

FAQ-073-Customers- GDPR consent management



1

GDPR consent requests can be sent at any time from the contact files in your customer portfolio.

To do so, click on the button labelled **'Information on customer consent'**.

CUSTOMERS > JOHN PERSE

John PERSE

[+ New offer](#) [Follow up with the customer](#) [Make an appointment](#) [Add a comment](#) [...](#)

SYNTHESIS VEHICLES HISTORY

Identity

Mr John PERSE
[@bee2link.fr](#)
+44 7859 641536
Alienor Avenue, 20, CM7 4RT Great Bardfield, England, United Kingdom

Suspect Classique 🕒 Mar 24, 2025

Followed by
No followed by available
Customer #5177, created on 03/24/2025 by Administrateur ADMINISTRATEUR

[Information on customer consent](#)

Ongoing opportunities [See all opportunities](#) 🔍

2

Details of the various requests for consent that will be sent to him/her will be displayed, along with a reminder of the legislation.

Once you have read them, click on the button: **'Ask for the client's consent.'**

Customer consent

Consent to electronic prospecting (sms and email)

- ✗ Customer's consent to receive offers and promotions related to the services of bee2link PP
- ✗ Consent of the customer to pass on his personal data to third party partners of bee2link PP

Consent is one of the legal bases provided for by the GDPR for the processing of personal data.

Opposition to solicitation

The customer does not object to the solicitation by Phone and by mail.

Customer anonymisation

The anonymisation period for customer files is based on the date of the last update of the consents or, failing that, on the date of creation of the file.

The anonymisation period for prospects and suspects is 3 years, that for customers is 10 years.


Deleting a record also leads to its anonymisation.

This customer's data will be anonymised on **March 24, 2028.**

Ask for the client's consent


3 The prospect will receive an email that looks as follows:

CONSENT REQUEST

 The GDPR regulation has entered into force, to continue to provide you with our best offers, we are asking for your consent.

How ?
Nothing's easier :

- Take the time to update the information below.
- Validate your consent (s)


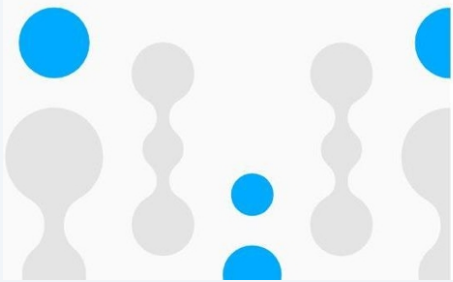


Be assured of our concern to maintain an exemplary and benevolent relationship with you. Thank you for your confidence.

You have a right of access, rectification and opposition to data concerning you, which you can exercise by contacting the DPO of bee2link PP Audrey V. :

Vous pouvez accéder à tout moment à notre [Politique de confidentialité](#) et exercer votre droit de retrait.


4 They will then be able to accept or refuse requests relating to digital prospecting and, if necessary, indicate their opposition to canvassing by telephone and by post.

Managing your consents


Consent to electronic prospecting (sms and email)

- I agree to receive offers and promotions relating to the services and products of bee2link PP the group and the brand.
- I agree that my personal data may be passed on to third party partners of bee2link PP. .

 Consent is one of the legal bases provided for by the GDPR for the processing of personal data.

