WeComply! Guide for OneTrust

The following guide shall help controllers to become compliant with EU law when using OneTrust as a Consent Management Plattform (CMP). Full compliance with the settings described within this document will solve all issues that are withing the scope of *noyb*'s draft complaint.

Please be aware, that:

- We have grouped certain issues into "<u>violation types</u>" (A to Z). Not all violation types may be relevant for your website and/or OneTrust banners. Please check the violation types that are listed in your draft complaint.

- You will need to <u>save</u> the new settings and <u>publish</u> them. As this step is the same for any changes, these steps are described at the end of this document.

- There are many <u>other settings</u> that may lead to a violation of the GDPR and/or ePrivacy Directive that are not within the scope of this document. We therefore encourage all controllers to review all other settings as well.

We hope that this document will help you to fully comply with EU law and therefore make our Draft Complaint irrelevant. Should you have further questions as to the technical setup, please contact the OneTrust support.

The *noyb* legal team

Violation Type A: No „reject" option on the first layer

You can easily add a „reject" option to your OneTrust cookie banner, which is unfortunately not forseen in the standard settings:

1. Log in to the OneTrust Cookie Compliance Dashboard with your login details

2. Go to <u>Setup (A)</u> → <u>Templates (B)</u> → Choose the relevant <u>Template (C)</u>
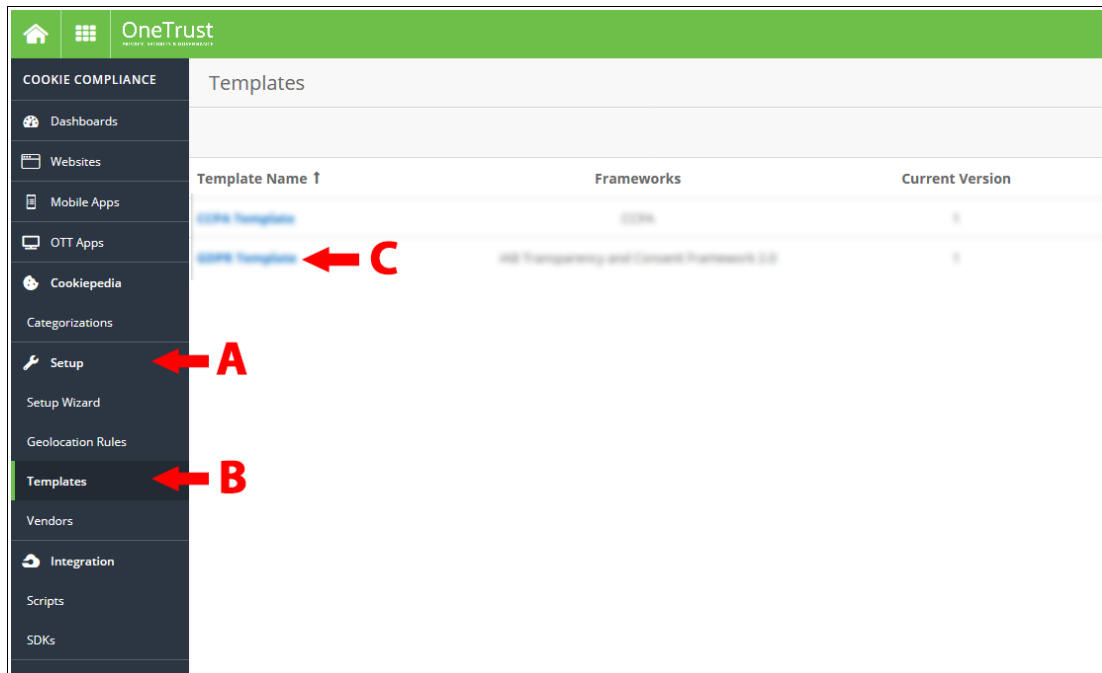
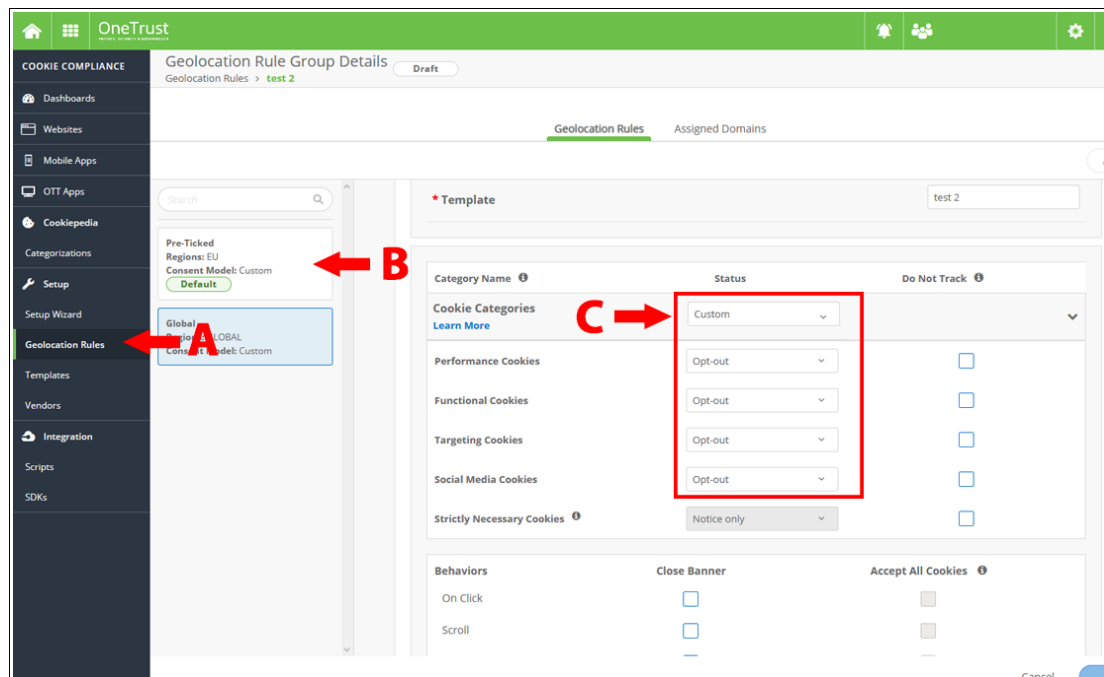3. Go to <u>Banner</u> → <u>Content (D)</u> → <u>Button Set (E)</u> and activate <u>„Show Reject All Button" (F)</u>
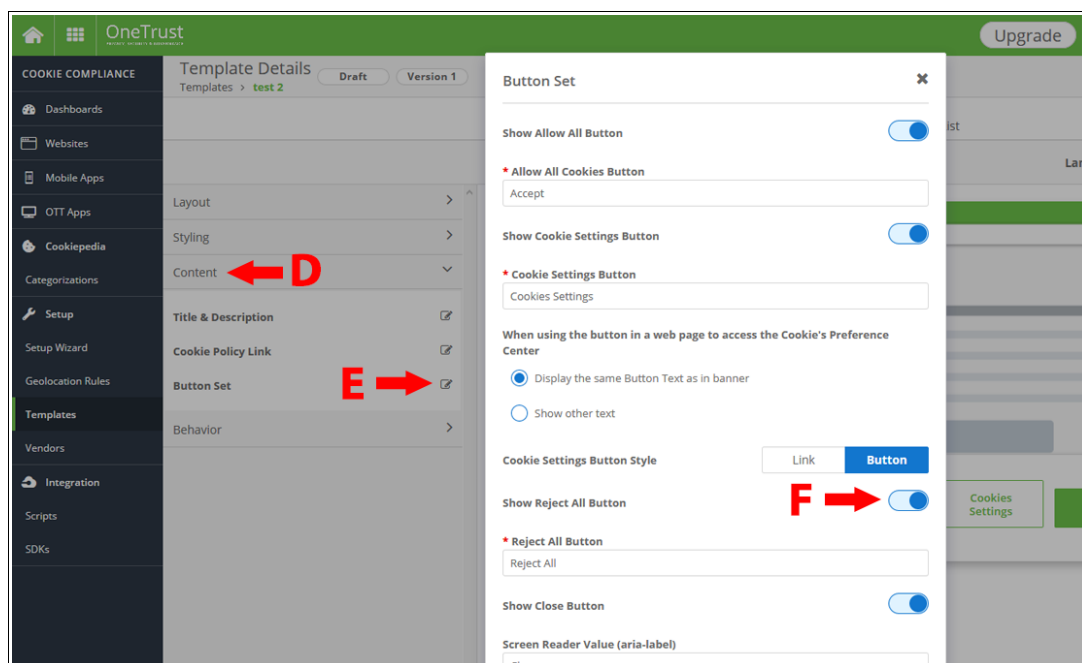
4. Do not forget to <u>save</u> these settings and <u>publish</u> the updated script (see last page)

Violation Type B: Pre-Ticked Boxes on Second Layer

You can easily remove „pre-ticked" boxes in your OneTrust setup.

