Data Model: Collection Plan

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| **Consumer** | **Want** | **Should** | **Policy** |
| Location | IP | IP | We’ll be tracking the user’s IP through the access point that they interact with our bot from. |
| Basic Information / Social Media Profile | Age, Name, Email, Friends, etc. | Age, Name | We’ll track all data a single IP gives us e.g. if the user gives us the user’s name, we keep that until they close the client. |
| Business with Avanade | To know exactly why the consumer is interacting with the bot. | Build a reason through the user’s input. | The bot is entirely public facing, the only information we collect is information the user inputs to our bot. |
| Avanade Consultant Contact Information | A reasonable way to contact Avanade consultants when a question can’t be answered. | Consultant email, telephone number, name. | We’ll have public Avanade Consultant information in the bot, that the bot will reach out to when questions can’t be answered. |
| User Input | Everything the user inputs including where/when they input from. | Only the text entry the users have with the bot. | We’ll collect every line of text the bot and the user outputs. |
| Bot Output | Everything the bot outputs. | Everything the bot outputs excluding personal information of users. | We’ll collect everything the bot outputs, we’ll swap usernames/private information with general placeholders. |
| Unanswered Questions | Every question the bot cannot answer and the context the question was asked. | Every question the bot cannot answer and other queries that follow our other policies. | We’ll collect every unanswered question, and include the context around the question to the standard of our other policies. |