Opposition to canvassing

- I'm opposed to canvassing by phone and by mail

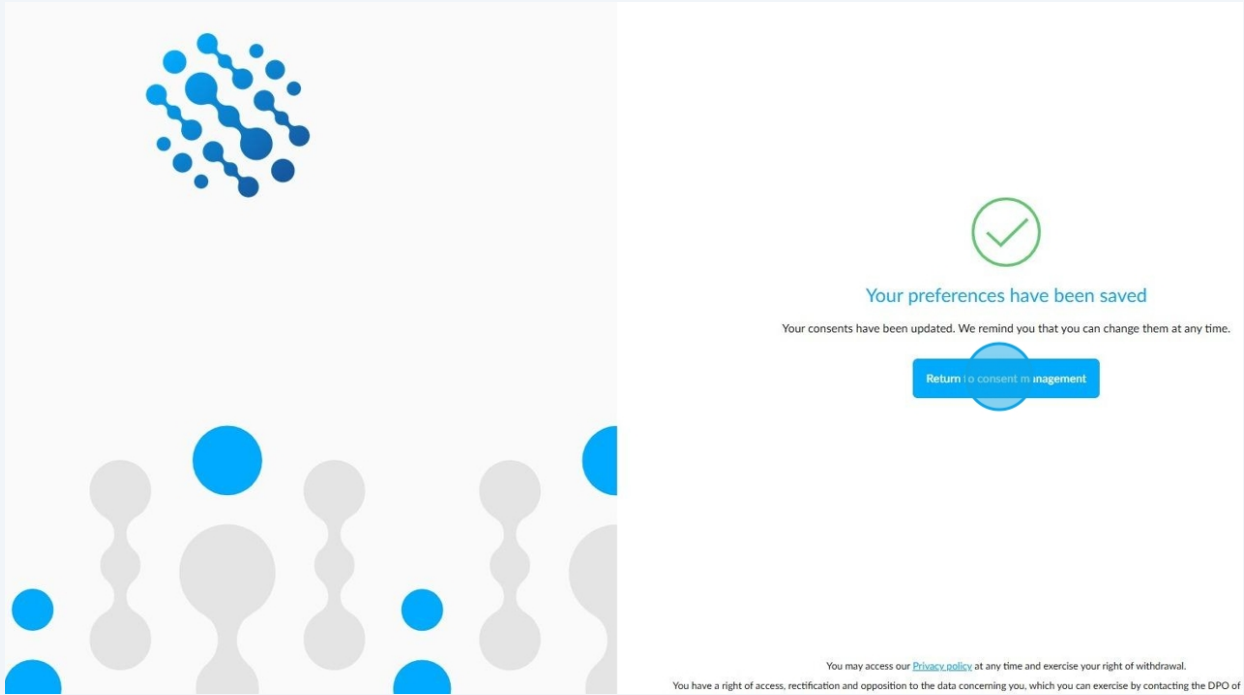


You may access our [Privacy policy](#) at any time and exercise your right of withdrawal.

You have a right of access, rectification and opposition to the data concerning you, which you can exercise by contacting the DPO of bee2link PP Audrey V.

5

Once their preferences have been saved, they will be able to change their choices by clicking on the button provided for this purpose.



6

From the point of sale, the salesperson will be able to see the date on which the prospect acknowledged the consent requests.

It can be seen in the **history (1)** of their file or by clicking again on the **'Information on customer consent'** button (2).

CUSTOMERS > JOHN PERSE

John PERSE

+ New offer Follow up with the customer Make an appointment Add a comment ...

SYNTHESIS VEHICLES HISTORY **1**

Identity

Mr John PERSE

[@bee2link.fr](#)

+44 7859 641536

Alienor Avenue, 20, CM7 4RT Great Bardfield, England, United Kingdom

Suspect Classique ⌚ Mar 24, 2025

Followed by

No followed by available
Customer #5177, created on 03/24/2025 by Administrateur
ADMINISTRATEUR

2 [Information on customer consent](#)

Ongoing opportunities [See all opportunities](#) Offer number

7

(1) Filtering of information in the customer's file history:


The screenshot displays a customer profile for "John PERSE". At the top, there are several action buttons: "New offer" (blue), "Follow up with the customer" (yellow), "Make an appointment" (yellow), "Add a comment" (yellow), and a three-dot menu (yellow). Below these are tabs for "SYNTHESIS", "VEHICLES", and "HISTORY". The "HISTORY" tab is active. A search bar labeled "Display" contains the text "Customer management history" and has a magnifying glass icon. A blue arrow points to this search bar. A dropdown menu is open below the search bar, listing the following options: "All history", "Appointment history", "Profile history", "Sales history", "History of comments", and "Customer management history". The "Customer management history" option is highlighted. To the right of the dropdown is a text input field with the placeholder "Add a comment:" and a "Validate" button with a checkmark. At the bottom, a timestamp "March 24, 2025 at 2:56 PM" is followed by a circular icon with a checkmark and the text "John PERSE has modified its consents."

