# Technical Brochure for the Engagy360 Service

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## How is the Engagy360 service hosted?

Engagy360 is provided as Software-as-a-Service (SaaS): the central part of the service is hosted by the provider. On the customer's side, it is only necessary to configure permissions and install the SPFx application in SharePoint and Teams.

## Where is the data stored?

| Resource | Location | Notes |
|---|---|---|
| Azure SQL | West Europe | Licence information, information about the customer's SharePoint environment, information about portals and sites, site templates, editors' tasks, site metrics reports and notifications. |
| Azure Storage Account (Tables) | EU locations | Information about operations performed in the customer's environment, such as installations and updates of SharePoint applications. |
| Azure Storage Account (Blob containers) | EU locations | Image files used by customers to generate visual themes.<br>Source files provided by customers in the portal generation process. |
| Azure Application Insights | West Europe | Service logs |
| Azure Key Vault | West Europe | Operations in the customer's environment are performed on behalf of the user; users' access tokens are stored in Azure Key Vault. |
| Azure OpenAI | Sweden Central | Prompts and generated responses are retained by Microsoft for up to 30 days to prevent abuse and the generation of harmful content. The data is not shared with other services and is not used to train OpenAI or Azure OpenAI models. Detailed description of Azure OpenAI data security: https://learn.microsoft.com/en-us/legal/cognitive-services/openai/data-privacy. |

Customer data is protected by the backup mechanisms of the Azure services that hold it; those backups are deleted automatically within 35 days after the data is deleted.

# What permissions does the service require?

1. Permissions required to configure the service (service administrator):
    - Global Administrator
    - SharePoint Administrator
2. Microsoft Entra ID applications

| Application | Description | Permissions |
|---|---|---|
| Engagy360 Cloud Control Panel | Application supporting the administration panel. | • Microsoft Graph<br>o User.Read (Delegated)<br>o User.Read.All (Delegated)<br>o Group.Read.All (Delegated)<br>o Sites.Read.All (Delegated)<br>• Office 365 SharePoint Online<br>o AllSites.FullControl (Delegated)<br>• Engagy360 Service<br>o user_impersonation |
| Engagy360 Service | Application supporting the web API operations of the Engagy360 service. | • Microsoft Graph<br>o Group.Read.All (Application)<br>o Sites.Read.All (Application)<br>o TeamsActivity.Send (Application)<br>o User.Read (Delegated)<br>o User.Read.All (Application)<br>o Application.Read.All (Delegated)<br>o DelegatedPermissionGrant.ReadWrite.All (Delegated)<br>o Community.ReadWrite.All (Application)<br>o SharePointTenantSettings.Read.All (Application)<br>o AppCatalog.Read.All (Application)<br>• Office 365 SharePoint Online<br>o Sites.FullControl.All (Application)<br>o Sites.Selected (Application)<br>o AllSites.FullControl (Delegated) |
| Engagy360 EngagyApp | Application supporting sign-in to the mobile app and web access to the EngagyApp module. | • Engagy360 Service<br>o user_impersonation<br>• Microsoft Graph<br>o profile<br>o openid |

3. SPFx applications

| Application | Description | Permissions |
|---|---|---|
| Engagy360 | Client application of the Engagy360 service running in SharePoint and Teams. | • Microsoft Graph<br>o User.Read (Delegated)<br>o User.Read.All (Delegated)<br>o Group.Read.All (Delegated)<br>• Engagy360 Service<br>o user_impersonation |

4. Examples of how each permission is used

| Entra ID application | Service | Permission | Permission type | Used for |
|---|---|---|---|---|
| Engagy360 Cloud Control Panel | Microsoft Graph | Group.Read.All | Delegated | • Editing and adding sites and portals |
| Engagy360 Cloud Control Panel | Microsoft Graph | Sites.Read.All | Delegated | • Determining the SharePoint address of the tenant |
| Engagy360 Cloud Control Panel | Microsoft Graph | User.Read | Delegated | • Retrieving information about the signed-in user (including the signed-in user control) |
| Engagy360 Cloud Control Panel | Microsoft Graph | User.Read.All | Delegated | • Editing and adding sites and portals |
| Engagy360 Cloud Control Panel | SharePoint | AllSites.FullControl | Delegated | • Creating portals and sites<br>• Adding existing portals and sites<br>• Verifying user permissions |
| Engagy360 Cloud Control Panel | Engagy360 Service | user_impersonation | Delegated | • Communication with the Engagy360 web API |
| Engagy360 Service | Microsoft Graph | Group.Read.All | Application | • Sending Teams notifications<br>• Running Score Cards reports |
| Engagy360 Service | Microsoft Graph | Sites.Read.All | Application | • Running Score Cards reports |
| Engagy360 Service | Microsoft Graph | TeamsActivity.Send | Application | • Sending Teams notifications |
| Engagy360 Service | Microsoft Graph | User.Read | Delegated | • Verifying Microsoft 365 licences (sending Teams notifications) |
| Engagy360 Service | Microsoft Graph | User.Read.All | Application | • Sending Teams notifications<br>• Creating portals from templates (granting permissions)<br>• Site addition and creation requests (sending notifications)<br>• Checking user permissions |
| Engagy360 Service | Microsoft Graph | Application.Read.All | Delegated | • Checking the permissions of the SharePoint Online Client Extensibility Web Application Principal |

