builder window, go to **Advanced Fields**.
• Select the **Terms and Conditions** field.
• State the purpose and usage of collected data and the privacy policy that your organization follows.
2) Right of access by the data subject and right to data portability — Share a PDF of the form response to the form respondent

Downloadable PDFs of form responses can be shared with the form respondent via email notifications configured in Zoho Forms.

To send a PDF of each form response to the respondent:

• Go to Settings, then select Email & Notifications.

• Add the form respondent’s email address in the To field.

• Click the Attach form submission as a PDF checkbox. The form submission will be sent over to the form respondent.

• To include the form response exactly as-is in the email content, check the Include respondent’s submission box.
Forms

- Include respondent's submission.
- Notify User.
- Include a link to allow respondents to edit their responses.
- Attach form submission as a PDF.
- Attach merged document.

Save
3) **Right to rectification** — Enable editing of form responses

Allow your form respondents to edit their form responses by including an edit link either in the email being sent to them or in the Thank you page that's displayed after their form submission.

To enable editing of form responses:

- Go to **Settings**, then select **Response Settings**.
- Click **Enable**.
4) **Right to be forgotten** — Delete user data upon request

When you receive a request from a form respondent to delete data collected in your form, follow these steps to comply:

- Search for the specific form respondent’s details.
- Select their entry and click **Delete**.

![Form entries and search functionality](image)
To delete all the data related to a particular form:

- Go to All Entries.
- Click Delete.
5) **Right to restrict processing and to object to processing** — Apply a ‘Do Not Process’ state to specified form responses.

By applying a ‘Do Not Process’ state to a form response, the data in that particular form response will not be considered for further processing. To minimize the number of requests to restrict processing, make sure that you explicitly and proactively communicate the purpose of the data being collected and the time period for which the data will be retained to your form respondents.

To mark a response as ‘Do Not Process’:

- Go to **All Entries**.
- Search the particular form respondent’s details.
- Click the **Do Not Process** checkbox.

*Note: This feature is in the works.*

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**What if you don’t comply with the GDPR?**

The General Data Protection Regulation (GDPR) is a regulation that empowers the residents of the European Union (EU) with better transparency, access and control of their personal data that is submitted to software products or services.
Best practices to follow while creating forms to make them GDPR compliant

1) Use double opt-in email to confirm form submissions.

Double opt-in allows your form respondents to confirm their entry to a form. It also lets them give consent for being added to your mailing list to get updates on any further developments regarding the form entry.

To enable double opt-in:

- Go to Settings, then select Double Opt-In.
- Click Configure Now.
- Set up opt-in email and opt-in confirmation page messages for your form.

When the form response has been confirmed, the actions associated with the form will be triggered, such as email notifications, form rules, redirections, approvals, and integrations.
Double Opt-In

Send your form respondents an email to confirm their opt-in.

How Double Opt-In Works?

1. SUBMITS A FORM
2. REDIRECTED TO THANK YOU PAGE
3. RECEIVES AN OPT-IN EMAIL
4. REDIRECTED TO OPT-IN CONFIRMATION PAGE
5. OPT-IN / OPT-OUT

Configure Now

Note:
Only when form respondents confirm their Opt-In, the following actions will be triggered:

- Form Rules, Approvals, Integrations
- Email Notifications, Messages & Redirects (Settings)
2) **Mark fields as Personal.**

Different types of personal details and information can be collected using a form. By marking a field as a **Personal Field**, you can apply a higher degree of sensitivity for this type of information, and exercise more control over how this data is processed.

Field types that can be marked as personal fields:

- **Basic Fields**: Single Line, Multi Line, Number, Decimal, Name, Address, Phone, Email, Date, Date-Time, Website, Currency, File Upload
- **Advanced Fields**: Signature, Unique ID

For every personal field you’ve marked, you will be alerted with a prompt while configuring email notifications, report printing or downloading, data backups, PDFs of form responses, document merges, and integrations.

3) **Encrypt field data.**

Zoho Forms provides HTTPS protocol encryption by default for every piece of data passed from Zoho Forms to other data processing entities, but you can also add an extra layer of security by marking a field as Encrypted. Fields marked this way will be encrypted at rest as well as in transit. Once a field is marked as encrypted, only a restricted level of search is available for it in All Entries and Reports.
For every field you’ve marked as encrypted, you will be alerted with a prompt while configuring email notifications, report printing or downloading, data backups, document merges, and integrations.

A maximum of 10 encrypted fields can be added in a form. Encrypted fields are currently available only for our paid plans.

Disclaimer: The information presented herein is not to be construed as legal advice. Please contact your legal advisor to find out how GDPR impacts your organization and what you need to do to comply with GDPR.
About Zoho Forms

Zoho Forms is a leading online form builder for business.

Create and share custom forms, configure email notifications, and collaborate with your team. An efficient data collection tool that helps you gather and manage data from anywhere, including offline, with our web and mobile apps.

For more information on making your forms GDPR compliant, email us at support@zohoforms.com

Build a form today with Zoho Forms