8 (2) View of the consent timeline:

Customer consent

Consent to electronic prospecting (sms and email)


- ✗ Customer's consent to receive offers and promotions related to the services of bee2link PP .
- ✗ Consent of the customer to pass on his personal data to third party partners of bee2link PP .

 *Consent is one of the legal bases provided for by the GDPR for the processing of personal data.*

Opposition to solicitation

The customer does not object to the solicitation by Phone and by mail.

Customer anonymisation

 *The anonymisation period for customer files is based on the date of the last update of the consents or, failing that, on the date of creation of the file.*

The anonymisation period for prospects and suspects is 3 years, that for customers is 10 years.

Deleting a record also leads to its anonymisation.

This customer's data will be anonymised on **March 24, 2028**.

[Ask for the client's consent](#)

9

If you are creating a file for a prospect who is employed by a company, tick the **'This client is part of a company'** box to enter their business contact details.

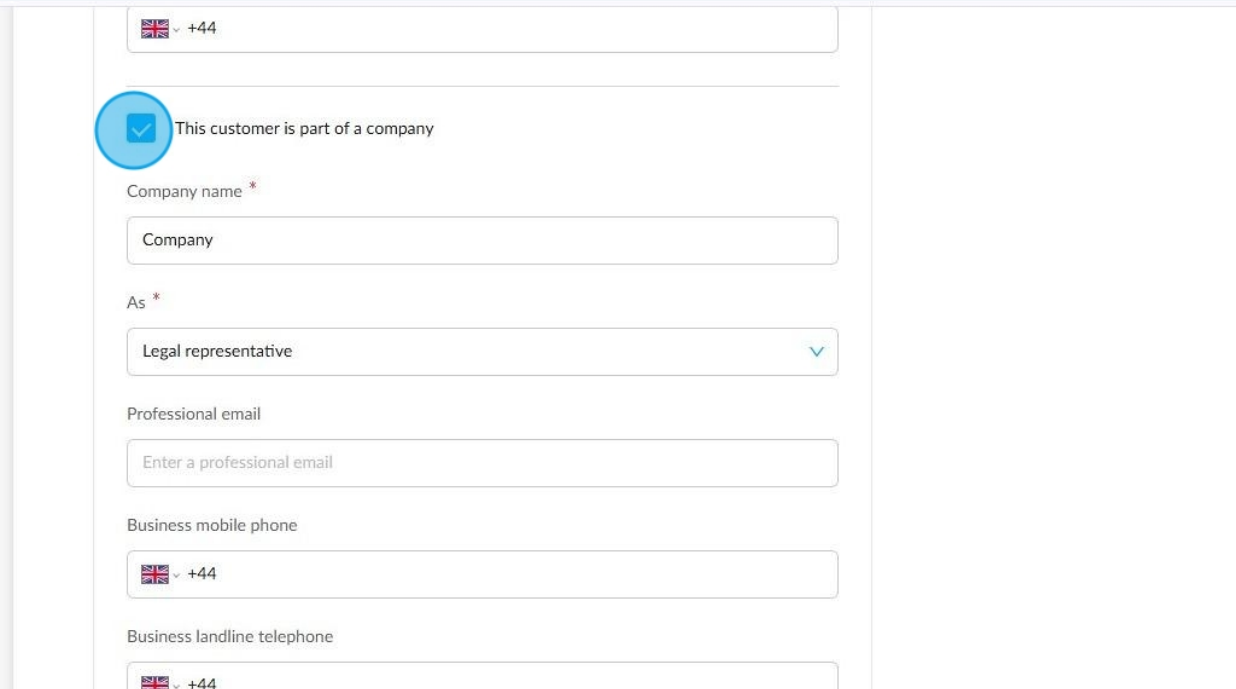
You can specify their role within the company:

-Legal representative,

-Fleet manager,

Or

-Employee.



The screenshot shows a contact form with the following fields and options:

- A phone number field with a dropdown menu showing a UK flag and '+44'.
- A checkbox labeled 'This customer is part of a company' which is checked.
- A 'Company name *' field with the placeholder text 'Company'.
- An 'As *' dropdown menu with 'Legal representative' selected.
- A 'Professional email' field with the placeholder text 'Enter a professional email'.
- A 'Business mobile phone' field with a dropdown menu showing a UK flag and '+44'.
- A 'Business landline telephone' field with a dropdown menu showing a UK flag and '+44'.