| Entra ID application | Service | Permission | Permission type | Used for |
|---|---|---|---|---|
| Engagy360 Service | Microsoft Graph | DelegatedPermissionGrant.ReadWrite.All | Delegated | • Approving permissions of the SPFx application (SharePoint Online Client Extensibility Web Application Principal) |
| Engagy360 Service | Microsoft Graph | Community.ReadWrite.All | Application | • Reading and creating Viva Engage communities |
| Engagy360 Service | Microsoft Graph | SharePointTenantSettings.Read.All | Application | • Creating sites (checking whether users are allowed to create sites) |
| Engagy360 Service | Microsoft Graph | AppCatalog.Read.All | Application | • Checking the installation status of the Engagy360 app in Teams |
| Engagy360 Service | SharePoint | Sites.FullControl.All | Application | • Setting tracking identifiers<br>• Creating sites from templates (applying the template)<br>• Approving site creation from templates (applying the template)<br>• Running Score Cards reports<br>• Disconnecting sites from Engagy360 (removing tracking identifiers)<br>• Checking user permissions on SharePoint sites<br>• Connecting sites to hub sites (site creation) |
| Engagy360 Service | SharePoint | Sites.Selected | Application | • Used in the reduced-permission deployment<br>Used on sites:<br>• *Read* permission on the SharePoint admin site; this allows reading the list of all sites, but neither reading the content of other sites nor granting itself access to them.<br>• *FullControl* permission on the sites connected to Engagy360 |

| Entra ID application | Service | Permission | Permission type | Used for |
|---|---|---|---|---|
| Engagy360 Service | SharePoint | AllSites.FullControl | Delegated | • Creating portals from templates<br>• Creating sites from templates (site creation)<br>• Approving site creation from templates<br>• Disconnecting sites from Engagy360 (disconnecting from the hub site)<br>• Installing the SPFx application |
| SharePoint Online Client Extensibility Web Application Principal | Microsoft Graph | User.Read | Delegated | • Retrieving information about the signed-in user |
| SharePoint Online Client Extensibility Web Application Principal | Microsoft Graph | User.Read.All | Delegated | • Reading all users, including in the Address Book component |
| SharePoint Online Client Extensibility Web Application Principal | Microsoft Graph | Group.Read.All | Delegated | • Reading all groups, including for the page subscription feature |
| SharePoint Online Client Extensibility Web Application Principal | Engagy360 Service | user_impersonation | Delegated | • Communication with the Engagy360 web API |

5. Reduced-permission mode

   By default, Engagy360 uses application permissions at the *FullControl* level across the customer's entire SharePoint environment. Alternatively, the application can run in reduced-permission mode, using only the application permission *Sites.Selected*. In this mode, the following are required:

   - *Read* permission on the SharePoint admin site,
   - *FullControl* permission on each site registered with the service.

   These permissions are granted during:

   - registration of the customer's environment (on the admin site),
   - registration of each individual site with the service.

   The application switches to reduced-permission mode automatically if its *FullControl* permissions are revoked in Entra ID.

In this mode, some operations may be limited, because the application must work strictly within the permissions of the current user — particularly for operations on sites not registered with the service and when creating new sites.

# Personal data in the Engagy360 service

## Storage of personal data

| Information | Retention | Notes |
|---|---|---|
| Licence information (contact email) | For the term of the agreement | Contact email used for communication about the licence purchase; when purchased through Microsoft Marketplace, the email of the person who technically made the purchase. Processed by IT-Dev sp. z o.o. as a controller and retained for the term of the agreement and as required by law, as described at https://engagy360.com/privacy-policy. |
| User identifiers from Entra ID | For the term of the agreement | Attributes identifying users in various data entities. |
| Access tokens | Temporary | Users' access tokens used for long-running operations, stored in Azure Key Vault for the duration of the operation. |

## Processing in cache and working memory

Information about users that is displayed in the user interface or used by service features is retrieved on the basis of the stored Entra ID user identifiers.

Basic personal information obtained on the basis of those identifiers, such as display name, first name, last name, login and email address, may exist temporarily in the browser cache of users of the service and in the working memory of the server hosting the service, for no longer than 5 minutes.

## Content entered by users

The service stores data entered by users or relating to the customer's environment, which may contain substantive information, including unstructured personal data.

| Information | Retention | Notes |
|---|---|---|
| Title and description of user reports | For the term of the agreement | Stored in Azure SQL and Azure Storage Account (Tables). |
| Content of article notifications (Teams notifications) | For the term of the agreement | Stored in Azure SQL and Azure Storage Account (Tables). |
| SharePoint site addresses | For the term of the agreement | Stored in Azure SQL and Azure Storage Account (Tables). |
| | Temporary | SharePoint site addresses may be recorded in Azure Application Insights logs. |

| Information | Retention | Notes |
|---|---|---|
| Information about SharePoint site structures:<br>• site names,<br>• page titles and addresses,<br>• names of lists and document libraries,<br>• group names. | For the term of the agreement | Page addresses may be stored in Azure SQL and Azure Storage Account (Tables) as part of Score Cards reports, which check SharePoint sites against recommendations and good practices, and as part of article notifications. |
| Uploaded files | For the term of the agreement | Image files used by customers to generate visual themes. |
| | Temporary | Source information files provided by customers in the portal generation process. Stored until the portal is created or the portal draft is deleted. |

After termination of the agreement, customer data is deleted within 30 days, in accordance with the Engagy360 Data Processing Agreement published at https://engagy360.com/dpa.