

- 12:17:51 From Robert: will CE 8.0 have tools for this type of protection?
- 12:18:10 From Paul: when will the slides from this webinar be available (and how)?
- 12:19:31 From Alan Z. ClubExpress: The recording of this webinar will be available on the ClubExpress.com Resources page, in the Webinar tab. It should be ready tomorrow or Friday.
- 12:19:58 From Alan Z. ClubExpress: Robert, Dan will discuss the role out of these features
- 12:22:09 From Steve: This is essentially impossible!
- 12:23:52 From Susan: we send out messages on behalf of local businesses. Is that considered "sharing"-- they don't see the emails of anyone or have access....
- 12:25:12 From Alan Z. ClubExpress: I am gathering the questions and will present them to Dan in the Q&A portion
- 12:25:49 From Lori: If you designate a DPO in the titles section of the control panel/Club tab - will it pull over that designated person in the members/privacy options?
- 12:26:18 From Reiff: Privacy options in the control panel throws an error: "Requested page is not available"
- 12:27:19 From Alan Z. ClubExpress: I will report the Privacy Options screen error to the developers... they might be updating it.
- 12:27:55 From Dick: When I try to set the privacy options I get a message that the requested screen is not available. Is this expected today?
- 12:28:20 From David: The sample email had a link to the Privacy Policy. This was pointing to your NW Balloon Club policy. I had a hard time to find the link for our policy and how to edit it in this email, but I managed it by looking at the page source. This should be explained how to provide a link to the Privacy Policy in an email. We have updated our Privacy Options and sent out an email to members using your template.
- 12:29:46 From Lynn: Will there be a report to show members who refuse Q2 on the Terms of use and Privacy page
- 12:29:57 From Martin: Can the second Q be modified to clarify that more specific choices may be made elsewhere (Profile) and that this means they will get NO messages?
- 12:30:00 From Susan: Is the second question on the terms of use page basically this one?

12:30:01 From Susan: Uncheck this box to stop receiving general information emails from your club. Note that this setting does not affect discussion forum emails, or system generated emails such as renewal notices and transaction confirmation messages.

12:30:29 From Dick: will you forward privacy requests that you get to the club?

12:31:02 From Christine: How we will know if someone has asked to be deleted? Will you advise?

12:31:35 From Susan: Club Express contacts you and you must give approval. I got one already.

12:32:40 From Mariane: Our webmaster will be on vacation for the next couple weeks. Is it ok to delay responding to the required info?

12:32:54 From John: Privacy Options screen on People tab is working OK for me.

12:33:08 From DB: If you have a speaker event and people sign in for the event can we give the sign-in sheet to the speaker?

12:33:23 From Martin: Privacy options screen: can a link be provided to let a club explain what 3rd-party sharing they do? Otherwise people will always answer NO to this broad possible sharing.

12:34:28 From Alan Z. ClubExpress: I just tried the Privacy Options link on the Balloon Club Demo... and it's working properly. Can those who are having difficulty please try refreshing their web page, or perhaps log out and log in again... it might force an update

12:34:33 From DB: After a member deletes from the data base can we give them the option to join through paper.

12:35:11 From John: I'm in the UK, and I know that GDPR covers paper records as well.

12:35:35 From Martin: It's great that ClubExpress provides these capabilities, but most US based clubs are not really at any realistic risk of EU enforcement, or US enforcement until/unless US law changes.

12:36:08 From Mary: If they submit a request to delete, does that mean they are No longer members?

12:36:29 From Robert: So our paper backups will need to be shredded as well?

12:36:40 From David: Alan, we used the example text from an email sent out. Where is the email template that we should use? How will it know to point to our site?

12:36:44 From Peggy: how will archived information be modified if a deletion request is made?

12:36:46 From John: IMO yes. You have a "legitimate interest" to hold their data if they want to be a member.

12:37:30 From John: So if they ask to have their personal data deleted, they can't remain a member?

12:37:49 From Jack: Can we have members edit or delete some of all of their data themselves?

12:37:52 From Steve: Can we have Name Removed (1), Name Removed (2), etc.?

12:38:05 From Margaret: What happens if the secondary member wants to be forgotten but not the primary?

12:38:38 From Cathy: Will members who dropped or expired years or months ago be deleted automatically since they won't get emails requiring them to login to the user screen?

12:39:24 From Alan Z. ClubExpress: Lots of great questions... we will start the Q&A soon

12:40:18 From Reiff: Privacy options page still not working for voba.clubexpress.com -- tried IE & Chrome. Logged out and back in. Still says "page not available"

12:41:15 From Christy: Does the "sharing for marketing purposes" apply to a list of conference attendees provided to everyone (in print) who registered and paid the conference fee? These people also have access to member information when they have logged into the site.