10

Reminder: if this contact's personal details are entered in their file, they will automatically receive requests for consent at their private email address, even if their work email address is registered.

If this contact is only doing business with you in a commercial capacity for a company, you should only enter their business details on their file.

The image shows a contact form with several input fields. A blue rectangular box highlights the following fields:

- Email:** A text input field with the placeholder text "Enter an email".
- Mobile phone:** A text input field containing a UK flag icon and the number "+44 7859 641536".
- Professional phone number:** A text input field containing a UK flag icon and the number "+44".
- Land line:** A text input field containing a UK flag icon and the number "+44".

Below the highlighted fields, there is a checked checkbox labeled "This customer is part of a company".

Underneath the checkbox, there are two more fields:

- Company name ***: A text input field containing the word "Company".
- As ***: A dropdown menu with "Legal representative" selected and a downward arrow icon.

11

The company file will show the contact details of the legal representative.

The screenshot displays a user interface for a company file. At the top, there are five action buttons: 'New offer' (blue), 'Add a comment' (yellow), 'Modify' (yellow), 'Follow up with the customer' (yellow), and a three-dot menu (yellow). Below these is a navigation bar with tabs: 'SYNTHESIS' (active), 'SALESPERSONS' (with a badge), 'VEHICLES', and 'OTHERS' (with a dropdown arrow). The main content area is titled 'Identity' and contains a 'Company' profile card. The card shows a building icon, the name 'Company', and contact information for the legal representative: 'John PERSE' with a phone number '+44 7859 641536' and email 'j.perse@c.com'. Other details include the email 'Company@gmail.com' and the address 'Company Street, 50, 36092 Wetumpka, Alabama, United States'. A 'Suspect' tag is present, and the date 'Mar 24, 2025' is shown with a clock icon. To the right of the card, a 'Followed by' section indicates 'No followed by available' for 'Customer #5178, created on 03/24/2025 by Administrateur ADMINISTRATEUR'. A link for 'Information on customer consent' is provided. At the bottom, there is a section for 'Ongoing opportunities' with a 'See all opportunities' link and a search box labeled 'Offer number' with a magnifying glass icon.

12

The collection of consent from this person will be done in the same way as it is done for an individual.

Customer consent

Consent to electronic prospecting (sms and email)

- ✗ Customer's consent to receive offers and promotions related to the services of bee2link PP
- ✗ Consent of the customer to pass on his personal data to third party partners of bee2link PP

Consent is one of the legal bases provided for by the GDPR for the processing of personal data.

Opposition to solicitation

The customer does not object to the solicitation by Phone and by mail.

Customer anonymisation

The anonymisation period for customer files is based on the date of the last update of the consents or, failing that, on the date of creation of the file.

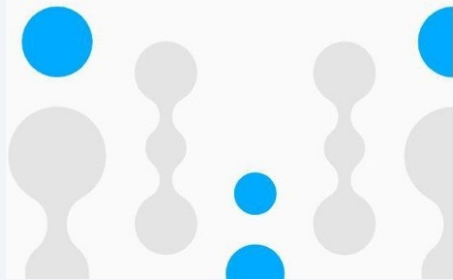
The anonymisation period for prospects and suspects is 3 years, that for customers is 10 years.

Deleting a record also leads to its anonymisation.

This customer's data will be anonymised on **March 24, 2028**.

Ask for the client's consent

13 Example:



Managing your consents

Consent to electronic prospecting (sms and email)

- I agree to receive offers and promotions relating to the services and products of bee2link PP the group and the brand.
- I agree that my personal data may be passed on to third party partners of bee2link PP.



Consent is one of the legal bases provided for by the GDPR for the processing of personal data.

Opposition to canvassing

- I'm opposed to canvassing by phone and by mail

Validate consents

You may access our [Privacy policy](#) at any time and exercise your right of withdrawal.

You have a right of access, rectification and opposition to the data concerning you, which you can exercise by contacting the DPO of bee2link PP Audrey V.: