

Comoodle Data Strategy

17 July 2018

Version 2.0

Contents

Page

3	Purpose of this document
4	Data storage and security
4	Access to the data
5	Data capture and usage
5	Comoodle and your data
6-7	User data
	Email address (Required)
	Password (Required)
	Your name (Required)
	Profile image (Optional)
	Bio (Optional)
	Your interests (Optional)
	Telephone number (Optional)
7	Group data
	Group name (Optional)
	Group location (Required)
	Group type (Optional)
	Group description (Optional)
	Group image (Optional)
	Group interests (Optional)
8-9	Story data
	Name (Required)
	Description (Optional)
	Date from (Required)
	Date to (Required)
	Category (Required)
	Location (Required)
	Number of people who will benefit (Required)
	Image (Optional)
	Frequency (Required)
	The difference to people's lives (Required)
	Update title (Optional)
	Update message (Optional)
	Update images (Optional)

- 10-11 **Resource data**
- Resource name (Required)
 - Quantity (Optional)
 - What is being charged (Required)
 - Resource category (Optional)
 - Resource description (Required)
 - Telephone number (Required)
 - Location (Required)
 - Photo (Optional)
 - Group (Optional)
 - Size of resource (Optional)
 - Terms (Optional)
 - Supporting documents (Optional)
 - Facilities (Optional)
- 12 **Request data**
- Why do you want to use this (Required)
 - Telephone number (Required)
 - Date from (Required)
 - Date to (Required)
 - Impact (Required)
- 13 **User to user message data**
- Message content (Optional)
 - Message attachment (Optional)
- 13-15 **Message (formerly 'wishes') data**
- Why do you want to do this? (Required)
 - What do you want (Required)
 - Name of what you are doing (Required)
 - Description of what you need (Required)
 - Category of what you need (Required)
 - Frequency (Required)
 - Date from (Required)
 - Date to (Required)
 - Quantity (Optional)
 - Urgency (Required)
 - Location (Required)
 - Distance (Required)
 - Size (Required)
 - Impact (Required)
 - Photo (Optional)
- 16 **User rating data**
- Thumbs up (Optional)
 - Thumbs down (Optional)

Purpose of this document

This document has been produced to describe how all data generated by the platform will be securely managed and maintained in accordance with legislative frameworks and relevant Council policy.

It details the data we are capturing, and where we're storing and using that data in a way that is legal, appropriate and consistent with the expectations of the Council and Comoodle users.

This information held in this document has also been published on the platform at: <https://www.comoodle.com/your-data>

Data storage and security

The safe storage and security of users data is taken very seriously.

The Comoodle platform is hosted by Heroku. They have internally assessed their systems to comply with industry standards and have been accredited under:

- ISO 27001
- SOC 1 and SOC 2/SSAE 16/ISAE 3402 (Previously SAS 70 Type II)
- PCI Level 1
- FISMA Moderate
- Sarbanes-Oxley (SOX)

The platform and database is in a self-contained environment that includes compute, storage, and database services. We perform code reviews when significant changes to the platform are made to help identify any potential security vulnerabilities.

Access to the data

Our first most basic step in keeping data secure is ensuring all our employees are DBS checked immediately after they join Yoomee.

For anyone working on the platform, we won't simply assume they understand the data protection and security issues associated with potentially vulnerable members' data, but we will spell it out as part of our induction process and again when a new starter first works on the platform.

We will ensure that your data is only accessed at your request and in order to resolve technical issues impacting the platform.

All our developers work on password protected computers with all data stored on encrypted hard drives using FileVault. FileVault encodes the information stored on each Mac so that it can't be read unless the login password is entered.

FileVault uses the AES-XTS mode of AES with 128 bit blocks and a 256 bit key to encrypt the disk, as recommended by the U.S. National Institute of Standards and Technology.

Data capture and usage

The following content is taken from the 'Comoodle and your data' page on the platform.

Comoodle and your data

When using Comoodle, you will be asked to provide information and data about yourself, your community group, your activities and your stuff, space and skills. Your data will be held securely on the platform.

We keep this data securely until you delete your account or ask us to do it for you. At this point all your personal details are permanently destroyed but we will retain an anonymised record of any activities (e.g. exchanges) that you participated in. This is for statistical purposes and this retained data cannot be used to identify you.

Below is a list of the data that you may enter into Comoodle with detail of when we will collect the data and what we will do with it.

User data

Email address (Required)

- **When we collect it:** When signing up
- **What we use it for:** Your email address is used to identify you on the platform. It is never shared with any other member of the Comoodle community. If you have opted in to receive updates from Comoodle, it is also stored in a MailChimp list.

