



Council Resolution

Effective Date: 1 January 2022

At the data governance council meeting held September 1, 2022, the marketing team presented their request to gather certain financial data for use in a customer relationship management system. Council approved the request and agreed on the usage guidelines below.

Decision to Provide Billing Data to CRM System

Scope

The marketing team requests access to select billing data to upload to the company's CRM system. CRM is a cloud-based service that provides various marketing-related functionality, including tracking client activity and engagement. Marketing requests the following data:

- Billed Amount
- Billed Date
- Billed Minutes
- Timestamp
- Work Date
- Worked Minutes

Decision of Council

- **RESOLVED** that the billing data described above may be provided to the marketing team for upload into the CRM for the purpose of tracking client activity and engagement.
- **RESOLVED** that the source of the data detailed above will be designated by the finance team.
- **RESOLVED** that such data will be subject to filters and masks as specified by the risk management team. Masking may include substituting an actual name for a generic label (e.g., "CONFIDENTIAL" or "*****").

DGO Representative Initials: Date: