

Skann^{AI}

Unlocking Process Intelligence with Data Privacy:

Empowering Businesses in Compliance-Sensitive Environments



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Executive Summary

THE POWER OF PROCESS INTELLIGENCE

In today's data-driven world, Process Intelligence (PI) tools offer invaluable insights into [operational efficiency](#). However, concerns regarding [data security and employee privacy](#) often arise, particularly in regions with robust worker representation and data protection regulations. Skan understands these concerns and has designed its PI technology to address them head-on.

Skan's Process Intelligence technology empowers businesses to [understand and optimize their business processes while ensuring data security and employee privacy](#), even in regions with stringent privacy regulations.

This whitepaper delves into the technical details of our anonymized aggregate data approach, addressing specific concerns regarding [worker control, data security, and transparency](#). We showcase real-world use cases and highlight how Skan sets the benchmark for [ethical and compliant Process Intelligence](#).

MEETING COMPLIANCE LAWS

Compliance with GDPR

The General Data Protection Regulation (GDPR) emphasizes data minimization, requiring businesses to collect and process only the information necessary for a specific, legitimate purpose.

Skan.ai aligns with this principle by:

Avoiding unnecessary data collection

We focus on data points directly relevant to process improvement, excluding unnecessary personal information.

Right to object and access

We respect individuals' rights to object to data processing and access their anonymized data for verification or rectification.

Purpose limitation

We clearly define the purpose of data analysis and ensure data usage aligns with that purpose.

Compliance with German Workers' Council Laws

Germany's Betriebsratsgesetz (Works Councils Act) grants workers significant rights regarding data collection, usage, and disclosure in the workplace.

Skan adheres to these rights by:

Data minimization

Only collecting relevant data associated with target processes, we do not monitor anything that is 'out-of-process', also excluding the capturing of any unnecessary PII.

Transparency and control

Providing workers' councils with clear information on data collection and usage, and granting them the right to object or request amendments.

Pseudonymization

Anonymizing individual data points before aggregation, preventing identification.

Purpose limitation

Data used solely for process improvement and optimization, not for individual performance monitoring or evaluation.

Compliance with US Call Center Labor Union Laws

In the US, call center labor unions are increasingly advocating for employee data privacy.

Skani's technology aligns with these concerns by:

Aggregated data analysis

Focusing on trends and patterns across groups, not individual call recordings or interactions.

No personally identifiable information (PII)

Excluding names, addresses, and other PII from data analysis.

Data security measures

Implementing robust security protocols to protect all data from unauthorized access or misuse.

Transparency and collaboration

Engaging with unions to ensure their concerns are addressed and data is used responsibly.



REAP THE BENEFITS



Enhanced data privacy

Protects employee privacy while enabling valuable process insights.



Compliance with regulations

Ensures adherence to both German and US data protection laws.



Increased employee trust

Fosters a culture of transparency and respect for employee data.



Improved process optimization

Provides actionable insights without compromising employee privacy.

Setting the Standard for Ethical Process Intelligence

Skan prioritizes privacy at its core. This approach offers several advantages:



Enhanced compliance

Meets the strictest data protection regulations.



Increased trust

Fosters a positive working environment by protecting employee privacy.



Sustainable improvement

Focuses on process optimization, not individual performance monitoring.



Skans Approach

Data Anonymization and Aggregation

Unlocking Insights without Revealing Identities

Skon handles a variety of data types, including user interactions, timestamps, and system interactions.

We anonymize this data through a multi-layered approach:



Hashing and data masking

We replace sensitive information like names and addresses with unique, non-identifiable tokens.



Bucketing and aggregation

We roll individual data points into broader categories, preserving trends and patterns without revealing individual activities.



Differential privacy

We employ advanced statistical techniques to ensure data privacy while still enabling accurate insights.

Aggregation Levels

Balancing Granularity and Privacy

Skon offers different aggregation levels, catering to specific needs.



Individual interactions

Analyze individual work patterns to identify strengths and weaknesses.



Team averages

Compare team performance metrics to improve the process alongside the employee and customer experience.



Department trends

Track overall process efficiency across departments to identify bottlenecks and optimization opportunities.

Worker Control and Access

Building Trust Through Transparency

Skanska prioritizes worker control and open communication.

- ✓ Provide workers' councils and unions with clear access to anonymized data insights.
- ✓ Implement data subject request mechanisms to allow individuals to access and rectify their data.
- ✓ Offer opt-out options for those who wish not to participate in data analysis.

Data Security Measures

Safeguarding Information with Rigorous Protocols

Skanska's security infrastructure is built on industry best practices.

- ✓ Encryption at rest and in transit protects data from unauthorized access.
- ✓ Granular access controls restrict data access based on roles and permissions.
- ✓ Audit trails track all data interactions for enhanced accountability.

Transparency and Communication

Fostering a Culture of Data Trust

Skanska values transparent communication with employees and their representatives.

- ✓ We provide detailed documentation and training on data collection, anonymization, and process analysis.
- ✓ Regularly hold open forums and Q&A sessions to address concerns and answer questions.
- ✓ Collaborate with workers' councils and unions to ensure data usage aligns with their needs and expectations.

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