Comoodle may use the email list to contact registered users about things that may interest them. You are able to remove your email from the MailChimp list at any point by going to

<http://comoodle.us10.list-manage.com/unsubscribe?u=3297a14c2e7a437a7211098b0&id=007f17aad0>

Password (Required)

- **When we collect it:** When signing up
- **What we use it for:** Your password is encrypted once you sign up and cannot be accessed or seen by anyone. You can reset your password at any time by going to your Account Settings.

Your name (Required)

- **When we collect it:** When signing up
- **What we use it for:** Your name will be used to identify you to other members of the Comoodle community when you are borrowing and sharing stuff, space and skills. Your name will also appear on your profile page and on the platform's user leaderboards.

Profile image (Optional)

- **When we collect it:** When editing your profile
- **What we use it for:** Your profile image will be displayed throughout the platform where your name appears.

Bio (Optional)

- **When we collect it:** When editing your profile
- **What we use it for:** Your bio will be seen by other members of the Comoodle community and should be used to give them a better understanding of what you do and why you are using Comoodle. It can really help users build trust with other members of the community.

Your interests (Optional)

- **When we collect it:** When editing your profile
- **What we use it for:** Your interests will be seen by other members of the Comoodle community and should be used to give them a better understanding of what you do and why you are using Comoodle. It can really help users build trust with other members of the community.

Telephone number (Optional)

- **When we collect it:** When creating or editing your profile
- **What we use it for:** Your telephone number is held securely by the platform and is not visible to any other Comoodle user. We ask you to provide a telephone number so that we can contact you if there are any issues regarding your account.

Group data

Group name (Optional)

- **When we collect it:** When creating a group profile
- **What we use it for:** The name of your group will be used as the title of your group when it is shown to the rest of the Comoodle community. Comoodle may use any group information provided to understand which groups to contact should they need to.

Group Location (Required)

- **When we collect it:** When creating a group profile
- **What we use it for:** Your location (group address) is held securely by the platform and is not disclosed to any other Comoodle user. When your group asks to borrow something or offers to lend something through the Comoodle platform, the platform uses your location to identify how far you are from other users who may be able to share with you. Other Comoodle users will only see that you are within a certain distance of them, not your precise location.

Group type (Optional)

- **When we collect it:** When creating a group profile
- **What we use it for:** The type of group will be used to display more information about your group when it is shown to the rest of the Comoodle community.

Group description (Optional)

- **When we collect it:** When creating a group profile
- **What we use it for:** The description of your group will be used to display more information about your group when it is shown to the rest of the Comoodle community.

Group image (Optional)

- **When we collect it:** When creating a group profile
- **What we use it for:** Your group image will be displayed throughout the platform where your activity appears.

Group interests (Optional)

- **When we collect it:** When creating a group profile
- **What we use it for:** Your group interests will be seen by other members of the Comoodle community and should be used to give them a better understanding of what your group does and why you are using Comoodle. It can really help users build trust with other members of the community.

Story (formerly known as ‘activity’) data – this is data about the reasons why you want to borrow resources and what you are planning to do with them. Comoodle encourages you to tell the story of the community activity you are proposing to help other users understand what you are doing

Name (Required)

- **When we collect it:** When telling the story about what you are planning to do
- **What we use it for:** The name will be used as the title of the thing you are planning to do when it is shown to the rest of the Comoodle community.

Description (Optional)

- **When we collect it:** When telling the story about what you are planning to do
- **What we use it for:** The description will be used to display more information about what you are planning to do when it is shown to the rest of the Comoodle community.

Date from (Required)

- **When we collect it:** When telling the story about what you are planning to do
- **What we use it for:** The date that your proposed activity will be taking place from will be displayed to other members of the Comoodle community and will be used as the default ‘date from’ when requesting to borrow something.

Date to (Required)

- **When we collect it:** When telling the story about what you are planning to do
- **What we use it for:** The date that your activity will be taking place to will be displayed to other members of the Comoodle community and will be used as the default ‘date to’ when requesting to borrow something.

Category (Required)

- **When we collect it:** When telling the story about what you are planning to do
- **What we use it for:** The Comoodle team will use the category you have selected, which best matches what you are doing, to analyse and understand what types of community activity are being supported by the Comoodle platform.

Location (Required)

- **When we collect it:** When telling the story about what you are planning to do
- **What we use it for:** The location of your activity is not shown to other Comoodle users (unless you include it in the description); the Comoodle team use this data to understand where Comoodle-supported activities are taking place in relation to various demographics

Number of people who will benefit (Required)

- **When we collect it:** When telling the story about what you are planning to do
- **What we use it for:** The number of people who will benefit from your activity is not shared with any other member of the Comoodle community. It is used by the Comoodle team to analyse the social impact of the activities that Comoodle is

helping to make happen. The option you select will not inform the decision of the lender to share their resource with you.

