With the upcoming General Data Protection Regulation (GDPR), Frontstream will be making changes to the Artez platform to help your organization maintain its compliance with the regulation. Please be advised that all organizations, including Frontstream's clients, that accept donations, registrations and/or purchases from European Union (EU) citizens are responsible for maintaining compliance with GDPR.

During the release period, the system will be briefly inaccessible. Scheduled downtime will occur during the following hours:

Australia & New Zealand: 12am-2am NSW, May 30th
North America: 12am – 4am EST, May 30th
UK & Ireland: 11pm-1am GMT, May 24th/25th

GDPR Enhancements

1) Privacy Statement and Privacy Inquiring Contact Field

  a. GDPR requires that the Data Controller, in this case the charity or FrontStream client, explicitly reference its privacy policy and a contact email address for privacy inquiries on all forms where personal data is collected. Frontstream has added a Privacy Inquiry Email Address field to the Privacy Policy section under the Configuration tab to allow clients to enter a contact email address that will be displayed on all contact forms.

  To enter a Privacy Inquiry Email Address:
  - While logged into your Artez account, navigate to the Configuration tab
  - Open the Privacy and Cookie Policy section
  - Enter an email address in the Privacy Inquiry Email field and click update
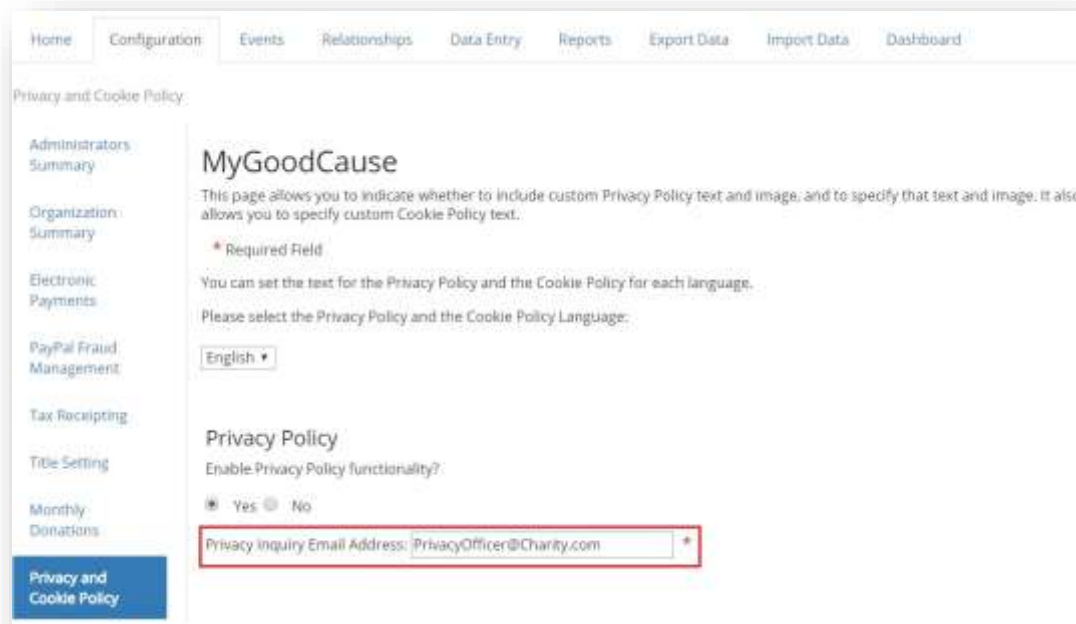
b. A Privacy Statement that includes a reference to the email address entered in the privacy inquiry email address field, will be populated at the bottom of all contact forms on new events (see Appendix 1 for list of all contact forms). We will not make changes to existing events and ask that clients enable this messaging on existing events.

