Flowence x apaleo: Installation and Data Access

This document explains how the installation of our app in the apaleo Store works, which rights/scopes are required, and which data is read or changed via apaleo.

1) Installation in the apaleo Store (Process)

1. In the apaleo Store, select the "Flowence" app.
2. Click "Install"/"Connect".
3. Sign in to apaleo (if not already signed in).
4. Select the properties the app is allowed to access.
5. Approve the requested permissions (scopes).
6. apaleo redirects back to Flowence. The connection is created and stored.
7. A success page confirms the connection.

Technically, the flow uses OAuth 2.0 Authorization Code. apaleo issues access and refresh tokens, which we store for the connection. Without a refresh token, a persistent connection is not possible.

2) Requested scopes and how they are used

The app requests the following scopes (current configuration). Some scopes are required for today's core functions, others are prepared for optional or future features:

- `openid` (required for OAuth login at apaleo)
- `offline_access` (allows refresh tokens for a persistent connection)
- `availability.read` (prepared; not actively used at the moment)
- `offers.read` (fetch offers/rate plans for a property and a time period)
- `rates.read` (prepared; not actively used at the moment)
- `reservations.read` (read bookings/reservations)
- `reservations.manage` (create and modify bookings/reservations)
- `authorizations.manage` (prepared; not actively used at the moment)

Note: We only access the properties that were selected during consent.

3) What data we retrieve from apaleo (Read)

The app retrieves the following information:

- Account information of the apaleo organization (account code, name, type, logo, default language) to map the connection; done via the apaleo Account API (no special scope required).
- Stay offers including unit groups, rate plans, prices, and availability.
- Service offers for a stay (e.g., additional services) including price details.
- Booking details including reservations and booked services.

4) What data we change in apaleo (Write)

The app writes or changes the following data:

- Create bookings including reservations.
- Set guest data (name, email, phone) as booker/primary guest.

- Set stay details (arrival, departure, number of adults) and time slices per night.
- Add services to reservations.
- Remove services from reservations.
- Change the stay period (amend the reservation).
- Cancel reservations within a booking.

5) Data handling and security (Short)

- Access and refresh tokens are stored server-side.
- Access tokens are short-lived; they are refreshed automatically when needed.
- The connection can be revoked at any time in the apaleo Store.

6) Questions or adjustments

If certain scopes are not desired or additional data is needed, we are happy to align the scope individually.