



**Compliance Document**

# Data Privacy Settings

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# 1 Introduction

## 1.1 Personally Identifiable Information (PII)

At Admin By Request, we value privacy.

That is why we give you complete control over what **PII** is stored in your portal.

You can collect all personal data, such as user names, locations and contact details, or none at all, depending on your organization's privacy policies and preferences.

## 1.2 Privacy Settings

Admin By Request has a dedicated Privacy Settings page within the portal for this exact purpose: so that no **PII** is collected without your explicit say-so.

The Privacy Settings page is found in the portal, under **Settings > Tenant Settings > Privacy > PRIVACY** (see Item A in the "[Appendix](#)" on page 6).

From here, you can make all of the appropriate adjustments to what personal information is collected so that you can implement privacy for your organization as you see fit.

## 1.3 Scope

This document covers the **PII** that you have the option to collect and demonstrate where, within the portal, this information is displayed or omitted when you toggle each of the Privacy Settings **ON** or **OFF**.

## 1.4 Reference

For an online summary of these settings, refer to [Tenant Settings > Privacy](#) in our Documentation Center.

## 2 Privacy Settings and Descriptions

### 2.1 Privacy Settings

The following list describes settings that you can disable or enable using the **ON / OFF** toggles next to each setting, along with their explanations:

- **Obfuscate user accounts**

This setting obfuscates the true identity of your users by creating an alias for each of them in the form of a random 32-digit string to stand as their username, and by not collecting their email addresses or phone numbers. When you toggle this setting **ON**, the following three privacy settings: *Collect user names*, *Collect user email addresses* and *Collect user phone numbers*, will be automatically toggled **OFF** and cannot be turned back on while *Obfuscate user accounts* is enabled.

#### KEY POINT

Once this setting is toggled **OFF**, the three settings below it will not be toggled back **ON** automatically. You will need to do this manually for each one.

- **Collect user names**

This setting collects the full name of each user.

- **Collect user email addresses**

This setting collects the email address of each user.

- **Collect user phone numbers**

This setting collects the phone number of each user.

- **Collect inventory**

This setting collects a range of software and hardware inventory within the following categories:

- Computer information
- User information
- System information
- Hardware
- Geographical location
- Operating system
- Fastest network adapter
- Primary monitor

In addition to the above inventory categories and corresponding data, a list of the software that is installed on each user's device is also collected and displayed, as well as a list of the local administrators on the device in question.

- **Allow geo-tracking**

This setting maps the IP address of each user's device to a location using a public IP-to-location database. These device locations can then be viewed in Inventory and Reports within your portal, or in Google maps via Admin By Request.

## 2.2 Adjusting Privacy Settings

### KEY POINT

When you adjust your Privacy Settings (enable or disable them using the **ON / OFF** toggles), nothing happens to existing data - the changes apply only to new data and not to data that has already been collected prior to the adjustment being made.

For example, if you have the *Collect user names* setting enabled and user X makes a request, their user name will be collected and displayed in all of the appropriate places within the Admin By Request portal.

If you then disable this setting, user X's user name will remain in all of the relevant locations for the request they made with this setting toggled **ON**, but all further requests by user X and others will no longer collect and display the user name.

## 2.3 Where Privacy Settings Data is Displayed

PII and personal data collected by Admin By Request is displayed within the following four pages in the user portal:

- **Requests**
- **Auditlog**
- **Inventory**
- **Reports**

See item **B** in the [Appendix](#).

Data that is collected could appear in all or only some of those pages within your portal, depending on the data in question.

### 2.3.1 Default Privacy Settings

The Default Privacy Settings, i.e., the settings automatically enabled / disabled when you first implement Admin By Request, are as follows:

- Obfuscate user accounts - **OFF**
- Collect user names - **ON**
- Collect user email addresses - **ON**
- Collect user phone numbers - **ON**
- Collect inventory - **ON**
- Allow geo-tracking - **ON**

See item **C** in the [Appendix](#).

