

## Avonova's Web Portal

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### Table of Content

The Web Portal – an overview.....	2
General access to portal .....	2
Login .....	3
General GDPR-information .....	3
General GDPR-related information – Server-client communication .....	3
General GDPR-related information about data stored in SharePoint .....	3
General GDPR-related information – Databases in Azure .....	4
General GDPR-related information – File storage surfaces in Azure (Blob Storage).....	4
Report .....	5
Authorization Management.....	5
GDPR-related information – Report .....	5
Orders.....	5
GDPR-related information – Orders.....	6
Invoices .....	7
GDPR-related information – Invoices .....	7
Documents .....	8
GDPR-related information – Documents .....	8
Checklists .....	8
GDPR-related information – Checklists .....	8
Contact – Account Managers.....	9
GDPR-related information – Account managers.....	9
Contact – Messaging .....	9
GDPR-related information – Messages .....	9



## The Web Portal – an overview

This portal is used for communication and information sharing between Avonova and its customers. It is also possible to order services such as vaccination and medical examination. In general, the content in the portal is based on a subset of data stored in Avonova's Enterprise Resource Planning System that is synchronized to the portal at regular intervals. This is normally done at one hour intervals, but exceptions may occur in cases where large amounts of changes have been made.

Information coming from Avonova's Enterprise Resource Planning System is:

- Customer with underlying organizational structure.
- Users and which part of the organization it belongs to, which controls access to information.
- Contact persons at Avonova.
- Invoices.

Other data handled in the portal includes orders, shared files, and conversations/messages between users and Avonova's account managers.

### General access to portal

Access to the portal is limited to Avonova's customer administrators, IT administrators and invited customer users. In addition to access to the site itself, access to the content is governed by different rules that depend on the type of content. Messages are only available to senders and recipients. Shared files that are available to Avonova staff as well as to users belonging to the organization that is the recipient or sender of the file. Access to orders and invoices is regulated based on organizational affiliation. Managers and authorized clients have access to orders tied to their own unit or units subject to their own unit.

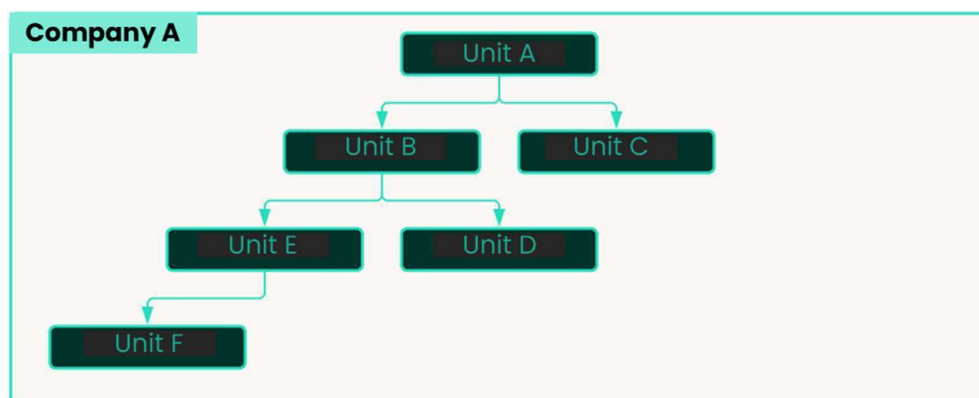


Figure 1 - Examples of permission

Managers and authorized clients under Unit A access all information

Managers and authorized clients under Unit B access information related to Unit B, D, E and F



## Login

The first time the user tries to log in, they will have to go through an activation process. At this stage the user must choose the password they want to use for the service and in the next step the user is asked to activate their login/account by opening the link sent to them as an email. Please note that the e-mail address used by the customer to login must be the e-mail address sent to Avonova and in turn been used to invite the customer. After the activation is completed, the customer will log in in two steps. First, they enter their e-mail address and the password they have chosen in the activation process, they will then receive a temporary login code / one-time code sent to their email. They use this code to complete the login.

## General GDPR-information

The following information generally applies to the different parts of the solution unless otherwise stated in the fact box under each part of the web portal.

### General GDPR-related information - Server-client communication

All data is transported encrypted via SSL/TSL connections between the web server and the user's computer. This communication uses a 2048-bit key to establish the connection.

### General GDPR-related information about data stored in SharePoint

#### Where is the information stored?

The information is stored in encrypted databases in Microsoft data centers in accordance with the GDPR. More information about this is available here at Microsoft: <https://docs.microsoft.com/en-us/microsoft-365/compliance/data-encryption-in-odb-and-spo>

#### How long is the information available?

The information will be deleted after the agreement with Avonova has ended when other information is deleted.



## General GDPR-related information - File storage surfaces in Azure (Blob Storage)

### Where is the information stored?

The information is stored in encrypted databases in Microsoft data centers. In addition, the contents of the files are encrypted at the application level using RSA with a 2048-bit key.

### How long is the information available?

The information will be deleted after the agreement with Avonova has ended when other information is deleted.