Image (Optional)

- **When we collect it:** When telling the story about what you are planning to do
- **What we use it for:** Your story image will be displayed throughout the platform where your activity appears.

Frequency (Required)

- **When we collect it:** When telling the story about what you are planning to do
- **What we use it for:** The frequency of your proposed activity will be displayed throughout the platform where your activity appears.

The difference to peoples lives (Required)

- **When we collect it:** When telling the story about what you are planning to do
- **What we use it for:** The impact that your activity will have is not shared with any other member of the Comoodle community. It is used by the Comoodle team to analyse the social impact of the activities that Comoodle is helping to make happen. The option you select will not inform the decision of the lender to share their resource with you.

Update title (Optional)

- **When we collect it:** When adding an update to story
- **What we use it for:** The title of your story update will be shown to other members of the Comoodle community to give them more information about it.

Update message (Optional)

- **When we collect it:** When adding an update to your story
- **What we use it for:** The content of your story update will be shown to other members of the Comoodle community to give them more information about it. The Comoodle team may use your updates to construct a Comoodle story but will contact you for permission before doing so.

Update images (Optional)

- **When we collect it:** When adding an update to your story
- **What we use it for:** Any images uploaded in your story update will be shown to other members of the Comoodle community to give them more information about it.

Resource data (what we call the stuff, space and skills that you share)

Resource name (Required)

- **When we collect it:** When sharing something
- **What we use it for:** The name of your resource will be used as the title of your share when it is shown to the rest of the Comoodle community.

Quantity (Optional)

- **When we collect it:** When sharing something
- **What we use it for:** The quantity of your resource will be displayed to give potential borrowers of your share more information.

What is being charged? (Required)

- **When we collect it:** When sharing something
- **What we use it for:** When the resource you are offering is displayed to other Comoodle users, they will see if you are charging any fees for borrowing it. These can include a returnable deposit or a donation to a good cause. This field defaults to 'Free of Charge'

Resource category (Optional)

- **When we collect it:** When sharing something
- **What we use it for:** The resource category is displayed to other members of the community and may be used by the Comoodle team to analyse trends in sharing.

Resource description (Required)

- **When we collect it:** When sharing something
- **What we use it for:** The description of your resource will be used to display more information about your resource when it is shown to the rest of the Comoodle community.

Telephone number (Required)

- **When we collect it:** When sharing something
- **What we use it for:** Your telephone number is never displayed to other Comoodle users. The Comoodle team will use your telephone number to contact you if there are any issues with the resource you are offering to share.

Location (Required)

- **When we collect it:** When sharing something
- **What we use it for:** Your postcode will be used to calculate the distance of your share from the location used by other members of the Comoodle community when they are searching for things to borrow. It will never be shared with any other members. Your postcode may be shared with Kirklees Council to allow them to monitor community activity throughout the Kirklees district. It will never be used with any other data to be able to identify you or the exact location of your resources.

Photo (Optional)

- **When we collect it:** When sharing something
- **What we use it for:** If you upload a photo of the resource you are offering to share it will be displayed to other Comoodle users so they can see what you are offering

Group (Optional)

- **When we collect it:** When sharing something
- **What we use it for:** If you select that you are sharing a resource on behalf of a group then the resource will appear against that groups' profile. This field defaults to a setting where the resource is shown against your individual profile.

Size of resource (Optional)

- **When we collect it:** When sharing something
- **What we use it for:** The size of your resource will be displayed to give potential borrowers of your share more information.

Terms (Optional)

- **When we collect it:** When sharing something
- **What we use it for:** The terms that you attach to your resource, for example, when you are prepared to lend it, any deposit required, any documents you require the borrower to sign, will be displayed to give potential borrowers of your resource more information.

Supporting documents (Optional)

- **When we collect it:** When sharing something
- **What we use it for:** Any supporting documents that you add to your resource to give more information about it, or that you require the borrower to read or sign will be displayed throughout the platform where your resource appears.

Facilities (Optional)

- **When we collect it:** When sharing space
- **What we use it for:** The facilities of your resource will be displayed to give potential borrowers of your share more information.

Request data – data you supply when you ask to borrow something that is currently available on the platform

Why do you want to use this? (Required)

- **When we collect it:** When requesting to borrow something
- **What we use it for:** The information you enter in this section will tell the potential lender of the asset why you want to borrow it. This will help them decide whether they wish to lend their resource to you. The Comoodle team will also use this information to understand what types of activity are being supported by the Comoodle platform.

