Collabor8

Hello

Special terms

Content

1 Definitions and Abbreviations

In addition to definitions and abbreviations in the General terms section 1, the following shall apply to the Agreement with regard to the Services covered by these Special terms:

Term	Definition
Identity provider	An issuer of digital identity being integrated with Collabor8 Hello, e.g. Norwegian BankID, User organisation itself or NOROG.
Applicant	A member of staff in a User organisation who has a need to sign-up for an Collabor8 Hello account.
Authentication	The process of challenging a User with the aim of doing a positive confirmation of the User's identity.
Authorization	The process of verifying a User's access rights/privileges to resources within an application service after first having been Authenticated.
Single sign-on (SSO)	A mechanism allowing Users to re-use an active Collabor8 Hello authentication token when accessing other Collabor8 Hello integrated applications, without a need for Users to authenticate again.

2 Service

2.1 Description

Collabor8 Hello (hereafter called Hello) is a common login solution for Authentication used across NOROG's Collabor8 service portfolio. It allows Users to re-use the same log-in method in all NOROG Services.

Hello is based on following principles:

1) The Applicant requests creation of a Hello account by completing a sign-up process.
2) The Hello Administrators, in the Applicant's User organisation, approve/decline creation of account requested.
3) The Hello Administrators are responsible for deleting Hello user accounts when staff leave the User organisation.
4) The users must reconfirm their relation to the User organisation periodically to remain active.

The Applicant signup for a Hello account is further described in section 2.2.1, and as part of the sign-up process the account will establish a direct relation to:

- User organisation, by account name being the personal company email address.
- Identity provider, to be used for recurring Authentication purposes.

Identity provider may belong to one of the categories below:

1) **3rd Party Identity providers** such as e.g., Norwegian BankID, where the list of Hello supported 3rd Party Identity providers will change over time.
2) **User organisation** via an established federation
3) **NOROG** as option for Applicants that cannot use the above methods

Hello do not store any passwords, but instead require the User to authenticate itself through dialog with the Identity provider linked to the Hello account. Note that Users may only link one Identity provider to their Hello account at a time. Changing Identity provider requires User to initiate self-service based deletion of own user account, followed by a sign-up for a new account.

Hello only handles Authentication, while Authorization is handled by each individual NOROG Service according to Service specific access management procedures. Refer to Special terms for at www.collabor8.no/terms-of-services for details.

Hello by default provides Single sign-on (SSO) experience for Users with application accounts in multiple NOROG Services integrated with Hello, when already authenticated towards one Service.

Hello allows certain User organisations to establish an integration with Hello, allowing the User organisation to act as Identity provider. Note that User's from federated User organisations cannot use the other Identity Provider options for log-in purposes to Services.

For more information about Hello please refer to information on www.collabor8.no/help-centre.

2.2 Access management

2.2.1 Sign-up

Hello account creation process:

1. Applicants sign up for a Hello account via a sign-up form available from the individual NOROG Service log-in page, and on www.hello.collabor8.no. Part of sign-up process Applicant must prove access to the personal company email address to be associated to the account.

2. Following a successful identification of the Applicant in step 1, a Hello Administrator, in the Applicant's organisation, receives a notification from Hello, about a pending Hello user account request, and must approve or reject the account request via the Hello Administration module, that Hello Administrators will have access to.

3. After Hello administrator approval Applicant will be informed about successful account registration and may log-in to their Hello account by use of the chosen Identity provider.

2.2.2 User Profile updates

Non-federated Users can manage their personal information via their Hello personal profile on www.hello.collabor8.no/. For federated User's, Hello maintains the Hello account automatically with information from the User organisation, without Users being allowed to modify their Hello profile themselves.

2.2.3 Suspension

Hello supports users to be suspended. A User's Hello account can be suspended by:

1. An Hello administrator suspending the User from the Hello Administration module.
2. Hello automatically suspending the account based on built-in polices implemented for security reasons, where examples of such policies are:
    a. User do not respond to re-confirmation requests sent on email to the User's company email.
    b. Suspect use patterns indicating misuse of a Hello user account.

2.2.4 Re-activation

Hello Administrators can, from the Hello Administration module, re-activate any suspended user accounts limited to users from own organisation.

