



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Callback User's Guide

Forget Me (GDPR)

Contents

- 1 Forget Me (GDPR)
 - 1.1 What is GDPR
 - 1.2 Forget Me Scenario

Forget Me (GDPR)

Introduced in **8.5.201**

This API enables you to support **General Data Protection Regulation** and enables you to "forget" customers.

What is GDPR

The General Data Protection Regulation (GDPR) is a rule passed by the European Union in 2016, setting new rules for how companies manage and share personal data. It addresses the export of personal data outside the EU. The GDPR is applicable for enterprises across the globe that store EU citizens' data.

The regulation applies if the **data controller**, an organization that collects data from EU residents, or **data processor**, an organization that processes data on behalf of a data controller like cloud service providers or the data subject (person) is based in the EU. The regulation also applies to organizations based outside the EU if they collect or process personal data of individuals located inside the EU. **Genesys is considered a data processor under these terms.**

Important

The purpose of this document is to help organizations understand how Genesys Services can be utilized to help them comply with certain regulatory requirements, including EU General Data Protection Regulation. Some of the Genesys Services features described herein may or may not be available based upon an organization's specific environment and Genesys Services acquired.

The information in this document may not be construed or used as legal advice about the content, interpretation or application of any law, regulation or regulatory guideline. Customers and prospective customers must seek their own legal counsel to understand the applicability of any law or regulation on their processing of personal data, including through the use of Genesys' products or services.

What data comes under the scope of GDPR?

According to the European Commission, "personal data is any information relating to an individual, whether it relates to his or her private, professional or public life. It can be anything from a name, a home address, a photo, an email address, bank details, posts on social networking websites, medical information, or a computer's IP address." This data is called as Personally Identifiable Information (PII).

Rights defined by GDPR

The following Rights are defined by the GDPR:

- Right of Consent
- Right of Access and Portability
- Right of Erasure (Forget Me)
- Breach Notification
- Privacy by Design

Forget Me Scenario

If you need to forget a customer and his or her related information, you can use the Delete Callback API to delete one or more Callbacks by passing service IDs or Customer Numbers. See [Delete Callback API](#) for details.

Important

You will be able to delete a Callback only if it is in SCHEDULED or COMPLETED status.

| Callback State | Scenario |
|---|---|
| <ul style="list-style-type: none">• COMPLETED• SCHEDULED | Delete the Callback. |
| <ul style="list-style-type: none">• PROCESSING• QUEUED• ROUTING | <ol style="list-style-type: none">1. Cancel the Callback.2. Delete the Callback. |