## General GDPR-related information - Databases in Azure

### Where is the information stored?

The information is stored in encrypted databases in Microsoft data centers. Data at rest is encrypted with RSA and uses a 2048-bit key.

### How long is the information available?

The information will be deleted after the agreement with Avonova has ended when other information is deleted.

More information is available at: <https://www.avonova.se/integritetspolicy>



## Report

The web portal contains an interactive report to get an overview and detailed information about delivered services. It is possible to filter by organization, time interval and services ordered.

### Authorization Management

The information is filtered based on the user's organizational affiliation and provides access to information about delivered services associated with the user's unit, directly subordinated units, and indirect subordinate units (as mentioned in the "Access to Information" section).

The content of the report is updated once a day.

#### GDPR-related information - Report

##### Where is the information stored?

The information is stored in encrypted databases in Azure and does not contain any personal information.

##### Who can access the information?

Access is controlled through built-in functionality in Power-BI and gives users access to information associated with their unit or underlying units.

##### How long is the information available?

The information will be deleted after the agreement with Avonova has ended when other information is deleted.

## Orders

Here you can order services from Avonova. These are categorized either as individual orders, group orders, or education orders.

Normally, anyone with access to the Web Portal can place orders, but it is possible to limit which managers can access and create orders based on the level within the organizational structure to which their unit belongs. This is done by contacting your customer manager at Avonova.

An order starts with the customer choosing a category and then filling out a form with details around the order. The fields available depend on the category, but common to these are:

- Details around the client (name, e-mail).

- Unit or cost center to be invoiced.
- Detailed description of the order. NB! Description should not contain any personal or sensitive information about the customer/person
- Description of how and to whom feedback should take place.
- Which of Avonova's health centres is affected by the order.

Once the order is placed, a notification will be sent to the customer's e-mail address. After the order has been processed and booked, a notification of the booking will also be sent. Orders placed are available according to the same principles as for the report, i.e. a user sees orders tied to their unit, directly subordinated units and indirect subordinated units.

## GDPR-related information - Orders

### Where is the information stored?

The information is stored in lists in SharePoint, partly on the Web Portal, which in turn is synced up to a administration portal.

### Who can access the information?

Orders use SharePoint's built-in access restrictions, which are set up so that only requesters tied to the ordering device or overhead devices, as well as Avonova administrators, can access the information.

### How long is the information available?

Orders remain in the system for 12 months after the order has been placed. After this, this information is automatically cleared.

Please note that some anonymized information is stored for longer for statistical purposes.

## Invoices

Here you as a manager and authorized customer can see invoices related to your organization.

The same access restrictions that control the report information also control access to the invoices. It is possible to limit which managers can access invoices based on the level within the organizational structure to which their unit belongs. This is done by contacting your customer manager at Avonova.

The invoices are updated once an hour and displayed for 12 months in the portal.

### GDPR-related information - Invoices

#### Where is the information stored?

The data originated from the business system but are synchronized with a database in Azure once an hour.

#### Who can access the information?

Customer users have access to invoices attached to their organizational unit and underlying units.

## Documents

Here you will find customer specific routine- and information documents that has been uploaded for your entire organization by Avonova. All appointed customers/users within the customers organization which has access to Avonovas Webbportal has access to the collection of documents. NB! Customers/users should not upload documents that contains any type of personal and/or sensitive information.

Files are stored encrypted and only available to you and to Avonova.

### GDPR-related information - Documents

#### Where is the information stored?

The documents are stored encrypted in a file storage area in Azure.

#### Who can access the information?

Anyone with access to the portal (customers and Avonova staff) can access uploaded files.

#### How long is the information available?

The information will be deleted after the agreement with Avonova has ended in connection with other information being deleted.

## Checklists

Via this page you can find checklists related to safety rounds.

### GDPR-related information - Checklists

**This part of the web portal does not contain any customer-related information.**



## Contact - Account Managers

Here you will find contact information for your primary contacts at Avonova. If there are no designated contact person, there is also a link to the general contact page on Avonova's webpage.

### GDPR-related information - Account managers

**This part of the web portal does not contain any customer-related information.**

## Contact - Messaging

Here you can read and send messages directly from/to your contact persons at Avonova. These messages are grouped into conversations and can be initiated both on your and Avonova's part. You also have the option to attach files. A conversation is only legible to the two parties involved in the conversation.

As a user you have the opportunity to archive a conversation if it has ended. It will then be hidden in the list of conversations. It is possible to view archived conversations as well as to enable archived conversations through the interface. The conversations are sorted based on when the last activity happened. The closer in time, the higher up. There is also an indicator of conversations with unread messages. A conversation with unread messages appears in the list regardless of whether it's archived or not.

### GDPR-related information - Messages

#### Where is the information stored?

Conversations and messages are stored in encrypted databases in Azure.

Attachments are stored encrypted on file stores in Azure.

#### Who can access the information?

Only the two active parties see the information in the portal.

#### How long is the information available?

Conversations with associated messages are deleted 180 days after the last message was sent.

