



# RECORDS OF PROCESSING ACTIVITIES

*Avensia Storefront*



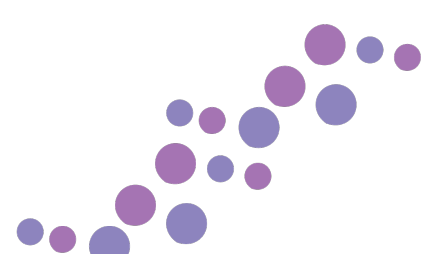
**1 RECORDS OF PROCESSING ACTIVITIES ..... 1**

# 1 RECORDS OF PROCESSING ACTIVITIES

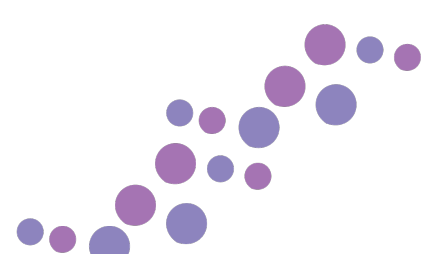
The processor of personal information is by law required to keep a document of data inventory that describes all processes that involve personal information. The document is abbreviated ROPA. The following information is an aid to create an Avensia Storefront ROPA document.

System	Description
Avensia Storefront Starter Site	The default implementation of Avensia Storefront Starter Site. The site is used for fit-and-gap analyses, demo and as a foundation to build the final customer implementation on.
Dynamics 365	The ERP system used by Avensia Storefront. <ul style="list-style-type: none"><li>• Dynamics 365 for Finance and Operations. Avensia Storefront accesses the system through the Retail Server.</li><li>• Dynamics 365 for Retail. Avensia Storefront accesses the system through the Retail Server.</li></ul>
Dynamics 365 NAV	The ERP system used by Avensia Storefront. <ul style="list-style-type: none"><li>• Dynamics 365 NAV. Avensia Storefront accesses the system through the LS Omni server provided by LS Retail.</li></ul>
Dynamics AX 2012 R3	The ERP system used by Avensia Storefront. Avensia Storefront accesses the system through the Dynamics Commerce Runtime Library (CRT). CRT is included into the web site using the DLL-files distributed with Dynamics AX. CRT uses a channel database for all channel specific information.
Identity provider (IdP)	The identity provider is a web service used by Avensia Storefront Starter Site and Dynamics Retail Server to authenticate a user. The identity provider stores username, password and phone number in a Microsoft SQL Database.

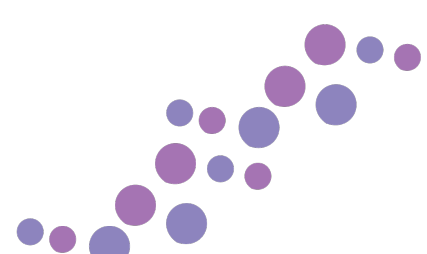
Process	When	What	From system	To system	Lifecycle
Customer registration	Customer registers a new account	<p>Personal information is entered in the website and created in the following systems and order:</p> <ol style="list-style-type: none"> <li>1. A customer is created in D365. An account number is returned.</li> <li>2. An account is created in IdP. An access token is returned.</li> <li>3. Reference is created in Episerver Commerce as a Contact.</li> </ol> <p>Information stored in D365:</p> <ul style="list-style-type: none"> <li>• E-mail</li> <li>• First name</li> <li>• Last name</li> <li>• Phone number</li> <li>• Address</li> <li>• Country</li> <li>• City</li> <li>• Zip code</li> <li>• State</li> <li>• County</li> </ul> <p>Information stored in IdP:</p> <ul style="list-style-type: none"> <li>• E-mail</li> <li>• First name</li> <li>• Last name</li> </ul>	Avensia Storefront Starter Site	<p>Dynamics 365 for Finance and Operations</p> <p>Dynamics 365 for Retail</p> <p>Dynamics 365 NAV</p> <p>Dynamics AX 2012 R3</p> <p>Identity Provider</p>	<p>Customer information is never removed from D365.</p> <p>Customer information is never removed from Dynamics AX.</p> <p>Account information is removed from IdP when an account is removed manually by an administrator.</p> <p>Account and customer reference is never removed from Episerver.</p>