12:41:22 From Susan: Does deletion include events?

12:42:21 From Steve: In the case of data that is outside CE and has been downloaded to, say the webmaster, then email around the organization, deleting the data in response to a request to do so must be viewed as a "best effort" basis. As we all know, once data is on the web, it's essentially impossible to completely delete!

12:42:22 From David C: When a non-member tries to make a donation by credit card, what pops up to tell non-member about privacy policies

12:42:55 From Paul: what happens at member login if they are not NEW members - will they see your new login screen?

12:43:06 From Charlotte: Please delay this for US associations so we have time to notify our members!

12:43:27 From BL: We do not normally share user data with third parties for marketing purposes, but for a current event we are asking that question and allowing event registrants to opt in to having their data shared with vendors. In addition to the existing opt in question, do we need to ask the privacy options question of all our members?

12:43:27 From Sue R: Yes, please give us more time to implement

12:43:29 From Susan: We need more time to notify out members and volunteers- please reconsider implementation date. 2 weeks would be optimal.

12:43:45 From Frank: we haven't gone live yet, so will the initial Admin email go out along with the introductory email after our databases are uploaded and we go live?

12:43:47 From John: Will members be able to delete photos they uploaded to put into their photo albums? At the moment when a member deletes a photo from their album it remains present in Photo Manager, but with no info about who uploaded it.

12:44:17 From Christine: Right to be Forgotten means anyone can cancel their membership at any time? Will they be expecting a pro-rated reimbursement???

12:44:34 From Martin: Yes, please --give us another week before redirecting users to the privacy screen.

12:45:25 From Susan: If a member sends out a Google spreadsheet to sign up for, example, a picnic—name/email/what you're bringing. How do you deal with this data? If my organization sets up a Google spreadsheet are we required to remove that information?

12:45:31 From DB: Please have a vote to delay the notice to our members. We need time to inform others in the organization esp. if the training will not be available for 24 hours.

12:45:35 From Christine: Is giving a printing company the membership directory to print for our club considered sharing private information?

12:45:37 From William: Can we take the lead and delete personal information in advance of anything CE intends to do if we create our own privacy@ email link?

12:46:46 From Diane: Will you send an email when the webinar and Power Point are ready with instructions on how to access?

12:47:49 From Robert: will that apply to making phone calls to members if they do not want emails?

12:48:15 From William: I have assumed the "I Agree" screen is a one-time event for each member. Is that a good assumption?

12:48:30 From Martin: Not the point: they already can select what they receive via Forum or Interest choices. YES

12:49:09 From Christine: I just tried Control Panel > People > Privacy Options and received this error message "Requested page is not available"

12:49:55 From John: Per Dan's explanation, I suggest you email support@clubexpress.com so they can expire your cache.

12:50:27 From Susan: sorry Dan (I was the first request).

12:50:55 From Martin: You will get 100s of requests because there is no obvious loss to the users. We need to be able to explain what they lose by saying NO SHARING and FORGET ME.

12:50:59 From Susan: Do we have to remove the REQUEST to be deleted? If you are supposed to erase ALL traces, the request is also a trace, right?

12:51:38 From John: FORGET ME means I AM LEAVING THE CLUB

12:52:15 From Martin: That's not a ClubExpress issue and most of us aren't legally liable in the US for this sort of thing.

12:55:56 From Martin: This is not law in the US! I get it that Dan likes the policy, but it's not applicable to most US-only organizations. (Or at least not practically applicable/enforceable by the US>)

12:56:18 From Diane: We are organized into 8 Chapters. If we provide member data to the Chapter, are they considered a third party?

12:56:22 From Steve: Many of our village members do not use (or do not have) computers! Our plan is to accomplish the agreement requirements via snail mail. We will include all the CE check boxes plus we will add a check box and a signature line so that they also agree to allow our Village to go into their Profile and fill in their selections. Will the software allow admins to access this portion of the member's Profile at their request? We don't have to discuss the legality of this; this is an implementation question.

12:57:05 From DB: When person declines can you please include that it will mean they will no longer be members.

12:58:09 From John: IMO by adding a suffix to Name removed you are compromising anonymity.

112:59:27 From Laura: If someone is removed, if they wish to re-join at a later date, would they just need to re-join as a new member? No way to re-instate? Also how would this work with collectables - or ownership history?