1. Log in to the OneTrust Cookie Compliance Dashboard with your login details

2. Go to Geolocation Rules (A) → Choose a Rule (B)

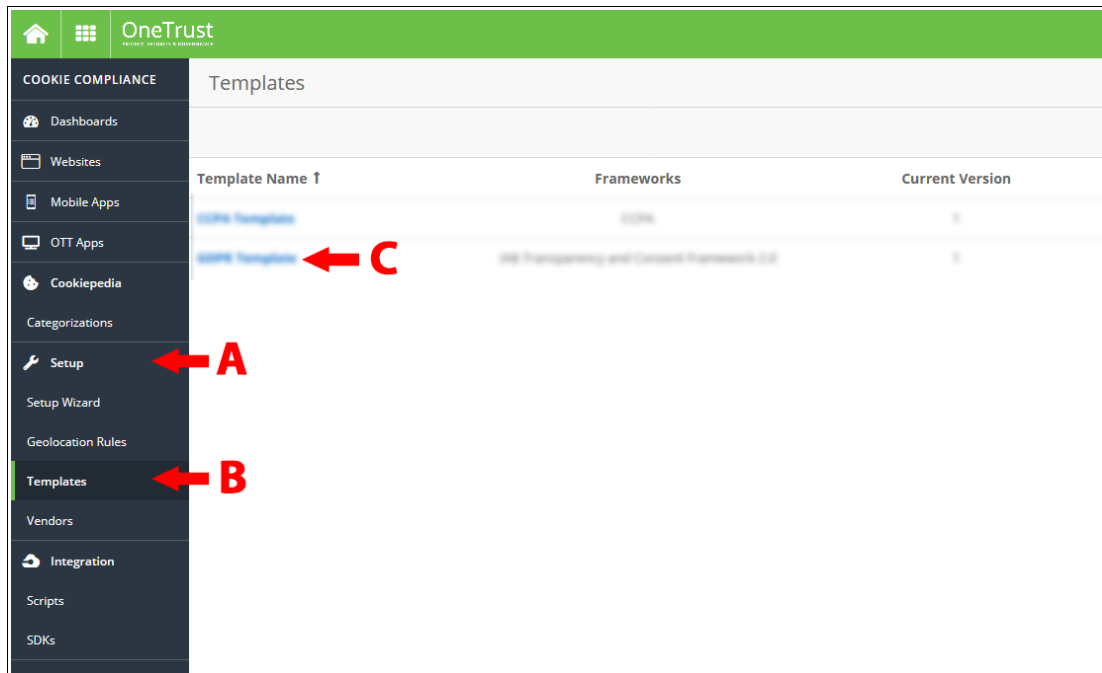3. Change the settings from „Opt-out" to „Opt-In" (C)

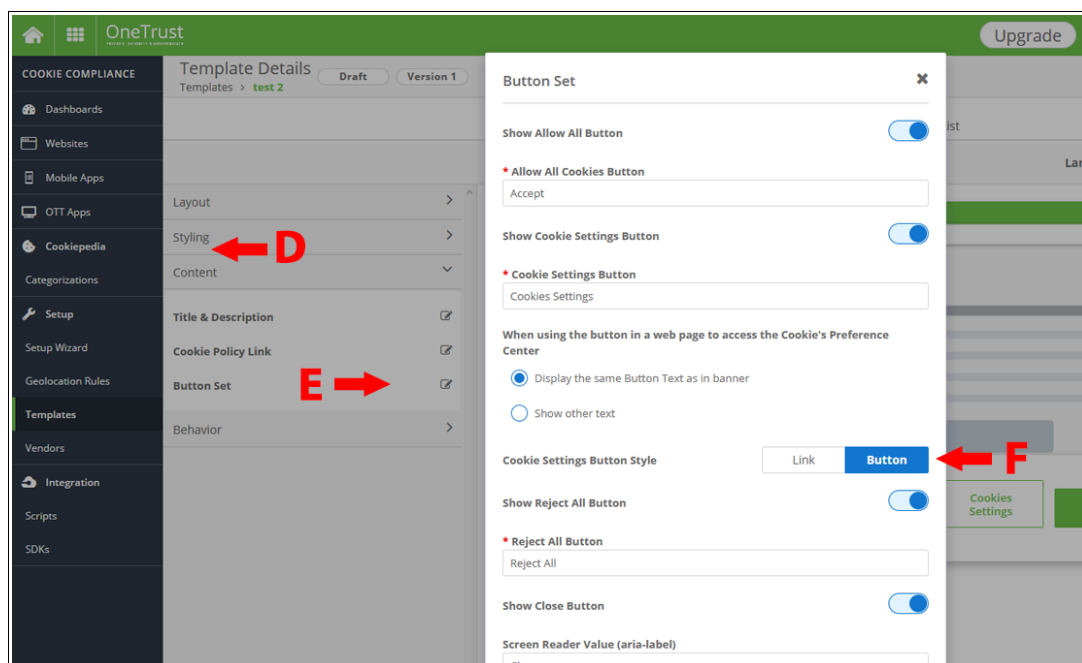4. Do not forget to save these settings and publish the updated script (see last page)

Violation Type C: Deceptive Link Design

You can easily change the deceptive link design that OneTrust cookie banners unfortunately forsee as a standard option:

1. Log in to the OneTrust Cookie Compliance Dashboard with your login details

2. Go to Setup (A) → Templates (B) → Choose the relevant Template (C)

3. Go to Banner → Content (D) → Button Set (E) and switch Cookies Settings Button Style to „Button" (F)
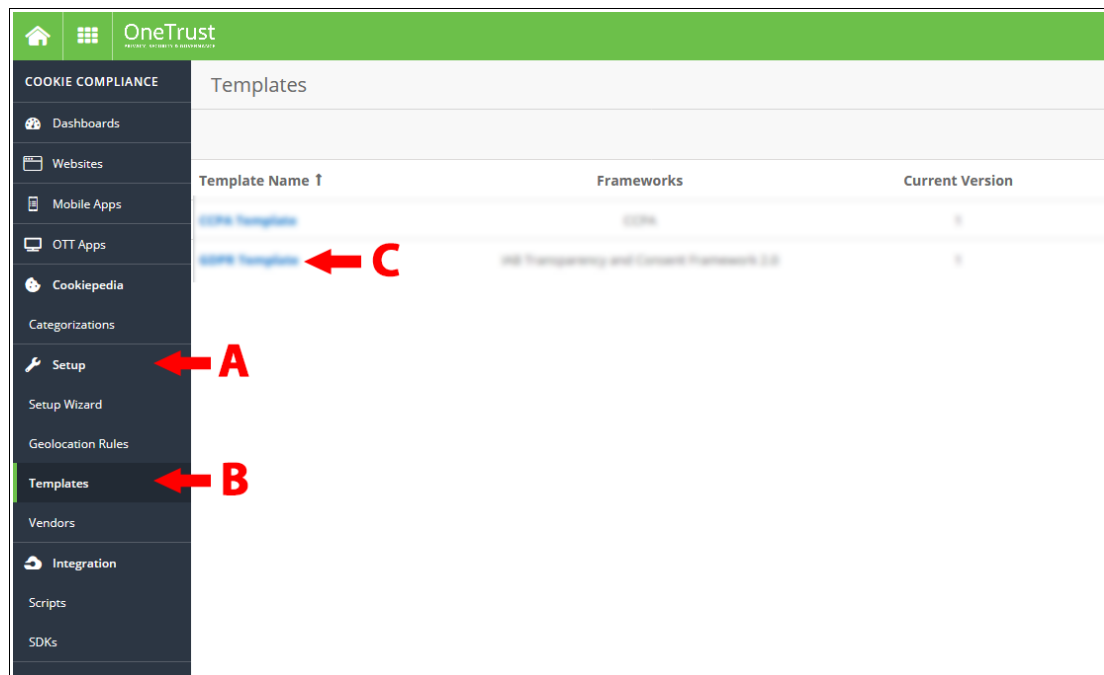

4. Do not forget to save these settings and publish the updated script (see last page)

Violation Type D and E: Deceptive Button Colors and Button Contrast

You can easily change any decepctive colors of the OneTrust cookie banner:

1. Log in to the OneTrust Cookie Compliance Dashboard with your login details

2. Go to Setup (A) → Templates (B) → Choose the relevant Template (C)

3. Go to Banner → Styling   (D) and choose any set o f colors that do not lead the data subject away from choosing the „reject all" option.
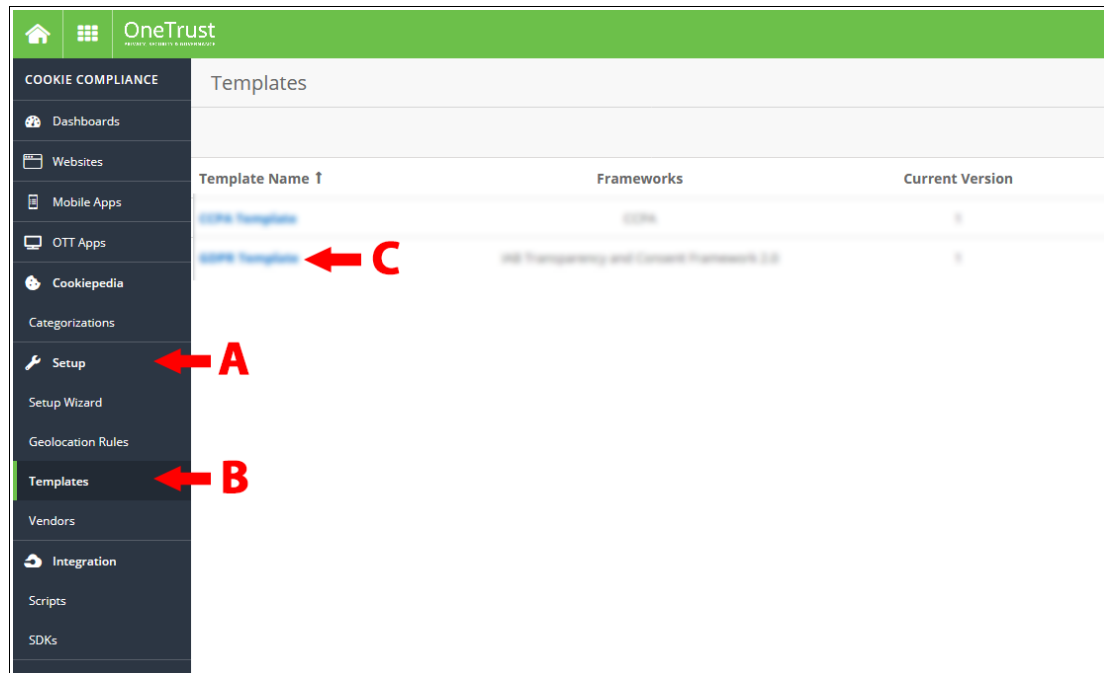   Attention: These settings may be overridden by setting under Websites → URL → Branding
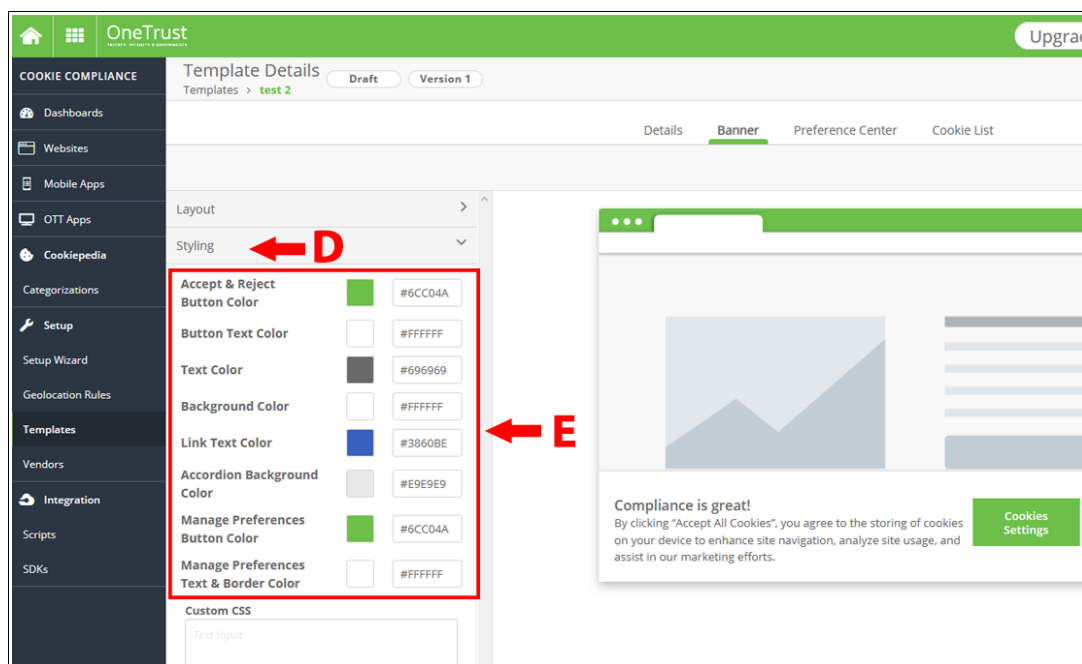
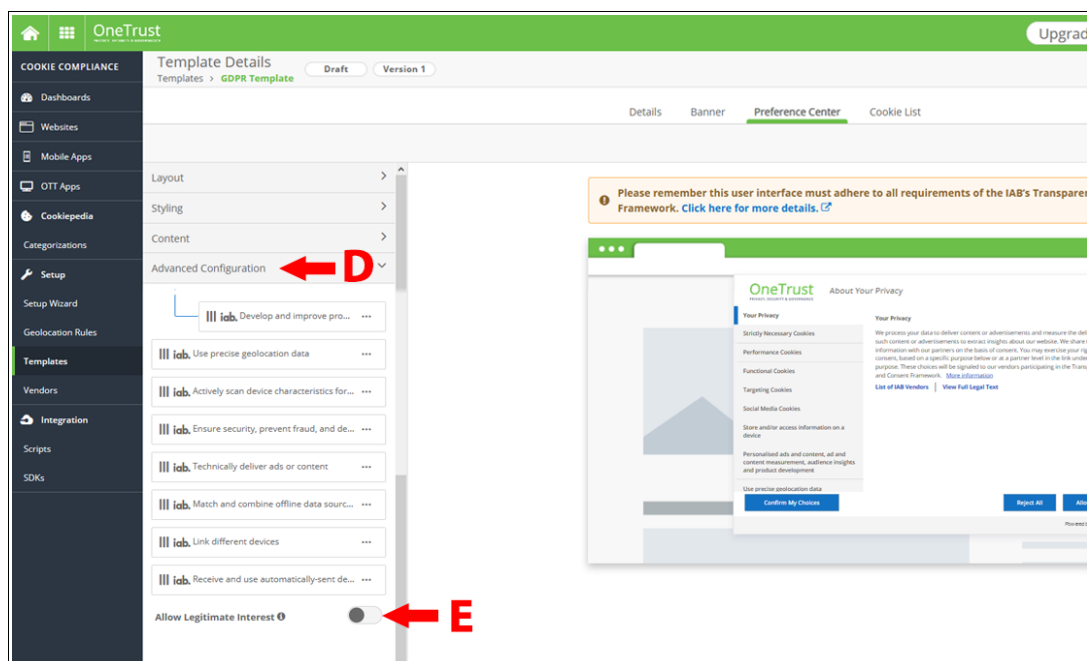4. Do not forget to save these settings and publish the updated script (see last page)