Telephone number (Required)

- **When we collect it:** When requesting to borrow something
- **What we use it for:** Your telephone number is never displayed to other Comoodle users. The Comoodle team will use your telephone number to contact you if there are any issues with the resource you are requesting to borrow.

Date from (Required)

- **When we collect it:** When requesting to borrow something
- **What we use it for:** The date that you would like to borrow something from will be sent to the person sharing the resource to inform them of when it needs to be available.

Date to (Required)

- **When we collect it:** When requesting to borrow something
- **What we use it for:** The date that you would like to borrow something to will be sent to the person sharing the resource to inform them of when it needs to be available.

Impact (Required)

- **When we collect it:** When requesting to borrow something
- **What we use it for:** The impact that the resource will have to your activity is not shared with any other member of the Comoodle community. It is used by the Comoodle team to analyse the social impact of the activities that Comoodle is helping to make happen. The option you select will not inform the decision of the lender to share their resource with you.

User to user message data – *These are internal messages between you and other users, sent through the platform, where you can discuss borrowing and lending specific resources with other users*

Message content (Optional)

- **When we collect it:** When discussing a request
- **What we use it for:** The content of your messages when discussing requests will only be seen by the lender or borrower that you are discussing the request with. It will never be shared with any other member of the Comoodle community. The Comoodle team may access this content should they need to help resolve any issues or conflict between the two parties.

Message attachment (Optional)

- **When we collect it:** When discussing a request
- **What we use it for:** Any files shares in the discussion will only be seen by the lender or borrower that you are discussing the request with. They will never be shared with any other member of the Comoodle community. The Comoodle team may access the attachments should they need to help resolve any issues or conflict between the two parties.

Message data – *Formerly called ‘Wishes’ – the platform enables you to post messages to a public message board, asking other users to borrow things that are not currently being offered on the platform.*

Why do you want to do this? (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** When you ask for something that is not currently on the platform, we ask you to link this request to an activity you are proposing. You can either link to an existing activity or create a new one. This will be visible to other users and enable them to understand why you are requesting the resource

What you want (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** This will enable other users to understand what you want and determine whether they are able to lend it to you or not.

Name of what you are doing (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** The name of your wish will be used as the title of your wish when it is shown to the rest of the Comoodle community.

Description of what you need (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** The description of your wish will be used to display more information about your wish when it is shown to the rest of the Comoodle community.

Category of what you need (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** The wish category is displayed to other members of the community and may be used by the Comoodle team to analyse trends in wishes being made and met.

Frequency (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** By indicating whether you are seeking to borrow a resource for a one-off or recurring event, you will enable potential lenders to better understand when you need the resource and determine whether or not they are able to lend it to you.

Date from (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** The date that you would like to borrow something from will enable potential lenders to determine whether they can lend it to you or not

Date to (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** The date that you would like to borrow something to will enable potential lenders to determine whether they can lend it to you or not

Quantity (Optional)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** If you are wanting to borrow multiples of an item, this information will help potential lenders to determine whether they have sufficient numbers of the item to meet your needs.

Urgency (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** This data indicates to potential lenders how quickly you need the resource, to enable them to determine whether or not they are going to be able to lend it to you in time.

Location (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** This data tells the Comoodle team where you are based and helps us to understand whereabouts resources are being requested. Your location is not displayed to other users.

Distance (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** This data indicates to potential lenders how far you are willing to travel to access the item. Your location is not displayed to other users.

Size (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** This data tells the Comoodle team how many people may benefit from the activity you are proposing. This data is not shared with other users and will not affect the likelihood of your request being met.

Impact (Required)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** This data tells the Comoodle team to what extent people may benefit from the activity you are proposing. This data is not shared with other users and will not affect the likelihood of your request being met.

Photo (Optional)

- **When we collect it:** When requesting something not currently available on the platform
- **What we use it for:** If you provide a photo this will be seen by other users, to help them understand what you are proposing and what you want to borrow.

User rating data

Thumbs up (Optional)

- **When we collect it:** When providing feedback
- **What we use it for:** The thumbs up ratings that you give to things, borrowed and to other members of the Comoodle community are displayed on their profile pages as a total number of thumbs up that they have received. Your details will never be displayed alongside your feedback.

Thumbs down (Optional)

- **When we collect it:** When providing feedback
- **What we use it for:** The thumbs down ratings that you give to things borrowed and to other members of the Comoodle community are displayed on their profile pages as a total number of thumbs down that they have received. Your details will never be displayed alongside your feedback.