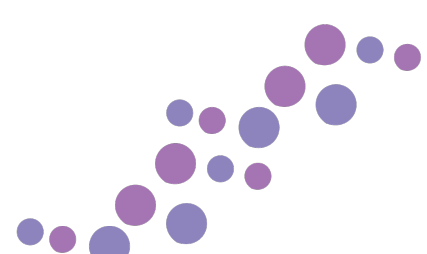
Process	When	What	From system	To system	Lifecycle
		<p>Information is stored in the Episerver Commerce database:</p> <ul style="list-style-type: none"> <li>• E-mail address</li> <li>• First name</li> <li>• Last name</li> <li>• Full name</li> <li>• D365 Account Number</li> <li>• IdP Access token</li> </ul> <p>The access token contains the e-mail address of the user in clear text.</p>			
Customer registration	Customer registers a new account	<p>Personal information is entered in the website and created in the following systems and order:</p> <ol style="list-style-type: none"> <li>1. A customer is created in Dynamics AX. An account number is returned.</li> <li>2. An account is created in Episerver Commerce database.</li> </ol> <p>Information stored in Dynamics AX:</p> <ul style="list-style-type: none"> <li>• E-mail</li> <li>• First name</li> <li>• Last name</li> <li>• Phone number</li> <li>• Address</li> </ul>	Avensia Storefront Starter Site	Dynamics AX 2012 R3	<p>Customer information is never removed from Dynamics AX.</p> <p>Account information is removed from Episerver Commerce when an account is removed manually by an administrator.</p>



Process	When	What	From system	To system	Lifecycle
		<ul style="list-style-type: none"> <li>• Country</li> <li>• City</li> <li>• Zip code</li> <li>• State</li> <li>• County</li> </ul> <p>Information is stored in the Episerver Commerce database:</p> <ul style="list-style-type: none"> <li>• E-mail address</li> <li>• Password (encrypted)</li> <li>• First name</li> <li>• Last name</li> <li>• D365 Account Number</li> </ul>			
Customer registration	Customer registers a new account	<p>Personal information is entered in the web site and created in the following systems and order:</p> <ol style="list-style-type: none"> <li>3. Customer is created in Dynamics AX. Account number is returned.</li> <li>4. Account is created in Episerver Commerce database.</li> </ol> <p>Information stored in Dynamics AX:</p> <ul style="list-style-type: none"> <li>• E-mail</li> <li>• First name</li> <li>• Last name</li> </ul>	Avensia Storefront Starter Site	Dynamics 365 NAV	<p>Customer information is never removed from D365.</p> <p>Account information is managed and removed from Dynamics 365 NAV.</p> <p>Account and customer reference is never removed from Episerver.</p>

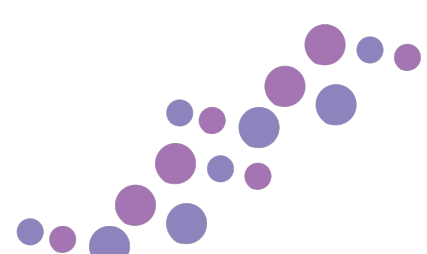


Process	When	What	From system	To system	Lifecycle
		<ul style="list-style-type: none"> <li>• Phone number</li> <li>• Address</li> <li>• Country</li> <li>• City</li> <li>• Zip code</li> <li>• State</li> <li>• County</li> </ul> <p>Information is stored in the Episerver Commerce database:</p> <ul style="list-style-type: none"> <li>• E-mail address</li> <li>• Password (encrypted)</li> <li>• First name</li> <li>• Last name</li> <li>• D365 Account Number</li> </ul>			
Customer profile	Display profile information	Avensia Storefront Starter Site queries Dynamics Retail Server for profile information and displays the information on the My Pages/Profile page.	Dynamics 365	Avensia Storefront Starter Site	Fetches and displays. Never stored in Avensia Storefront.
Customer profile	Display profile information	Avensia Storefront Starter Site queries LS Omniserver for profile information and displays the information on the My Pages/Profile page.	Dynamics 365 NAV	Avensia Storefront Starter Site	Fetches and displays. Never stored in Avensia Storefront.
Customer profile	Display profile information	Avensia Storefront Starter Site queries Dynamics Commerce Runtime for profile	Dynamics AX	Avensia Storefront Starter Site	Fetches and displays. Never stored in Avensia Storefront.

