

CustomerGauge USA LLC

15 New England Executive Park,

Burlington, MA, 01803, USA

Telephone: +1 773 669

CustomerGauge/Directness BV

Van Diemenstraat 182B

1013CP Amsterdam

+31 208 202160

[www.directness.net](http://www.directness.net)

[www.customergauge.com](http://www.customergauge.com)

Amsterdam, 29 June 2020

Name: **Eric Dietz**  
Email: **[e.dietz@dpd.nl](mailto: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](mailto:DPO@customergauge.com)). If received outside this email, it must be sent as a copy to [DPO@customergauge.com](mailto:DPO@customergauge.com). Use the template attached for clarity.

* Note: cc’d on [DPO@customergauge.com](mailto: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](mailto: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 2020  AD | 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.