12:59:31 From Lori: I am also getting an error message when going to People tab/Settings/Privacy

13:00:07 From John: DB, as I understand it, the one-time consent screen that members will get after this weekend can only be dismissed by checking the "I accept" box. If they don't accept, then can't log in.

13:00:32 From Martin: Excellent presentation! Thanks very much.

13:01:04 From Cathy: Will members who dropped or expired years or months ago be deleted automatically since they won't get emails requiring them to login to the user screen?

13:03:11 From Roger: For members who do not log in & consent is obtained orally or on a paper form, can admins update the 'consent' for the member?

13:03:46 From Diane: Please delay until next week

13:03:48 From Sue R: I agree with need for delay. Can CE please let us know?

13:03:58 From Lori: Yes - please delay for 2 weeks so we can prepare

13:04:00 From Yvonne: I agree - delay one more week

13:04:02 From Janet: A week delay would be very helpful.

13:04:10 From Margaret: More time, please!

13:04:12 From Mary: yes, please delay a week

13:04:18 From JT: Please delay. I'm in the middle of renewals and this is very bad timing

13:05:42 From BL: WE would prefer to not delay any longer than necessary. A week at most.

13:06:15 From David C: Note: would be helpful to post the slides today even though the webinar won't be posted for 48 hours

13:07:19 From Cathy: Where is the Privacy Policy on the club website?

13:08:21 From John: Cathy, your club's CE site should have a Privacy Policy link in the footer of every page. That's the one.

13:08:43 From Paul: our members don't login to club express. Our office enters their member data. Do we need to send them a letter asking for the privacy choices? or some other way?

13:08:46 From Mariane: More time, please.

13:09:32 From Steve: There are no US laws at the federal or state (except CA) level that would require an individual to control data.

13:10:13 From Cathy: Thanks John. It's not on any page so I'm going to email support

13:10:17 From Steve: I've read that encryption is a solution to "anonymization". Why not do that?

13:10:26 From David: Cathy asked: Where is the Privacy Policy on the club website?

13:10:40 From Paul: for members who don't log in, is there an alternate way to enter their privacy choices?

13:14:22 From anna: For question #2 on the new screen members see can we add info re: what those additional emails they need to agree /decline to receive actually are? As it's a bit different with clubs vs say a store... those secondary emails may be optional but they are important.

13:14:22 From David: I found that the link at the bottom was not a link to the policy, but to the page that it was on. You need to click on the Privacy link and it will show the policy, but you can obtain the link to this page. But if you right click the page and click View Page Source. Do a search for Privacy. Look at the source page to find the actual link part.

13:14:24 From David: /popup.aspx?page_id=125&club_id=306748

13:15:42 From David: Note do not use our club id or page number but look for the ones that apply to your account and copy that part. Add this text to the end of your domain name.

13:16:23 From Christine: So when will this actually go live where members will see the new set of questions that they need to answer? An exact date would be greatly appreciated.

13:17:54 From Susan: there's a DATA EXPORT part of the GDPR-- how will that be fulfilled

13:18:31 From Sue R: I'd like to have a screen shot of what our members will see the first time they log on — which would not showing the data sharing question. Is that possible?

13:19:17 From Roger: How is club express handling information stored on backups held by CE's hosting service provider?

13:20:14 From David: What happens if Google farms our info and they still have info one their searches after a R2BF is removed?

13:20:25 From anna: when you appoint your DPO in ClubExpress is that person's email visible to the public?

13:20:52 From Jenna: If someone responds that they want to be deleted, and during the 'request period" changes their mind, can they reverse their requests? or do we need to delete them and then renew their membership?

13:21:42 From Cathy: Unfortunately, it's not

13:22:36 From Dick: The link to the privacy policy brings up a popup window. copying the link brings me to the control panel, so I can't set up a hyperlink that way. What is the URL to us.

13:23:39 From Coleen: can we have a copy of the chat questions?

13:23:40 From Cathy: According to Geoffrey in support the Privacy Policy won't be available for a few days

13:25:38 From DB: For volunteers (not members) who do self sign-up will they get the privacy questions.

13:29:16 From Susan: thanks Dan!

13:29:36 From John: To get the Privacy Policy for your club, go to your homepage, then change the pageid=0 in the URL to pageid=125

13:29:37 From Robert: thank you kindly

13:29:48 From William: Thanks Dan.

13:29:50 From David: What is the reaction to the powers that be in the US to enact similar legislation?

13:29:54 From Reiff: Terrific presentation. Thank you!

13:30:01 From Cathy: Thank you

13:30:04 From John: Thanks

13:30:09 From Coleen Chandler: thanks