

# ONETRUST STATEMENT OF WORK: SAME-DAY CCPA FAST TRACK DATA SUBJECT REQUESTS/CONSUMER RIGHTS MODULE

## Executive Summary

OneTrust is pleased to present this Statement of Work (“SOW”) to the Client (“Customer” or “Client”).

This SOW is for a pre-configured environment consisting of OneTrust’s Data Subject Requests module as described in Attachment A. We have provided an approach that is designed to provide the Client with a way to take in and action upon consumer requests with as little configuration in the OneTrust platform as possible.

## Customer Responsibilities

### Data Subject Requests/Consumer Rights

- Publish the pre-configured web form.
- Make the web form link available on Client's website where they wish to intake consumer requests.

## Governing Terms & Authorization

By signing below, I represent that I am the Customer’s authorized signatory. I agree on the Customer’s behalf that this Statement of Work is governed by the terms herein including, without limitation, the Terms for Consulting Services, and the Consulting Services Addendum incorporated by reference therein. My signature below represents the Customer’s authorization to begin performance of the services described in this Statement of Work.

## Signatures

	Customer Signatory Name:	OneTrust Signatory Name:
Title:		
Signature:		
Date:		

# Attachment A: OneTrust Data Subject Requests

## Project Scope

This is a packaged service project with a pre-defined project scope. OneTrust will configure and deliver an environment and provide training webinars on how to deploy the Data Subject Requests/Consumer Rights module within the Customer's OneTrust instance. It is recommended that the customer attend the CCPA Fast Track webinars provided by OneTrust to understand the core functionality of the Data Subject Requests/Consumer Rights module.

The scope of this SOW is limited to the deliverables and services outlined below, and specifically excludes any business requirements not listed below and any perceptions or assumptions based on conversations or product demonstrations that took place during the sales process.

It is critical to the success of the project that the customer retains resources with the competence and the bandwidth to handle important OneTrust administration tasks during and after the project.

The key requirements of the implementation, in each case as further described in this SOW:

- Pre-configure the customer's Data Subject Requests/Consumer Rights module with the below-mentioned web form and workflows.
- Provide an opportunity for the customer to attend a CCPA Fast Track webinar explaining the configuration and use of the Data Subject Requests/Consumer Rights module.

## Data Subject Requests/Consumer Rights Configuration

### OneTrust Production Instance:

All configuration, settings, user acceptance testing will be performed in the Customer's production environment.

### Configuration:

OneTrust will pre-configure:

- One CCPA specific web form with options for access requests, deletion requests, and do not sell my data requests
- Three CCPA specific workflows for access requests, deletion requests, and do not sell my data requests respectively

**NOTE**

Each workflow will be pre-seeded with general stages and subtasks for the customer to operationalize requests.

All configuration beyond the one prescribed CCPA Fast Track web form and three CCPA Fast Track workflows within the Data Subject Requests/Consumer Rights module will be the customer's responsibility. Additional work can be requested in the form of another statement of work if the customer desires OneTrust to assist with additional configuration.

It is strongly recommended that the customer make use of the CCPA Fast Track & Data Subject Requests/Consumer Rights webinars, knowledge base, and discussion boards available on **myOneTrust** in order to help make educated decisions with how to continually leverage the module.

### Configuration Out of Scope:

The following is not in scope for this project:

- Configuration of OneTrust Data Subject Requests/Consumer Rights Module including:
  - Creating customer's existing workflows
  - Customizing customer's web form
- Integration to any other internal or external systems
- Custom reporting
- Any other items not listed in the configuration sections above

Should Client have a requirement for any additional functionality, it will be scoped in a separate workshop and the estimate of work will be delivered in a separate Statement of Work.

### Customer Responsibilities:

1. Access and activate their OneTrust environment.
2. Publish pre-configured web form.
3. Make the web form link available on the Customer's site where they determine appropriate for CCPA compliance.
4. Adjust requests workflows where needed to properly operationalize consumer requests for their organization.
5. Be responsible for project rollout to the Customer organization.
6. Write any required acceptance testing scripts and plans.
7. Be responsible for user acceptance testing (UAT) and any required formal sign-off for required deliverables.

8. Be responsible for end user training (beyond train-the-trainer efforts) and any required documentation.

### Resources for Help:

Access **myOneTrust** support portal:

- Self-register here: <http://my.onetrust.com/s/login/SelfRegister>
- Any additional users who may need access to the portal should also register.
- Support materials to facilitate further configuration available in the myOneTrust [CCPA Fast Track Portal](#)

Attend a webinar:

- A OneTrust implementation consultant will walk you through CCPA Fast Track configuration and answer any questions you have.
- Select a webinar here: <https://my.onetrust.com/s/article/CCPA-Same-Day-Fast-Track-Implementation-Overview-Webinar?topicId=0TO1Q000000srsOWAQ>