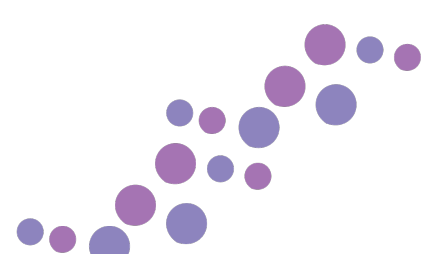


Process	When	What	From system	To system	Lifecycle
		information and displays the information on the My Pages/Profile page.			
Customer profile	Update profile information	Changes made in the profile web page are sent to Dynamics Retail Server and updated on the Customer Entity in Dynamics 365.	Avensia Storefront Starter Site	Dynamics 365	Fetches and displays. Updates sent to Retail Server. Never stored in Avensia Storefront.
Customer profile	Update profile information.	Changes made in the profile web page are sent to LS Omni server and updated on the Member entity in Dynamics NAV.	Avensia Storefront Starter Site	Dynamics 365 NAV	Fetches and displays. Updates sent to LS Omni server. Never stored in Avensia Storefront.
Customer profile	Update profile information.	Changes made in the profile web page are sent to Dynamics Commerce Runtime and updated on the Customer Entity in Dynamics AX 2012 R3.	Avensia Storefront Starter Site	Dynamics AX	Fetches and displays. Updates sent to CRT. Never stored in Avensia Storefront.
Password	Customer has forgotten its password.	The customer enters its e-mail address in a web form. A mail with a scrambled link is sent to the address if and only if the mail address matches the customer account information. The link in the mail redirects the customer to a web page where the password is changed.	Avensia Storefront Starter Site	Dynamics 365	The password is stored and updated in the Identity Provider.
Password	Customer has forgotten its password.	The customer enters its e-mail address in a web form. A mail with a scrambled link is sent to the address if and only if the mail address matches the customer account information. The link in the mail redirects the customer to a web page where the password is changed.	Avensia Storefront Starter Site	Dynamics 365 NAV	The password is stored and updated in Dynamics NAV by LS Omni server.

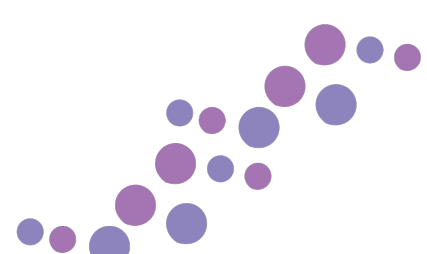




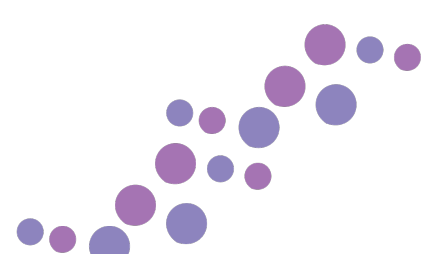
Process	When	What	From system	To system	Lifecycle
Password	Customer has forgotten its password.	The customer enters its e-mail address in a web form. A mail with a scrambled link is sent to the address if and only if the mail address matches the customer account information. The link in the mail redirects the customer to a web page where the password is changed.	Avensia Storefront Starter Site	Dynamics AX 2012 R3	The password is stored and updated in Episerver Commerce Database.
Password	Customer changes its password.	The customer changes its password in a web page on My Page by entering its current password and a new password. The current password is validated. Password information is always managed in encrypted form.	Avensia Storefront Starter Site	Dynamics 365	The password information is stored and updated in the Identity Provider.
Password	Customer changes its password.	The customer changes its password in a web page on My Page by entering its current password and a new password. The current password is validated. Password information is always managed in encrypted form.	Avensia Storefront Starter Site	Dynamics 365 NAV	The password information is stored and updated in Dynamics NAV
Password	Customer changes its password.	The customer changes its password in a web page on My Page by entering its current password and a new password. The current password is validated. Password information is always managed in encrypted form.	Avensia Storefront Starter Site	Dynamics AX 2012 R3	The password information is stored and updated in Episerver.
Login	Visitor logs in to the web site	E-mail and password are entered in the web page and sent to the Identity Provider for authentication.	Avensia Storefront Starter Site	Dynamics 365 Identity Provider	Customer information is never removed from D365.



