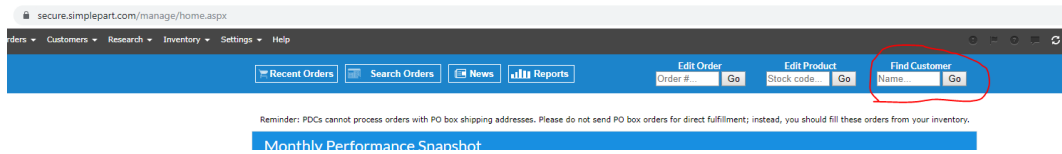


Accessing Consumer Information

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If a consumer makes a “right to know” request for either categories of information or specific pieces of information, you’ll need to be able to send them that data after you verify his identity. Here’s how to access it.

1. Access the Control Panel as you normally would.
2. Use the “Find Customer” field and search by last name.



3. Browsing the results and selecting the customer you want should take you to the Edit Customer page, where you will see two buttons.

1. If the customer has made a categories of information request, select “Categories of information.”
2. If the customer has made a request for specific information, select “Personal information.”

A screenshot of the 'Edit Customer' page. The top navigation bar is identical to the previous screenshot. Below it is a horizontal menu with tabs for Customer Details, Order History, Web History, Chat History, Email History, and Pricing. Below this menu are three buttons: EDIT, CATEGORIES OF INFORMATION, and PERSONAL INFORMATION. The CATEGORIES OF INFORMATION button is highlighted. Below these buttons is a section titled 'Customer Details' with a teal header. This section contains three input fields: First Name, Last Name, and Phone Number.

4. Download the relevant PDF and send it to the requestor in the medium that they select, whether that be electronic or physical. Please note that the PDF will expire, so you should download it immediately.

With this process, you should be able to respond to requests and download PDFs to digitally or physically send to any consumers who ask for their information.