In the Appendix of this document, all screenshots of the Requests, Auditlog, Inventory and Reports pages have been taken with the default settings applied

## 3 Omitting Data

### 3.1 Where Privacy Settings Data is Omitted

As mentioned, we leave it entirely up to you to decide what **PII** and other personal data is collected by Admin By Request.

This section details where data is omitted from Requests, Auditlog, Inventory and Reports in the portal when each Privacy Setting is disabled.

#### 3.1.1 Obfuscate user accounts

*Obfuscate user accounts* relates directly to the user name, user email address and user phone number.

When this setting is toggled **ON**, the user name will be replaced by a random 32-digit string as part of the alias created for that user.

For example, an obfuscated user name could read:

**98492bd400b87fa8c414d5074cbb062d.**

In addition to obfuscating the user name, the user's email address and phone number will not be collected.

When *Obfuscate user accounts* is disabled (toggled **OFF**), user identities will not have an alias created for them, so user names, email addresses and phones numbers can be collected and displayed as normal, provided these settings are enabled.

Toggling this setting affects data within the Requests, Auditlog and Inventory pages of the portal.

See items [C](#), [D](#), [E](#) & [F](#) in the [Appendix](#).

#### 3.1.2 Collect user names

When *Collect user names* is disabled, user names will be replaced with a random 32-bit string (as is the case for the user name when *Obfuscate user accounts* is enabled).

Toggling this setting affects data within the Requests, Auditlog and Inventory pages of the portal.

See items [D](#), [E](#) & [F](#) in the [Appendix](#).

#### 3.1.3 Collect user email addresses

When *Collect user email addresses* is disabled, email addresses will not appear within Requests, Auditlog or Inventory.

Toggling this setting affects data within the Requests, Auditlog and Inventory pages of the portal.

See items [D](#), [E](#) & [F](#) in the [Appendix](#).

### 3.1.4 Collect user phone numbers

When *Collect user phone numbers* is disabled, email addresses will not appear within Requests, Auditlog or Inventory.

Toggling this setting affects data within the Requests, Auditlog and Inventory pages of the portal.

See items [D](#), [E](#) & [F](#) in the [Appendix](#).

### 3.1.5 Collect inventory

When *Collect inventory* is disabled, the Inventory page in the portal omits the related **PII** and personal data.

Devices will still appear in the Inventory page in the Computer column, but the Inventory left menu item is missing, along with the sections on that page:

- **Computer**
- **User**
- **System**
- **Hardware**
- **Geographical Location**
- **Primary Network Adapter**

See item [F](#) in the [Appendix](#).

### 3.1.6 Allow geo-tracking

The *Allow geo-tracking* setting affects **PII** within the Inventory and Reports pages in the portal.

When disabled, users' IP addresses will not be mapped to their physical locations.

This means that in the Inventory page for a device, under **Geographical Location**, the *City*, *Country* and *Hour offset* fields will be omitted. The link "Show on Google Maps" will also be unavailable.

In the Reports page, under **Dashboard**, the "Where are my computers right now?" section does not display.

See items [G](#) & [H](#) in the [Appendix](#).



## 4 Appendix

### Item A: Navigating to the Privacy Settings page

Settings > Tenant Settings > Privacy > PRIVACY:

The screenshot shows the Admin By Request web interface. At the top, the navigation menu includes Summary, Auditlog, Requests, Inventory, Reports, Settings (1), Download, Logins, Docs, and Support. The main content area is titled "Tenant Settings" (2) and contains a sidebar with options: Identity, Auto-Update, Privacy (3), Retention, API Keys, Webhooks, Email Domain, and Policies. The "Privacy" option is selected, leading to the "PRIVACY" (4) settings page. This page features a "Privacy Settings" section with a list of toggle switches:

- OFF Obfuscate user accounts
- ON Collect user names
- ON Collect user email addresses
- ON Collect user phone numbers
- ON Collect inventory
- ON Allow geo-tracking

A "Save" button is located at the bottom of the settings list. To the right, there is explanatory text for "Obfuscation", "Collection of data", "Inventory", and "Geo-tracking". A "Settings" dropdown menu is open, showing options like Tenant Settings, Product Enrollment, Windows Settings, Mac Settings, Linux Settings, and Settings Changelog.