Violation Type H: Legitimate Interest Claimed

You can easily deactivate the alleged „legitimate interest" option to your OneTrust cookie banner:

1. Log in to the OneTrust Cookie Compliance Dashboard with your login details

2. Go to Setup (A) → Templates (B) → Choose the relevant Template (C)

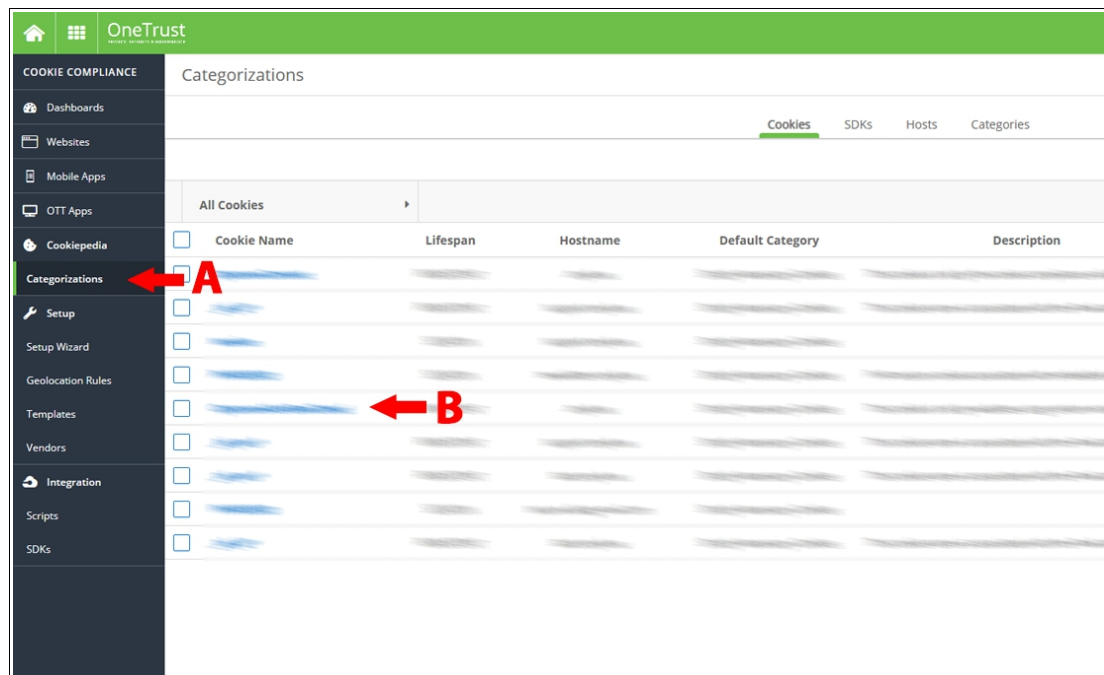3. Go to Preference Cetner → Advanced Configuration (D) and deactivate „Allow Legitimate Interest" (E)

4. Do not forget to save these settings and publish the updated script (see last page)

Violation Type I: Inaccurate Classification of Cookies

You can easily change the classification of cookies that are not really essential. Please be aware that we have only checked a limited set of common cookies and you may need to review more cookies than the ones named in the draft complaint.

