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Amsterdam, 29 June 2020

Name: **Eric Dietz**
Email: **e.dietz@dpd.nl**

Your case ref: 26 June 2020 / ticket number

**CERTIFICATE OF SINGLE RECORD DELETION**

Your request to delete email data on above date has been executed, by following the CustomerGauge procedure – ticket reference (as above)

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 customer relationship managementsystems.

Regards

Adam Dorrell

(on behalf of)

Data Protection Officer

CustomerGauge

**PROCEDURE FOR CRM DATA DELETION – CustomerGauge v2.3 - 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 managerCreate SOW if neededOpen Freshbook Ticket | Ticket request from customer email received on support@customergauge.com | 29 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 29 June 2020AD | 29 June 2020 |

Freshbook Ticket Number [see cover letter]

**Actions Taken:**

* Letter/email sent back to requestee 29 June 2020. Copy will kept on file.
* Ticket closed.
* Records in our system in ticketing system will be purged within 30 days of date.