

ADDENDUM 3 - PEOPLE PROVIDING HELP - EMPLOYEES

Data Category	Description	Justification	Comments	Collecting	Logging	Organizing	Structuring	Storage	Adaptation or alteration	Use	Disclosure	Anonymization or aggregating	Erasure
Contact & Identifying	E-mail address	Necessary to send the employee a unique & secret link for login into their Burohelp account. Necessary so that the employee receives notifications via e-mail for various events that happen in his account or actions that he is required to take (ie.every time there is a new opportunity to help, etc.)		Once - during the Burohelp account creation process.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	contact for support CSR reporting CSR auditing platform communication	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. No data aggregation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Contact & Identifying	First name, Last name	Necessary to identify the employee that provided the help so that the organisation can a compliant CSR report.		Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	contact for support CSR reporting CSR auditing platform communication	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. No data aggregation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Location	City name, Country	Necessary for matching the closest available employee when a person makes request for help that happens in person at a specific location.	The location stored is at city level precision.	Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	contact for support CSR reporting CSR auditing platform communication	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. Anonymous data aggregation to provide help providers per location statistics.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Location	Timezone	Necessary to calculate the correct appointments & availability for people that live in the same country but different timezones.	The timezone is automatically calculated based on the City name & country.	Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	contact for support CSR reporting CSR auditing platform communication	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. Anonymous data aggregation to provide help providers per timezone statistics.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Device	IP address	Necessary to provide an additional proof for help that was provided online. This information can be included on demand in the extended (audit level) CSR report.		Once - during the Burohelp account creation process.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	CSR reporting CSR auditing platform communication	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. No data aggregation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Physical Characteristic	Age	Necessary during the onboarding process as proof that the employee is older than the age of consent in the specific country where help is provided.	The birthdate of the person is stored as day/month/year.	Once - during the Burohelp account creation process.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	platform legal compliance (proving service only to people that have reached the age of consent in the country)	Not disclosed.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. No data aggregation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.

Physical Characteristic	Gender	The employee can voluntary provide it's gender so that Burohelp can match them with people that need help but have a preferences to be helped by people of a specific gender. This allows some people seeking help to stay in their comfort zone when helping people.	Gender information is optional. When the employee does not specify it's gender then Burohelp matches them without taking gender preferences into account.	Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	automatic appointment matching CSR reporting CSR auditing platform management	Not disclosed.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. Anonymous data aggregation to provide help providers per gender statistics.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Ethnicity	Languages spoken	Necessary for matching people needing help with employees providing help. Both the person requesting help and the employee providing help must have at least one language in common to be able to communicate.		Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	automatic appointment matching CSR reporting CSR auditing platform management	Not disclosed.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. Anonymous data aggregation to provide help providers per languages statistics.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Internal Information	Gender interaction preferences	The employee can voluntary provide his/her preference to help people with a specific gender. This allows some volunteers to stay in their comfort zone when helping people.	Gender work preference information is optional. When that information is provided the matching process will use it. When the employee does not specify it's gender work preference then Burohelp matches them without taking gender preferences into account.	Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	automatic appointment matching CSR reporting CSR auditing platform management	Not disclosed.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. Anonymous data aggregation to provide help providers per gender interaction statistics.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Social information	Facebook id Linkedin id, Twitter id	The employee can voluntary provide his social media handles. This allows Burohelp to generate customised thank you messages that can be shared by the person receiving help on social media.	Social media handles information is optional. When that information is provided the customised thank you messages will mention the social media handles in the message. When that information is not provided the customised thank you messages do not contain any reference to the employee that provided the help.	Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	platform social sharing default messages	Disclosed to the person receiving help when consent is given by the employee. Disclosed indirectly via the social media post content that mentions these social ids	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. No data aggregation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Social information	Areas of expertise preferences	Necessary for matching the employee only for help requests in certain areas of expertise. This allows the matching to find the employee with the right expertise for a specific problem.	The areas of expertise are wide categories like: "Career advice", "Startup & Small business advice", etc.	Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	automatic appointment matching CSR reporting CSR auditing platform management	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. Anonymous data aggregation to provide help providers per area of expertise statistics.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Social information	Work availability	Necessary for matching the employee only when they are available during the week.	The work availability schedule is stored as start hour, end hour intervals per week day.	Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	automatic appointment matching CSR reporting CSR auditing platform management	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. Anonymous data aggregation to provide help providers per work availability statistics.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.

Social information	Professional skills	Necessary for matching the employee skills with the problem where he/she provides help.	The professional skills consist of a list of generic skills, similar with the kind a professional would publish in his/her CV: retail sales, content marketing, etc.	Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	automatic appointment matching CSR reporting CSR auditing platform management	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. Anonymous data aggregation to provide help providers per professional skills statistics.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Social information	Work history - company name, role, start & end year, work description	Necessary for matching the employee based on actual experience. Used mostly when the people requesting help need "Career advice" or similar types of help where the actual experience of the employee is highly relevant.	The work history consist of a list of actual work experiences the employee had, similar with the kind of information a person would publish in his/her CV.	Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	automatic appointment matching CSR reporting CSR auditing platform management	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. Anonymous data aggregation to provide help providers per work experience length & type statistics.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Social information	Education history - school name, specialty, start & end year, education description	Necessary for matching the employee based on actual education. Used mostly when the people requesting help need "Career advice" or similar types of help where the education of the employee is highly relevant (ie. helping a fellow alumni, etc.).	The education history consist of a list of actual education experiences the employee had, similar with the kind of information a person would publish in his/her CV.	Once - during the Burohelp account creation process. Information can be changed by the authenticated user later via the web interface.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	automatic appointment matching CSR reporting CSR auditing platform management	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. Anonymous data aggregation to provide help providers per education length & type statistics.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Communication	Appointment internal messages	Necessary for providing appointment specific text based chat. Once a person requesting help and an employee have been matched (and they accepted) then both sides can communicate in the platform via text based chat.		Every time a new message is sent/received during an appointment.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	platform management	Disclosed to the organisation of the employee when there is a dispute regarding the appointment (ie. person requesting help or employee reported issue with appointment).	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. No data aggregation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.
Communication	Appointment related metadata - appointment request, matching, offer, acceptance, start/end video calls, appointment type, appointment date & location	Necessary for managing the entire lifecycle for an appointment. An appointment starts as a request for help, continues with matching and offering. Once an employee accepted the offer the appointment is scheduled and both sides are notified about appointment related events.		Every time a new appointment is made and for a subset of metadata during the duration of an active appointment.	Not data logged	Organised as field(s) in SQL database table.	Structured as field(s) in a table in an SQL database.	Storage in AWS managed encrypted SQL database.	No adaptation or alteration.	platform management	Disclosed to the organisation of the employee as part of the CSR report. Disclosed to the auditor of the CSR report for the organisation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee. No data aggregation.	Anonymised when employee demands data erasure as long as this does not conflict with the CSR requirements of the organisation or the employment contract of the employee.