# Risk Canvas

| Team: | Digital | Captain: | Name | Date: | Date |
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## Goals

## Context

HR Department
IT Department

ERP
Tax Office
HQ
External Consultants
Payment Service Providers

Web developers
Google tooling

New acquisitions
Beroepskracht-Kindratio (BKR) reporting
Childcare laws
Operations (locations)

Customer Services
Sales

Marketing
Web
Developers in France
Parents
Qualtrix

VoIP integration
Unions

GGD
Landelijk Register Kinderopvang (LRK)
Connectivity between systems
IT Contractors

## Process

KidsKonnect
Data dump from ERP (incl. to AFAS)
Maintaining accuracy of data sources
Getting customer data into Hubspot
Hubspot standardisation of data and connections with other systems (FlexKids, AFAS)
Customer Services
ERP and CRM data to Marketing

Digital Signing

## Risks (unprioritised, no treatment yet)

Reputational Damage
Incident on Day Care locale

Child data GDPR breach (availability, confidentiality)
Can't reach parent
Child data incomplete (e.g. allergies)
Invoice to 2nd parent (not the contract parent)
In applicatie on group -> wrong use of put in child inform.
Mistake in manually entered parent's bank account
Wrong email address leads to sending child data to different parent
Child connected to the wrong parent
Storing client data on website (database)

Sharing personal data of parent and children between employees/depts in a non-secure way, e.g. excel attachments to email, screenshots
Sharing children's photos by location PMs without given permission
Parents having the same contact details on our ERP system
Changes in government rules
Wrong click mistakes by internal employees
Data accuracy between different sources
Manual input during the process
Keeping data consistent / one source of truth

Unencrypted data during transfer
Sharing confidential data bc it's needed later in the process
Software updates without acceptance
Manual changes in connecting systems (not aligned with the source data)
Manually managing authorization levels
Unauthorised made connections
Exchange data via API's

## Mitigate

Third parties using data for competitors
Too much access rights for the wrong people

## Accept

Inaccurate form filling by parents

## Transfer

Unallowed tracking of users not giving consent (GDPR)
Updating all data sources after changes in organization (no BI playbook)

## Avoid

## Contributor:

| Name | Name | Name | Name | Name | Name | Name |
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