CCPA Request Management

CCPA Form

- Form Components
  - Buyer basic details collection
  - Request Type
    - Do not sell the information
    - Right to access
    - Right to erasure

Right to Access

- Registered User Flow (Logged In or Logged Out)
  - Initial Request
    - Automated acknowledgement email sent with Request ID.
    - Request status initialized as Open in the admin dashboard.
  - Admin Resolution
    - Admin must upload proof and provide a reason to mark the status as Resolved.
    - User receives a confirmation email once the request is resolved.
  - Admin Rejection
    - Admin must upload proof and provide a reason to mark the status as Rejected.
    - User receives a notification email once the request is rejected.
  - Final Closure
    - Admin manually closes the request in the Resolved menu by adding evidence and a reason.
- Non-Registered User Flow (Logged In or Logged Out)
  - System Validation
    - System performs a check to see if the email address exists in CTBIDS.
  - Scenario: Email Not Found
    - System sends an email stating no record is mapped for the provided email address.
    - Request is automatically marked as Resolved.
    - User receives a message intimating the resolution.
  - Admin Actions and Closure
    - Admin retains the ability to check and update the request to Rejected with an automated email notification.
    - Admin must manually close the request in the Resolved or Rejected menu with mandatory evidence and reason.

Admin Features and Requirements

- Request Statuses
  - Open: Initial state for manual review requests.
  - Resolved: Request has been processed or auto-resolved.
  - Rejected: Request has been denied by the admin.
  - Closed: Final state after evidence and reasons are documented.
- Mandatory Documentation
  - Evidence: Mandatory for marking requests as Resolved, Rejected, or Closed.
  - Reason: Mandatory for marking requests as Resolved, Rejected, or Closed.
- Admin Management Tools
  - Pending Filter: Admin can filter and view records that have remained unresolved for more than 45 days.
  - User shall be able to search for records by email id, phone number of First Name/Last Name.
  - Records can be searched for a select Calendar Days or simply by Last 30 days, 90n days etc that we already have in other reports.

Do Not Sell My Information

- User Eligibility
  - Logged in users (Registered or Non-registered/Unknown email)
  - Logged out users (Registered or Non-registered/Unknown email)
- Automated Process
  - Submission and Acknowledgement
    - Automated acknowledgement email containing a unique Request ID is sent to the provided email address.
  - Processing and Resolution
    - System sends a follow-up email intimating that the email address is added to the blocklist for information sharing.
    - Request status is automatically updated to Resolved in the admin panel.
    - User receives a final message intimating that the request has been resolved.
- Admin Oversight
  - Rejection Flow
    - Admin can manually update the request status to Rejected if necessary.
    - System sends an email notification to the user intimating the rejection.
  - Manual Closure
    - Admin must manually close the request within the Resolved menu.
    - Mandatory requirement to provide evidence and a specific reason for the action.

Right to Erasure

- Non-Registered User Flow
  - Validation and Auto-Resolution
    - System checks for the email address in CTBIDS.
    - If not present, an email is sent to the buyer stating no record exists.
    - Status is automatically marked as Resolved and the user is notified.
    - Admin can manually reject the request if needed, requiring an email notification.
    - Final closure requires admin to add evidence and a reason in the Resolved/Rejected menu.
- Registered User Flow: Account Deletion Process
  - Step 1: Request and Authentication
    - Acknowledgement email sent with Request ID to the user; status set to Open in admin.
    - User receives an email containing a Remove Account button.
    - Clicking the button navigates the user to a Sign In screen.
    - Validation: User must log in using the exact email address entered in the CCPA request form.
    - If email mismatch occurs, login is blocked and user should contact to CTBIDS support if his account needs to be deleted
  - Step 2: Delete Request Submission
    - After successful login, user navigates to the Delete Your Account screen.
    - User submits the deletion request based on provided information.
    - Confirmation email is sent to the user stating the delete request is with the admin.
  - Step 3: Admin Execution
    - Admin performs manual account deletion.
    - Admin marks the request as Resolved and adds a note confirming the deletion.
    - User receives a final resolution notification.
    - Admin manually closes the request in the Resolved menu with evidence and reason.
- Validation Rules and Dependencies
  - Duplicate Request Prevention
    - System checks for existing pending delete requests for the user.
    - If a request is already pending, the buyer is blocked from adding a new request.
    - User receives an error message stating a request is already pending in the admin.
  - Active Transaction Blocking
    - System checks for active bids, unpaid invoices, or pending invoice generations.
    - If active records exist:
    - User receives acknowledgement email but status remains Open during the check.
    - Post-check email is sent stating the account cannot be deleted due to active transactions.
    - Record is marked as Resolved with a detailed note explaining the specific reason for refusal.

Presented with xmind