

Amsterdam, 12 June 2020

Name: **Joe Smith**
Email: **JoeXSmith2020@gmail.com**
Your case ref: J677DHY88

CERTIFICATE OF SINGLE OR MULTIPLE RECORD DELETION

Your request to delete data on [10 June 2020] had been executed, by following the CustomerGauge procedure – ticket reference: [2X289930]

The documents attached detail:

- the scope of your request
- the steps we took as a company to execute.

Based on this information and acting in the role of CustomerGauge Data Protection Officer I hereby certify that this data ~~has been~~ will be deleted permanently from our ticketing storage and processing systems.

Regards

Adam Dorrell
(on behalf of)
Data Protection Officer
CustomerGauge

PROCEDURE FOR DATA DELETION – CustomerGauge v2.1 - 1 Nov 2017

INTERNAL STEPS

Request will be received by Data Protection Officer (DPO@customergauge.com). If received outside this email, it must be sent as a copy to DPO@customergauge.com. Use the template attached for clarity.

- Note: cc'd on DPO@customergauge.com: Adam Dorrell, Erik Biekart, DPO Officer

Notes:

DPO Officer: Copy this document. Name as word.doc with client name and date in file name:
Take following steps –

- fill in these boxes (if single data request eg GDPR, skip steps 2, 3, 4, 5)

Use of API:

Data is deleted for subject or range of data records

Step	Action / Who	Name	Date
1	Check valid paperwork from client - Approved by CSM manager Create SOW if needed Open Freshbook Ticket	Ticket request from customer email received on support@customergauge.com	12 June 2020
2	Approved by CG Engineering Manager	N/A	
3	Work of deletion carried out by CG Staff member:	N/A	
4	Checked by Engineering Manager	N/A	
5	Checked by CSM Manager	N/A	
6	Checked by DPO, and certificate issued. Close Freshbook Ticket	Completed 12 June 2020 AD	

Freshbook Ticket Number [___2X289930_____]

Actions Taken:

- Issue is not covered by GDPR or CCPA. So out of scope for CustomerGauge as Data Processor to delete.
- Data Controllers Acme Ltd (Australia) and Beltly Ltd (Australia) informed 12 June 2020
- Letter/email sent back to client 12 June 2020. Copy will kept on file.
- Data subject advised to contact these companies directly.
- Ticket closed.
- Record in our system in ticketing system will be purged by 12 July 2020.