1. Log in to the OneTrust Cookie Compliance Dashboard with your login details

2. Go to Categorizations (A) → Choose the relevant cookie (B)

3. Go to Categorizations (C) → Change the seeting to the correct category (F)
   Note: Statistics, advertisment and alike are not „strictly necessary" within the meaning of Art 5(3) ePrivacy Directive.
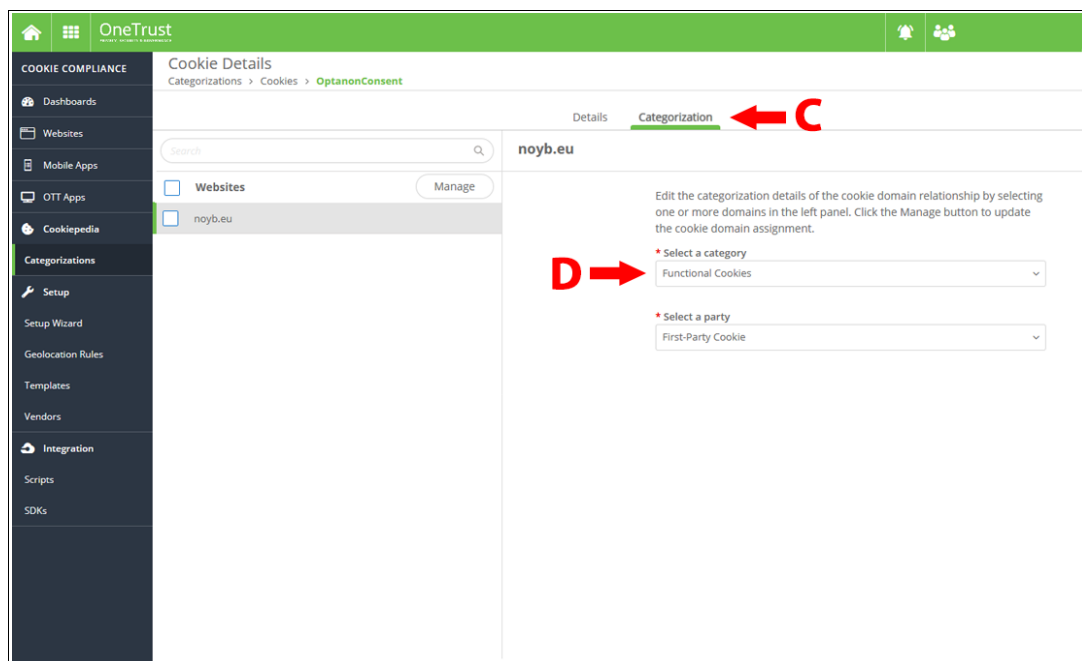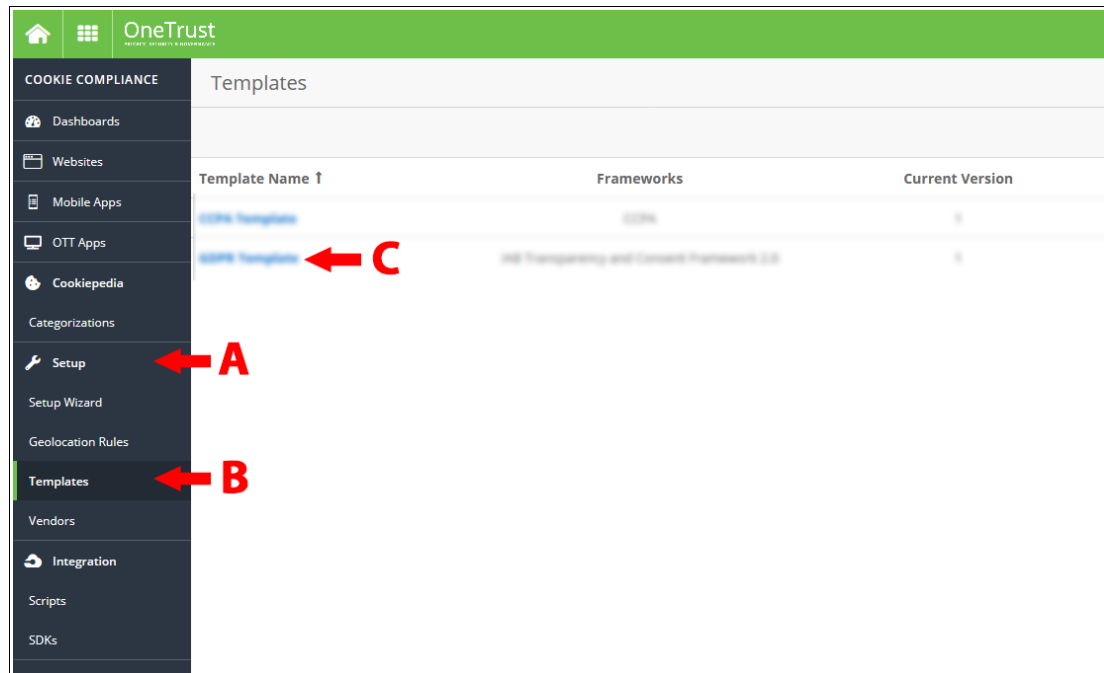

4. Do not forget to save these settings and publish the updated script (see last page)

Violation Type K: Not as easy to withdraw as to give consent

You can easily add a „withdraw" option to your OneTrust cookie banner:

1. Log in to the OneTrust Cookie Compliance Dashboard with your login details

2. Go to Setup (A) → Templates (B) → Choose the relevant Template (C)

3. Go to Preference Center → Content (D) → Button Set (E) and activate „Enable persistent Cookie Settings hover button" (F)
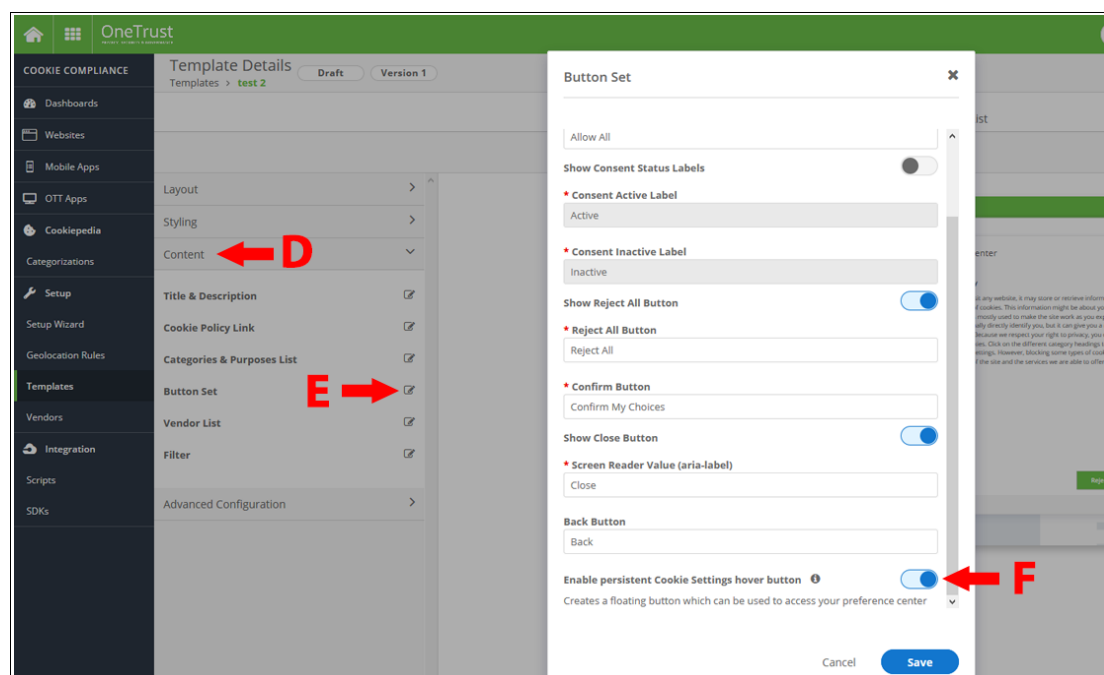

4. Do not forget to save these settings and publish the updated script (see last page)

5. According to OneTrust, the withdrawal button icon is customizable. For example, you may select to use a "cookie" icon instead of a "shield" icon. You can update the persistent Cookie Settings hover button to feature a cookie icon by entering CSS into the Custom CSS field in the 'Preference Center Styles' section in your account. Follow the instructions in OneTrust's article 'Customizing the Preference Center Template':
https://my.onetrust.com/s/article/UUID-8a1fff4c-95c6-be5f-4369-228aa86283c6

Publish the changed script and report the changes on WeComply.noyb.eu

Once you have changed the settings, you must publish them. Go to <u>Scripts (A)</u> and follow the instructions on the screen until you have clicked „<u>Publish Production" (B).</u>
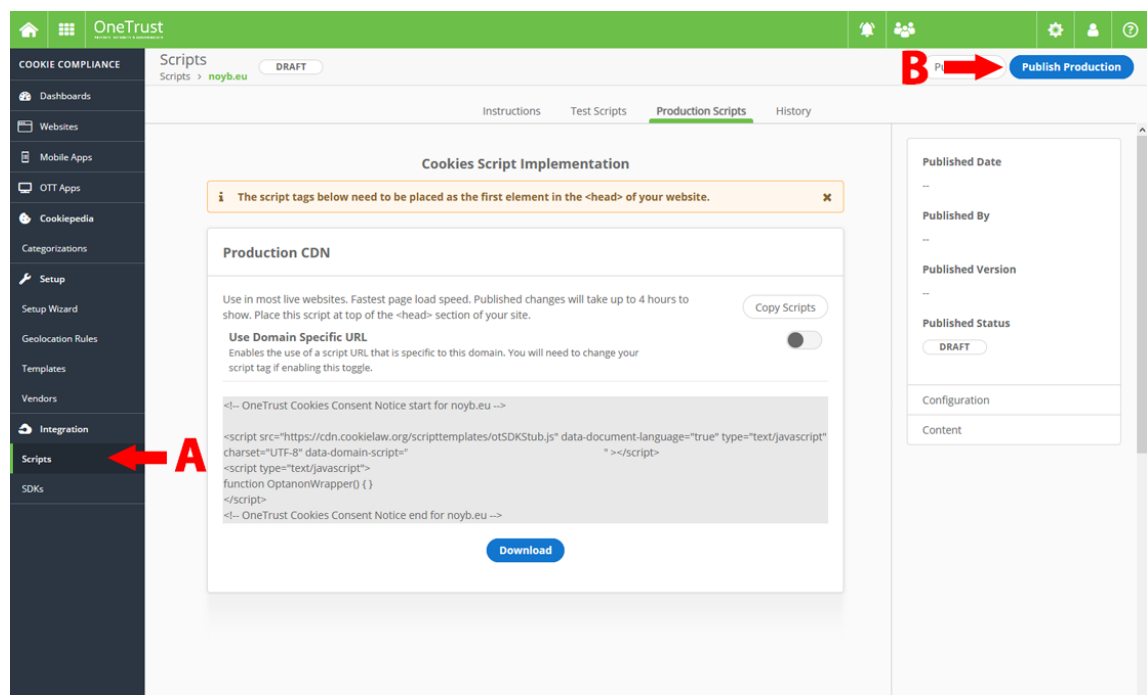
Finally you can revisit wecomply.noyb.eu, log in with your case number and password to report full compliance with all elements of the draft complaint.