## Item B: Admin By Request top menu

Pages that display data:

The screenshot shows the Admin By Request web interface. At the top, there is a navigation bar with the logo and a menu containing 'Summary', 'Auditlog', 'Requests', 'Inventory', 'Reports', 'Settings', 'Download', 'Logins', 'Docs', and 'Support'. The 'Settings' menu item is highlighted with a red box. Below the navigation bar, the main content area is titled 'Tenant Settings' and includes a sub-section for 'PRIVACY'. The 'Privacy Settings' section contains a list of toggle switches for various settings: 'Obfuscate user accounts' (OFF), 'Collect user names' (ON), 'Collect user email addresses' (ON), 'Collect user phone numbers' (ON), 'Collect inventory' (ON), and 'Allow geo-tracking' (ON). A 'Save' button is located at the bottom of this section. To the right of the settings is an 'About Privacy Settings' section with explanatory text for 'Obfuscation', 'Collection of data', and 'Inventory', along with a note that changes only apply to new data.

## Item C: Privacy Settings

Default privacy settings:

The screenshot shows the Admin By Request interface. The top navigation bar includes 'Admin By Request', 'Endpoint Privilege Management', and 'Eric Hastie @ Admin By Request Demo'. The main menu contains 'Summary', 'Auditlog', 'Requests', 'Inventory', 'Reports', 'Settings', 'Download', 'Logins', 'Docs', and 'Support'. The 'Tenant Settings' section is active, with a sidebar menu listing 'Identity', 'Auto-Update', 'Privacy', 'Retention', 'API Keys', 'Webhooks', 'Email Domain', and 'Policies'. The 'Privacy Settings' page is displayed, featuring a 'Privacy Settings' form with a red border around the toggle switches. The settings are as follows:

Setting	Status
Obfuscate user accounts	OFF
Collect user names	ON
Collect user email addresses	ON
Collect user phone numbers	ON
Collect inventory	ON
Allow geo-tracking	ON

The 'About Privacy Settings' section provides additional information:

- Obfuscation** creates an alias for each user. You can track activity, but you cannot decode the true identity of any user.
- Collection of data** should be left on unless you have a reason not to do this. If disabled, you will have to find contact information elsewhere.
- Inventory** is a hardware and software inventory. If disabled, only the computer name is collected and shown in the 'Inventory' menu.
- Geo-tracking** maps the endpoint IP address to location using a public IP-to-location database to show in inventory and reports.

Note that changes only apply to new data. This is by design to avoid accidentally deleting existing data.

Obfuscate user accounts:

This screenshot shows the same Admin By Request interface as the previous one, but with the 'Obfuscate user accounts' setting changed to 'ON'. The 'Privacy Settings' form now shows:

Setting	Status
Obfuscate user accounts	ON
Collect user names	OFF
Collect user email addresses	OFF
Collect user phone numbers	OFF
Collect inventory	ON
Allow geo-tracking	ON

The 'About Privacy Settings' section remains the same. A green checkmark is visible next to the 'Save' button, indicating the settings have been successfully updated.

