

INTERNAL KNOWLEDGE BASE — Document Inventory Export

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DOC-101 New Hire Onboarding Checklist

Owner: People Ops | Updated: Jan 15, 2024 | v3.1 | Status: Active

Pre-start: send welcome email, create Google Workspace + Slack + Jira accounts, order laptop (IT ticket 5 days before start), add to Rippling payroll, schedule orientation.

FLAG: DUPLICATE FOUND — older copy (v2.4) says "add to ADP payroll" and "order laptop 7 days before start." Both versions marked Active.

DOC-102 Data Handling & Privacy Policy

Owner: Security & Compliance | Updated: November 2021 | v2.0 | Status: Active

Classification levels: L1 Public, L2 Internal, L3 Confidential, L4 Restricted. Retention: customer PII 3 yrs after last interaction then anonymize; employee records 7 yrs; contracts duration + 5 yrs; internal memos 2 yrs.

FLAG: Last updated 2021 — references pre-GDPR practices. No review since.

DOC-103 Smart Notification Engine — Feature Spec

Owner: Product — Growth Squad | Updated: Aug 8, 2023 | v1.2 | Status: DRAFT — NOT APPROVED

Push + email notifications based on user behavior. Rate limit 3 push + 1 email/user/day. Notification logs retained 90 days. Open Q: Legal sign-off on push consent? (asked 08/2023, no response).

FLAG: Still says DRAFT. Retention of 90 days conflicts with DOC-102 (no notification log policy) and DOC-106 proposal of 30 days.

DOC-104 Incident Response Playbook

Owner: Security Operations | Updated: 10 January 2024 | v5.0 | Status: Active — Confidential

SEV-1 (breach/outage >50% users): 15 min response, war room, CEO notified. SEV-2: 1 hr. SEV-3: 4 hr. SEV-4: 24 hr. GDPR: 72-hr notification to authority. Post-mortem within 5 days.

FLAG: Note says "old process (pre-2023) used email chains — some teams still follow it." Mixed process.

DOC-105 Vendor Onboarding SOP

Owner: Finance / Procurement | Updated: 2024-01-20 | v4.2 | Status: Active

Vendors >\$5K require: SOC 2 or ISO 27001, \$2M insurance, 2 references. Steps: request form !' procurement review (5 days) !' security review if L3+ data !' legal MSA/DPA !' NetSuite setup. Under \$5K: skip security + legal.

**FLAG: Two primary contacts listed: Sarah Chen (Procurement Lead) and Mike Torres (Procurement Manager).
TODO: "confirm owner after reorg."**

DOC-106 Data Retention Policy Updates (MEMO)

Owner: Compliance Team | Updated: 2024-02-28 | DRAFT | Status: DRAFT — Pending Legal Review

Proposed: customer PII 3!2 yrs then DELETE (not anonymize); notification logs 90!30 days; vendor contracts duration+5!duration+3 yrs; internal memos 2!1 yr. NEW: audit logs 5 yrs (SOX).

FLAG: Conflicts with DOC-102 (current retention policy) and DOC-103 (notification log retention). Memo says "NOT approved — do not implement."