The Privacy Statement default content is displayed in the screenshot below. Note: your organization's name and contact email address, as indicated under the configuration tab, will populate where "CharityName" and "PrivacyOfficer@Charity.com" are displayed.


c. To edit the privacy statement:
- Open the event that you wish to edit
- Navigate to the Content Page in need of updating (refer to Appendix on page 5 for reference)
- Edit text using the WYSIWYG (the Edit and Preview tool).
  *Note, if you have custom coding on your event, we advise you to edit in the "Edit Content" section rather than with the WYSIWYG. You can access the Edit Content section via the menu to the left of the WYSIWYG.

2) Cookie Policy
   a. A link to our Cookie Policy has been added to the global footer (located at the bottom of all pages).
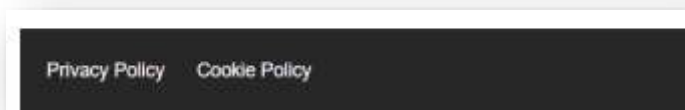
After clicking on the Cookie Policy link, the following window will open, displaying Frontstream's Cookie Policy:

b. To add your organization's Cookie Policy to the pop up window:
- While logged into your Artez account, navigate to the Configuration tab
- Open the Privacy and Cookie Policy section
- Add your policy to the Cookie Policy field and click update

3) Permission Questions
- Due to the new GDPR legislation, permission questions (email, post and phone) will no longer default to opted in.
  a. Permission Description:
    The following messaging will be added above the current email and post mail permission questions on all contact forms on new events. We will not make changes to existing events and ask that clients enable this messaging, or add their own messaging, to existing events.

Your support matters to us, so CharityName would like to use your information to keep in touch about things that may matter to you. If you choose to hear from CharityName, we may contact you in the future about our ongoing efforts.

To enable the permission question description on existing events:
- Open the event that you wish to edit

O   Navigate to the Content Page in need of updating (refer to Appendix on page 5 for reference)

O   Click Edit Content on the left and scroll down to enable the Permission Description check box **O** Submit your changes

b. Phone Number Permission Question:

A phone number permission question will be added to all contact forms, on new event, where a phone number is collected. We will not make changes to existing events and ask that clients enable the phone number permission question on existing events.

Your support matters to us, so CharityName would like to use your information to keep in touch about things that may matter to you. If you choose to hear from CharityName, we may contact you in the future about our ongoing efforts.

☐ I allow CharityName to contact me by email

☐ I allow CharityName to contact me by mail

☐ I give CharityName permission to contact me by phone

c. To enable the phone number permission question on an existing event:

O Open the event that you wish to edit

O Navigate to the Content Page in need of updating (refer to Appendix on page 5 for reference)

O Click Edit Content on the left and scroll down to enable the Phone Contact Permission check box

O Submit your changes

d. To edit the phone number permission question text or the messaging appearing above the permission question section:

O Open the event that you wish to edit

O Navigate to the Content Page in need of updating (refer to Appendix on page 5 for reference)

O Edit text using the WYSIWYG (the Edit and Preview tool).