# Item D: Requests

Default privacy settings:

The screenshot shows the Admin By Request dashboard. At the top, there is a navigation bar with the logo and menu items: Summary, Auditlog, Requests (highlighted), Inventory, Reports, Settings, Download, Logins, Docs, and Support. The main content area is titled "Pending Approval Requests" and includes a sub-header with a lock icon. Below this, there are four tabs: PENDING (1), APPROVED (0), DENIED (0), and QUARANTINED (0). The "PENDING (1)" tab is active. A single request card is displayed, showing the timestamp "20-11-2024 15:32:58" and the user "Elliott Frame". The request details include: "Requesting to run Uninstall Programs 8.4.2.0 from Admin By Request", "Email: elliottf@abrmzdemo.com", "Phone: 555 123456", "Computer: DESKTOP-67KF4TH", "File: AdminByRequest.exe", "App: 15/100", "Vendor: 32/100", "Metadefender: Clean", "Virustotal: Run check", and "Reason: Testing the uninstall process via Tray Tools". Action buttons for "Approve", "Deny", and "AI Assistance" are visible on the right side of the card.

Obfuscate user accounts:

1. First request - RUN AS ADMIN (file **rufus-4.5.exe**)
2. Second request - ADMIN SESSION

The screenshot shows the Admin By Request dashboard with two pending requests. The navigation bar and tabs are the same as in the previous screenshot. The "PENDING (2)" tab is active. The first request card shows the timestamp "20-11-2024 15:48:08" and the user "4e47a184aade21f55d8b10b7b4f6dade". The request details include: "Requesting to run Rufus 4.5.2180 from Akeo Consulting", "Computer: DESKTOP-67KF4TH", "File: rufus-4.5.exe", "App: 46/100", "Vendor: 12/100", "Metadefender: Clean", "Virustotal: Run check", and "Reason: Another program needed for dev work". The second request card shows the timestamp "20-11-2024 15:44:16" and the same user "4e47a184aade21f55d8b10b7b4f6dade". The request details include: "Requesting to run an administrator session", "Computer: DESKTOP-67KF4TH", and "Reason: Further testing required". Both cards have "Approve", "Deny", and "AI Assistance" buttons.

## Item E: Auditlog

Select the "expand" arrow (▶) to the left of an entry to drill-down.

Default privacy settings:

The screenshot displays a request for 'Uninstall Programs' by user Elliott Frame on machine DESKTOP-67KF4TH. The request is finished, dated 20-11-2024 at 16:06:15, with a duration of 00:00:36. The contact information includes email (elliottf@abrnzdemo.com) and phone (555 123456). The application is 'Uninstall Programs 8.4.2.0' from vendor 'Admin By Request'. The path is C:\Program Files (x86)\FastTrack Software\Admin By Request. The installed software table shows 'WinZip' version 76.9.16251 by Corel Corporation. The executed programs table shows 'Windows® installer' using 'MsiExec.exe' from Microsoft Corporation.

Action	Application	Version	Publisher
Uninstall	WinZip	76.9.16251	Corel Corporation

Program	File	Vendor	Version	Check
Windows® installer	MsiExec.exe	Microsoft Corporation	5.0.17134.1 (WinBuild.160101.0800)	<a href="#">Check</a>

Obfuscate user accounts:

The screenshot displays a request for 'Rufus' by user Rufus on machine DESKTOP-67KF4TH. The request is finished, dated 20-11-2024 at 16:07:35, with a duration of 00:00:58. The user account is obfuscated as 4e47a184aade21f55d8b10b7b4f6dade. The application is 'Rufus 4.5.2180' from vendor 'Akeo Consulting'. The file name is rufus-4.5.exe. The installed software table is empty, indicating no software was installed or uninstalled. The executed programs table shows 'Rufus' using 'rufus-4.5.exe' from Akeo Consulting.

Program	File	Vendor	Version	Check	Path	Approve	Block
▶ Rufus	rufus-4.5.exe	Akeo Consulting	4.5.2180	<a href="#">Check</a>	<a href="#">Path</a>	<a href="#">Approve</a>	<a href="#">Block</a>

# Item F: Inventory

Select either the "Computer name" link or the "Details" link for an entry to drill-down.

Default privacy settings:

The screenshot shows the 'DESKTOP-67KF4TH Details' page in Admin By Request. The 'Hardware Inventory' section is active, displaying four categories: Computer, User, System, and Hardware.

