ADDENDUM 4 - PEOPLE RECEIVING HELP

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 person requesting help a unique & secret link for login into their Burohelp account. Necessary so that the person requesting help receives notifications via e-mail for various events that happen in his account or actions that he is required to take.	Gender work preference information is optional. When that information is provided the matching process will use it. When the person requesting help 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.	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 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	Mobile phone number	Necessary to validate that the person requesting help is a real person (with a phone number is a specific country) and also to allow for the provider of help to call when the appointment is of type "phone call".		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 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 person requesting help that provided the help so that the organisation that provides the help (via their employee) can generate 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.	
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.	automatic appointment matching 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 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.	automatic appointment matching 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 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 organisation or the employment contract of the employee.
Device	GPS - latitude, longitude	One time GPS coordinates are recorded only during when the person requesting help creates his/her Burohelp account. The information is optional and helps the organisation CSR when the help is provided online by the employee. 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 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.		
Physical Characteristic	Age	Necessary during the onboarding process as proof that the person requesting help 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.

Category	Data	Purpose	Optional	Collection	Logging	Organisation	Structure	Storage	Adaptation	Usage	Disclosure	Erasure/Anonymisation	Erasure
Physical Characteristic	Gender	The person requesting help can voluntary provide it's gender so that Burohelp can match them with people that can provide help but have a preferences to help people of a specific gender. This allows some employees providing help to stay in their comfort zone when helping people.	Gender information is optional. When the person 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 person can voluntary provide his/her preference to help people with a specific gender. This allows some person to stay in their comfort zone when receiving help.	Gender work preference information is optional. When that information is provided the matching process will use it. When the person requesting help 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 interraction 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 person requesting help has a willing employee to provide help 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.