2.2.5 Deletion

A Hello account can be deleted in following ways:

1. A Hello Administrator in a User organisation deletes the Hello account, when the User no longer require having a Hello account, e.g., in case of leaving the User organisation.
2. Non-federated Users can initiate deletion of own account from the Hello personal profile available www.hello.collabor8.no.

2.2.6 Account review

Hello will part of internal automatic processes sometimes require the Hello Administrators to do certain review activities of own users. This includes but is not limited to:

- Review of the list of appointed Hello Administrators in own organisation.
- Review of suspicious activity on a User's account.

Such notifications will be sent via email regarding pending actions within the Hello Administration module.

2.3 Email domain management

A User organisation may have multiple email domains in Hello. Hello Administrators can manage email domains within the Hello Administration module. For more info refer to help section on www.collabor8.no/help-centre.

2.4 Support

1. Problems related to log-in to Services using Hello for Authentication must be routed via that Applications support arrangements, as described in each Specific term on www.collabor8.no/terms-of-services.
2. Support, related to problems a User's third party Identity provider's electronic identity, must be routed to the given Identity provider's support option.

2.5 Service level

2.5.1 Availability

Hello for Authentication is an integral part of the Services that have taken Hello into use. For details, reference is made to section "Service level" in the Specific terms of the given Service available on www.collabor8.no/terms-of-services.

2.5.2 Standard Maintenance window

Hello have a standard maintenance window last Saturday of each month.

2.6 Data management

Hello only stores limited non-sensitive data related to User's Hello account. For more information see Hello Privacy Policy available atwww.collabor8.no/privacy-terms.

3 Service fees

Terms as stated in General terms section 4 – "Service fees" applies, with following additions:

- Hello does not impose any extra Service fees, but is integrated into the fees for the given service using Hello for user Authentication.

4 Processing of personal data

Terms in the General terms section 5 – "Processing of personal data" applies. The Hello Privacy Policy is available at www.collabor8.no/privacy-terms.

5 Security

Terms as stated in General terms section 6 – "Security" applies, with following additions:

- Hello will assure that 3rd Party Identity Providers supported by Hello require multi-factor Authentication.
- Hello only shares limited user information with the other NOROG Services for the distinct purpose of managing User Authentication.

6 Termination

Terms in the General terms section 8 – "Termination" applies with following additions:

- Hello is not delivered as a stand-alone NOROG Service, but is an integrated part of the log-in process in each Service integrated with Hello. The User organisation is responsible for deleting Hello accounts concerning own Users prior to terminating the last NOROG Service using Hello for Authentication purposes. Lack of such account deletion will otherwise trigger NOROG to delete all the accounts no later than 6 months after.

7 NOROG's additional obligations

Terms in the General terms section 13 – "NOROG's general obligations" applies with following additions:

NOROG shall use commercially reasonably efforts to ensure that Hello:

1. includes functionality for evaluating and handling account security, with the goal of preventing unauthorised use of Hello accounts.
2. includes an automated re-confirmation of Users' relation to User Organisations to ensure accounts for staff leaving a User Organisation is suspended automatically.
3. is developed in a way that has the correct balance between usability and security.

8 User organisation's additional obligations

Terms in the General terms section 14 – "User organisation's general obligations" applies with following additions:

The User organisation is responsible for:

1. Appointing and maintaining minimum two Hello Administrators for managing the User organisation's use of Hello.
2. Continuously ensuring the Hello user accounts are valid, so that if a member of staff quits or no longer have a valid need for a Hello account, the Hello account is deleted as soon as possible and at latest within 2 business day.
3. Integrating management of Hello accounts into internal procedures.
4. Ensuring that the User organisation's own Users:
    a. Comply with the security and administrative regulations as notified by NOROG in conjunction with registration and use of the Hello account, by e-mail, via NOROG Service web pages, or in any other manner.
    b. Understand that the Hello Account registration form should be filled out by the individual requesting a Hello account.
    c. In conjunction with registration, provide correct information regarding the User's identity and a correct and legitimate e-mail address.
    d. Do not share their Hello accounts or allow others to use their Hello accounts.
    e. Notify relevant staff in own organisation regarding any suspected breach of security.
    f. Are at least 16 years old when creating a Hello account.

5. User organisations acting as their own Identity provider, federated with Hello, is responsible for assuring that User accounts federated with Hello are secured by multi factor authentication.

9 Governance

Hello is governed in dialog with NOROG's Members, using NOROG's governance model.

10 Additional provisions

None