**PROJECT IDEA**

* Data – will tie in with some of the tools and tech + skills (**Bec**)

Data is an aspect we are very aware of in building and running our app. As a startup, we will need to understand how to evaluate our data, how quickly we need access to it, how long we need to store it, and the level of security it needs. We need to be aware of regulatory requirements to adhere to (initially Australian regulations, then later in expanding globally – GDPR). Our processes and policies for an effective Data Governance plan will reflect our companies’ philosophy on the use, collection and management of the information provided by our users.

We will choose a platform enabling us to combine multi-structured data from our transactional systems, with semi-structured and unstructured data in our network system files and email servers, to ensure we do not waste time on efforts in data modeling.

AWS (Amazon Web Services) looks to be a good fit for infrastructure, cloud and analytics for storage and evaluation of our data, offering a range of services and scalability for each stage of our project/s. AWS also offers data protection and privacy, threat detection, identity and access management, as well as network and application protection.

With plans to outsource our data storage – and possibly part of the management – we will need to choose a services provider able to ensure a compliant and highly secure environment. If the company has need of a physical premise in the future, we may look to hybrid solutions requiring appropriate on-site hardware.

Security will be a top priority, with encrypted data backed up in a secure outside location in the event of a natural disaster. A breach in security where access is gained to customer data could result in a loss of trust in our company, reduced profits and damage our reputation and hinder future growth.

Our governance plan will include ongoing auditable accountability and assessment across all our data collection and storage systems.

Chief Data Officer and Data Protection Officer roles will be appointed and responsible for data collected, with intent to resolve any issues with who in the company has ownership of this important information.

We will aim to give transparency to our customers by not asking them to waive unnecessary privacy rights via check boxes with language full of legal jargon not easily understood by our users. We will use their data responsibly, for further development of our application in delivering rewarding customer experiences.

We need to acknowledge that even with a third-party provider for cloud and data storage/analytics, as a company we are ultimately responsible for our customer’s data.

We understand the company plan for governance of our data is an ongoing collaborative and strategic practice.