

How IBM WebSphere Commerce is Preparing for GDPR Support

Executive Summary

IBM is making several changes to **IBM WebSphere Commerce (WC)** to assist organizations with the European Union's new General Data Protection Regulation (GDPR), which goes into effect on May 25, 2018. Please note that this document does not provide legal advice nor does it provide procedural advice for overall enterprise GDPR compliance. Please see the disclaimer and notice at the end of this document.

IBM is planning to release several enhancements to WebSphere Commerce to support companies responding to end-customer requests about their personal data, such as:

- SQL queries to help enable the deleting and updating of personal data
- Enabling SSL communication between the WebSphere Commerce servers
- Providing more granular logging so that changes to personal data can be tracked
- Providing storefront configuration to help enable just-in-time privacy notices to be displayed in the storefront
- Ability for shoppers to opt-in/opt-out of targeted personalization.

These updates are planned for WebSphere Commerce v7, WebSphere Commerce v8 and WebSphere Commerce v9, including all editions and all feature packs. The intended delivery mechanism is through ifixes or fixpacks which are planned to be available in January-March of 2018. See the following pages for more granular target dates. Documentation will be updated through a continuous release process, beginning in late January and continuing thereafter.

Please check back with IBM regularly, as details may change as we implement features and make them generally available.

Specific New Planned Capabilities: IBM WebSphere Commerce

1. SQL scripts to support Right to Erasure requests

These SQLs will support GDPR-related “erasure” requests and will be designed to remove records from across the WC database. Delivery will be executed through documentation, which will be made available as soon as possible.

Related to:

- Right to Erasure

Currently targeted for:

- January 2018

2. SQL scripts will support Right to Access requests

These SQLs are being designed to support requests to provide WC users the personal data that exists for their end customer. Delivery will be executed through documentation, which will be made available as soon as possible.

Related to:

- Right to Access

Currently targeted for:

- January 2018

3. SSL communication between all WebSphere Commerce Servers

Instructions will be provided to enable SSL between relevant servers. Between database servers, application servers, and webservers, as well as between the store server, transaction server, search server and customization server for those versions of the product that have them.

Related to:

- Data protection by design and default
- Security

Currently targeted for:

- March 2018

4. Enhanced logging capabilities

This feature will help enable clients to audit which user made updates to which specific piece of personal data. Logs will be granular enough to provide this data.

Related to:

- Data protection by design and default
- Security

Currently targeted for:

- March 2018

5. Configuration option to enable a just-in-time Privacy Policy

This feature will help clients to enable a Privacy Policy to appear on relevant pages on the Aurora storefront. IBM will populate the pop-up with placeholder text. The actual text will be the responsibility of the client.

Related to:

- Right to be informed

Currently targeted for:

- March 2018

6. Configuration option to allow customers to opt-in or opt-out of targeted personalization

This feature will help clients to enable their customers to opt-in or opt-out of all targeted personalization within WebSphere Commerce, including but not restricted to targeted marketing, promotions, and emails generated by WebSphere Commerce.

Related to:

- Right to restrict processing
- Right to object
- Rights related to automated decision making including profiling

Currently targeted for:

- March 2018

Additional Updates: Documentation

The WebSphere Commerce Knowledge Center will feature updates articulating our offering's GDPR related support. These updates are planned for a continual delivery basis beginning in January 2018 and continuing through to March 2018.

Summary

If you have any questions regarding the content in this document or related to the support for GDPR within the WebSphere Commerce product, please contact your Customer Support representative or your Account Manager.

Learn more about IBM's own GDPR readiness journey and our GDPR capabilities and offerings here: <https://ibm.com/gdpr>

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