Category	Property	Value
Computer	Name	DESKTOP-67KF4TH
	Join Type	None
	Type	Desktop
User	Name	N/A
	Account	Elliott Frame
	Join Type	None
	Administrator	No
	Device Owner	No
System	Operating System	Windows 10 Enterprise Evaluation
	OS Release	1803
	OS Build	17134.2208
	OS Type	Workstation
	OS Bits	64 bit
	OS Install Date	11-11-2024
	ABR Client Version	8.4.2
ABR Client Install	13-11-2024 17:28:16	
Inventory Time	20-11-2024 14:43:09	
Hardware	Manufacturer	VMware, Inc.
	Model	VMware20,1
	Service Tag	VMware-56 4d 66 2d b3 ba 07-16 e7 97 d8 c5 d5 9
	CPU	13th Gen Intel Core i7-13700H
	CPU Speed	2918 mhz
	Cores	2
	Memory	8588MB
	Disk Size	63GB
Disk Free	35GB	
Disk Status	OK	

Collect inventory OFF:

The screenshot shows the 'DESKTOP-67KF4TH Details' page in Admin By Request. The 'Run As Admin' section is active, displaying a table of administrative actions.

Application	User	Time	Duration	Activity	Status
> ✓ Rufus	4e47a184aa2e21f5508b10b7b4f6edade	20-11-2024 16:07:35	00:00:58	0/0/2	Finished
> ✓ Uninstall Programs	Elliott Frame	20-11-2024 16:06:15	00:00:36	0/1/1	Finished
> ✓ Windows Features	Elliott Frame	20-11-2024 15:39:53	00:01:04	0/0/1	Finished
> ✓ WinZipStub Installer	Elliott Frame	20-11-2024 14:46:36	00:01:12	1/0/1	Finished
> ✓ WinZipStub Installer	ERIC HASTIE	20-11-2024 14:45:51	00:00:21	0/0/1	Finished
> ✓ Visual Studio Code Setup	STEVE DODSON	15-11-2024 13:09:21	00:00:13	1/1/1	Finished
> ✓ Settings	ABR090194	15-11-2024 12:51:36	00:00:04	0/0/1	Finished
> ✓ Visual Studio Code Setup	ERIC HASTIE	13-11-2024 17:37:30	00:00:56	1/0/5	Finished
> ✓ Zoom Meetings Installer	ERIC HASTIE	13-11-2024 17:36:20	00:00:09	0/0/2	Finished
> ✓ Visual Studio Code Setup	ERIC HASTIE	13-11-2024 17:33:07	00:00:20	0/0/2	Finished
> ✓ Visual Studio Code Setup	ERIC HASTIE	13-11-2024 17:30:07	00:00:06	0/0/2	Finished


Page 1 of 1 (11 items) | Page size: 25

RED USER - ADMINISTRATOR

Buttons: Aggregated View, Export to PDF, Export to XLSX, Export to CSV (I), Export to CSV (J), Search

## Item G: Inventory (Geo-tracking)

Default privacy settings:




### Geographical Location

City	Auckland
Country	New Zealand
Hour offset	UTC +13 hours

[Show on Google Maps](#)

Allow geo-tracking **OFF**:

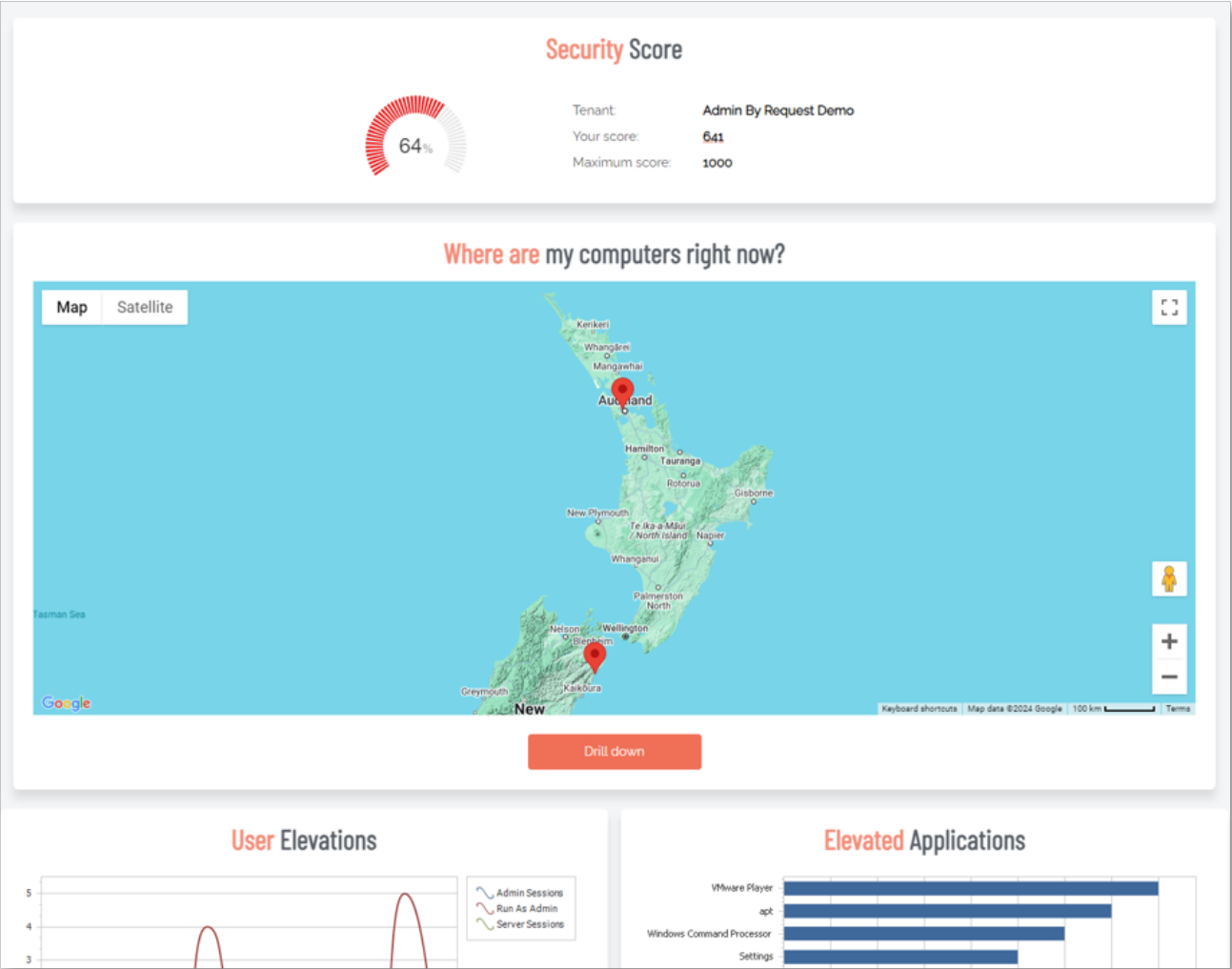


### Geographical Location

City	Not tracked
Country	Not tracked

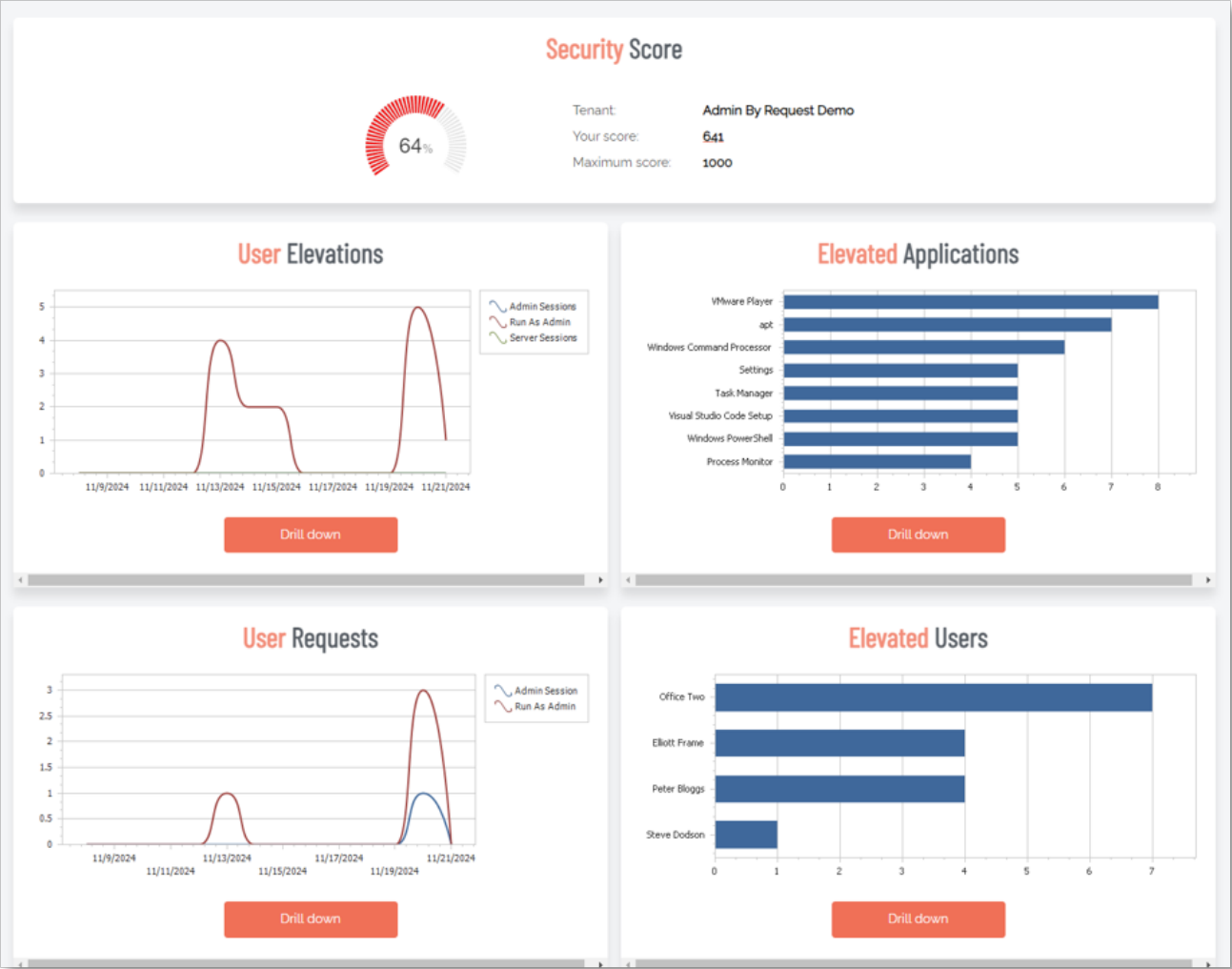
# Item H: Reports > Dashboard

Default privacy settings:





Allow geo-tracking **OFF**:



## 5 Document History

Version	Author	Changes
1.0 25 March 2023	Sophie Alice Dodson	Initial document release.
1.1 15 November 2024	Steve Dodson	Incorporated v1.0 Data Privacy Settings PDF into Document Management System. Updated <i>Settings</i> paths to reflect new portal menu structure.
1.2 14 February 2025	Steve Dodson	Added <i>Privacy Settings</i> , <i>Scope</i> and <i>Reference</i> headings to chapter "Introduction". Updated styles so that headings in online pages have the same numbering as printable PDFs.