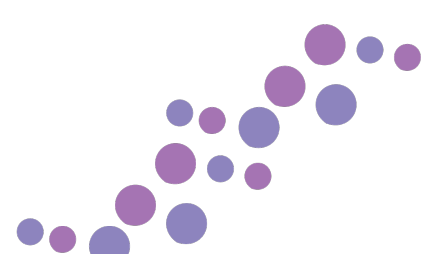
Process	When	What	From system	To system	Lifecycle
		<p>Information is sent encrypted.</p> <p>The returning security token is compared with the security token saved in Episerver. The D365 Account Number is fetched from Episerver and the D365 customer is fetched from the Retail Server and logged into the site.</p>			<p>Customer information is never removed from Dynamics AX.</p> <p>Account information is removed from IdP when account is removed manually by administrator.</p>
Login	Visitor logs in to the web site	E-mail and password are entered in the web page and sent to Episerver for authentication. The Dynamics AX Account Number is fetched from Episerver and the Dynamics AX customer is fetched from Dynamics Commerce Runtime and logged into the site.	Avensia Storefront Starter Site	Dynamics AX	<p>Customer information is never removed from Dynamics AX.</p> <p>Account information is removed from Episerver Commerce when account is removed manually by administrator.</p>
Login	Visitor logs in to the web site	E-mail and password are entered in the web page and sent to LS Omniserver for authentication. The Dynamics Member Number is fetched from Episerver and the Dynamics NAV member is fetched from LS Omniserver and logged into the site.	Avensia Storefront Starter Site	Dynamics 365 NAV	<p>Customer information is never removed from Dynamics 365 NAV.</p> <p>Account information is removed from Dynamics NAV manually by administrator.</p>
Create an order	The customer submits and order in the check-out page.	A sales transaction is created with a reference to the customer entity in Dynamics. The sales transaction is created with a delivery address that is a customer entered address when the delivery method is <i>Shipping</i> .	Avensia Storefront Starter Site	Dynamics 365	The sales transaction is created by Dynamics Retail Server and stored in the channel database by Dynamics Retail Server. There is no order- or customer information stored in Avensia Storefront or Episerver.



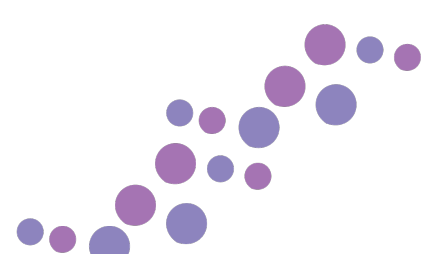
Process	When	What	From system	To system	Lifecycle
Create an order	The customer submits and order in the check-out page.	A sales transaction is created with a reference to the customer entity in Dynamics. The sales transaction is created with a delivery address that is a customer entered address when the delivery method is <i>Shipping</i> .	Avensia Storefront Starter Site	Dynamics AX 2012 R3	The sales transaction is created by Dynamics Commerce Runtime and stored in the channel database by Dynamics Commerce Runtime. There is no order- or customer information stored in Avensia Storefront or Episerver.
Create an order	The customer pays an order with a member card.	A member card is a card or card number assigned to a customer. The card and assignment are made in Dynamics 365. The card information is fetched during check-out for the logged in customer. The card information fetched is: <ul style="list-style-type: none"> <li>• Customer number</li> <li>• Card number</li> <li>• Card status</li> <li>• Card balance.</li> </ul> Membership and loyalty calculation is made in Dynamics 365.	Avensia Storefront Starter Site	Dynamics 365	The membership information is stored in Dynamic 365. No membership information or member card information is stored in Avensia Storefront or Episerver. The membership and card information are fetched using Retail Server.
Create an order	The customer pays an order with a member card.	A member card is a card or card number assigned to a customer. The card and assignment are made in Dynamics 365 NAV by LS NAV. The card information is fetched during checkout for the logged in customer. The card information fetched is: <ul style="list-style-type: none"> <li>• Customer number</li> </ul>	Avensia Storefront Starter Site	Dynamics 365 NAV	The membership information is stored in Dynamic 365 NAV. No membership information or member card information is stored in Avensia Storefront or Episerver. The membership and card information are fetched using LS Omni server.