O Note, if you have custom coding on your event, we advise you to edit in the "Edit Content" section rather than the WYSIWYG. You can access the Edit Content section via the menu to the left of the WYSIWYG.
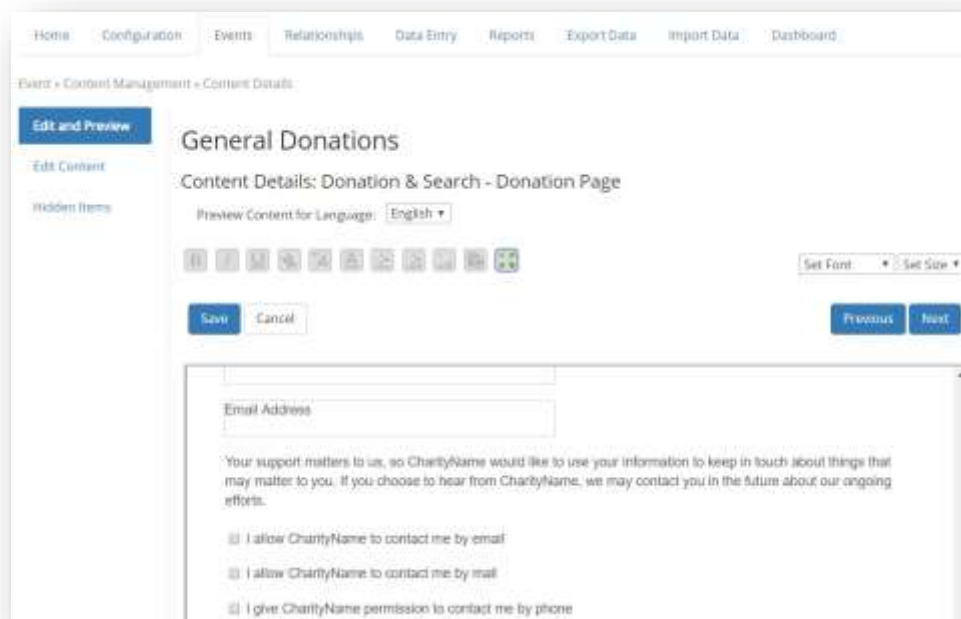
Cookies Consent Overlay

    e. Frontstream will be adding the following Cookies Consent Overlay to all pages, requesting that the user allow Frontstream to load and access cookies on their device.
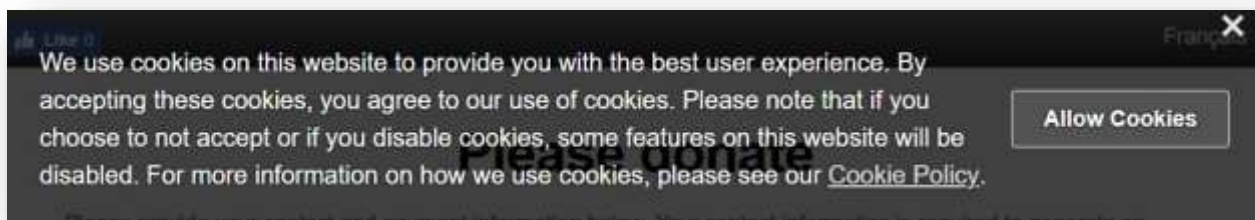
If the user opts-in to cookies, the overlay will be hidden and all elements of our form will function as intended. If the user does not opt-in, the overlay will remain on the page and only the cookies essential to completing the user's transaction/activity will be accessed. This could impact the overall user experience.

If a client has added custom code that accesses the end user's cookies, and the end user opts-out of cookies, the client must ensure that cookies are only used for the completion of the essential elements of the user's transaction/activity. Non-essential elements include but are not limited to Google Analytics tracking, YouTube video embedding and other third party integrations.   It is recommended that the custom code implemented by clients, segment styling (HTML / CSS) from any tracking cookies, and loads them independently.   This will ensure that the branding / styling is achieved without being at risk of not being GDPR compliant.

Frontstream will provide documentation on how clients can identify a user's cookies consent and integrate that information into the custom coding on their events.

Appendix:

1. A list of all contact forms and their location within the Artez Content section have been provided in the table below.

Template	Content Page Name	Content Location
Event	Enhanced Registration - Additional Information Form	B.5
Event	Enhanced Registration - Additional Information Form > Register Others Form	B.5
Event	Profile - Edit Contact Information	E.1
Event	Donation & Search - Donation Page - Confirmation	G.2
Event	Mobile Registration - Personal Information	H.3
Event	Mobile Donation & Search - Enter Information/Payment	I.1
Tribute	Donation & Search - Donation Page	A.1
Purchase	Purchase & Donation Pages - Contact Info - Purchase & Donations	A.3
Direct Donation	Donation & Search - Donation Page - Enter Information/Payment	A.1
Direct Donation	Mobile Donation & Search - Enter Information/Payment	B.1