Process	When	What	From system	To system	Lifecycle
		<ul style="list-style-type: none"> <li>• Card number</li> <li>• Card status</li> <li>• Card balance.</li> </ul> <p>Membership and loyalty calculation is made in Dynamics 365 NAV by LS NAV.</p>			
Create an order	The customer pays an order with a member card.	<p>A member card is a card or card number assigned to a customer. The card and assignment are made in Dynamics AX 2012 R3. The card information is fetched during checkout for the logged in customer. The card information fetched is:</p> <ul style="list-style-type: none"> <li>• Customer number</li> <li>• Card number</li> <li>• Card status</li> <li>• Card balance.</li> </ul> <p>Membership and loyalty calculation is made in Dynamics AX 2012 R3.</p>	Avensia Storefront Starter Site	Dynamics AX 2012 R3	The membership information is stored in Dynamic AX 2012 R3. No membership information or member card information is stored in Avensia Storefront or Episerver. The membership and card information are fetched using Dynamics Commerce Runtime.
Order History	The customer requests its order history from a My Page function.	<p>All sales transactions and sales orders for the customer are fetched from Dynamics 365 by the Dynamics Retail Server. The information is displayed in a web page. The customer may open a sales transaction or sales order to view all order information, such as order lines, delivery options and payment options.</p>	Dynamics 365	Avensia Storefront Starter Site	Information is fetched from Dynamics 365 and displayed in the web page. No information is stored in Avensia Storefront or in Episerver.



Process	When	What	From system	To system	Lifecycle
Order History	The customer requests its order history from a My Page function.	All sales transactions and sales orders for the customer are fetched from Dynamics 365 NAV by the LS Omni server. The information is displayed in a web page. The customer may open a sales transaction or sales order to view all order information, such as order lines, delivery options and payment options.	Dynamics 365 NAV	Avensia Storefront Starter Site	Information is fetched from Dynamics NAV and displayed in the web page. No information is stored in Avensia Storefront or in Episerver.
Order History	The customer requests its order history from a My Page function.	All sales transactions and sales orders for the customer are fetched from Dynamics AX by the Dynamics Commerce Runtime. The information is displayed in a web page. The customer may open a sales transaction or sales order to view all order information, such as order lines, delivery options and payment options.	Dynamics AX 2012 R3	Avensia Storefront Starter Site	Information is fetched from Dynamics AX and displayed in the web page. No information is stored in Avensia Storefront or in Episerver.
Wishlist	The customer adds an item to the wish list.	Avensia Storefront Starter Site implements one and only one wish list by default. The customer may add items to the Wishlist. The Wishlist is stored in Dynamics 365 by Dynamics Retail Server. The wish list is available in all channels where the customer is assigned through the address book.  The information stored with the wish list is: <ul style="list-style-type: none"> <li>• The customer account number</li> <li>• The items in the wish list</li> </ul>	Avensia Storefront Starter Site	Dynamics 365	The wish list is stored in Dynamics 365 by Dynamics Retail Server. There is no wish list information stored in Avensia Storefront or in Episerver.



Process	When	What	From system	To system	Lifecycle
Wishlist	The customer adds an item to the wish list.	<p>Avensia Storefront Starter Site implements one and only one wish list by default. The customer may add items to the Wishlist. The Wishlist is stored in Dynamics 365 by Dynamics Retail Server. The wish list is available in all channels where the customer is assigned through the address book.</p> <p>The omni support of wish lists is not implemented in LS Omni or LS NAV. Any omni sharing functionality must be adopted by the implementation project.</p>	Avensia Storefront Starter Site	Dynamics 365 NAV	The wish list is stored in LS NAV by LS Omni Server. There is no wish list information stored in Avensia Storefront or in Episerver.
Wishlist	The customer adds an item to the wish list.	<p>Avensia Storefront Starter Site implements one and only one wish list by default. The customer may add items to the Wishlist. The Wishlist is stored in Dynamics AX by Dynamics Commerce Runtime. The wish list is available in all channels where the customer is assigned through the address book.</p> <p>The information stored with the wish list is:</p> <ul style="list-style-type: none"> <li>• The customer account number</li> <li>• The items in the wish list</li> </ul>	Avensia Storefront Starter Site	Dynamics AX 2012 R3	The wish list is stored in Dynamics AX by Dynamics Commerce Runtime. There is no wish list information stored in Avensia Storefront or in Episerver.