KNOWLEDGE BASE ARTICLE

Permissions, Data Storage and Privacy in Questions and Answers

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Table of contents

Overview 4

Summary for administrators 4

Permissions of the solution 5

The list 5

Who can do what 5

  Limits of item-level permissions 6

  Guests 7

Attachments and comments 7

What is sent outside the tenant 7

Reporting and export 8

Terms 10

Overview

Questions and Answers is a **SharePoint** Framework **web part** that stores everything in a SharePoint **list** of your own **site** and reads and writes it with the rights of the signed-in user. That single fact answers most security questions, but the details matter when you decide who may ask, who may publish and what leaves the **tenant**. This article is the reference for those decisions.

Summary for administrators

Question	Answer
Which API permissions does the package request?	None
Whose identity is used?	The signed-in user, for every read and write
Where are questions, answers, attachments and comments stored?	In one SharePoint list on the site where the web part runs
Does the web part store anything elsewhere?	The product stores questions, answers, attachments and comments in the site's SharePoint list. This is not a guarantee that every browser request or every dependency stays within the tenant.
Who can read the knowledge base?	Everybody with Read on the list and page
Who can ask a question?	Users with the **Add Items** permission on the list
Who can publish answers?	Users who can **edit** items of the list
What is sent to Vitextra?	Technical identifiers for the license check and usage telemetry; no content
Third-party services?	The shown license request contains technical identifiers, not question or answer fields. External images in Markdown, remote video URLs and links can contact their hosts. The Application

Question	Answer
	Insights SDK and SharePoint components also make requests; assess their configuration and the content you publish rather than treating this article as a guarantee of no third-party traffic or browser storage.

Permissions of the solution

- The package requests **no API permissions**: nothing appears on the **API access** page of the **SharePoint admin center**, and the web part never calls **Microsoft Graph**.
- The web part uses the **REST API** of the current site to read lists, items, attachments and comments, to create the list and its columns, to add a question and to add a comment. Every call carries the identity of the signed-in user; SharePoint applies its permissions to each one.
- The live **profile card** of the contact person and of mentioned users is the standard SharePoint component, loaded from SharePoint itself.

The list

The web part creates (or connects to) a **custom list** with the columns described in KB10382. Questions and Answers Web Part Settings Reference. It is an ordinary list in **Site contents**:

- it inherits the **permissions** of the site unless you break the inheritance;
- Retention, eDiscovery, auditing and backup depend on the tenant's configured services, policies and licensing; this web part does not configure or guarantee them.
- **versioning** can be enabled in the list settings to keep the history of answers;
- it is created with **NoCrawl** set, so its items do not appear in SharePoint search results or in **Microsoft 365** search - the web part has its own search. If you want the questions to be found by the global search, set **Allow items from this list to appear in search results** to *Yes* in **List settings** → **Advanced settings**;
- deleting the web part from a page does not delete the list; deleting the list deletes the questions, their attachments and comments (recoverable from the recycle bin for the usual period).

The web part's own settings - the connected list, the switches, sort and page size - are stored in the web part properties of the page.

Who can do what

Three roles follow from the SharePoint permission levels on the list:

Role	Needs	Can
Reader	**Read** on the list (and on the page)	Browse, search, expand answers, open attachments, follow links, copy links to questions, see comments
Asker	**Add Items** on the list - included in **Contribute** and **Edit**	Everything a reader can, plus **Ask a Question** and adding comments
Editor	**Edit Items** on the list - included in **Contribute** and **Edit**	Everything above, plus writing answers, setting categories, attachments, and **Published = Yes**

The **Ask a Question** button is shown only when the web part confirms that the user has **Add Items** on the list; the switch in the property pane enables the **feature**, the permission decides who sees it. Unpublished questions are never returned to the web part, whatever the user's permissions; an editor sees them only in the list.

Limits of item-level permissions

Contribute normally allows users to add and edit items, including changing **Published**. The following setting limits editing to the user's own items; it does not reserve publication for editors:

1 Open the list, **Settings** → **List settings** → **Advanced settings**.
2 Under **Item-level Permissions**, set **Create and Edit access** to **Create items and edit items that were created by the user**.
3 Give the audience **Contribute** and configure the editors' effective permissions separately. The **Edit Items** permission alone does not bypass item-level restrictions; **Manage Lists** does. The default **Edit** permission level includes **Manage Lists**. Microsoft

Users can still edit their own submission and set **Published = Yes**. There is no field-level publication control here. **Read all items** also allows reading unpublished items directly in the list; **Published** is only a web-part display filter. If strict editorial control or draft confidentiality is required, use separately configured and tested SharePoint permissions and a suitable workflow.

Warning

Add Items on the list implies the ability to add attachments and comments to one's own items through the SharePoint user interface, not only through the web part. Keep the list's advanced settings (attachments, comments) in line with what you want to allow.

Guests

Guest users with access to the site are readers or askers according to their **permission level**; the live profile cards may show less information for guests. External sharing of the page does not share the list: a person who can open the page but not the list sees an error instead of the questions.

Attachments and comments

Attachments are stored with the list item in the list's own attachment folder; they follow the item's permissions and are deleted with it. Comments are the SharePoint list comments of the item (see KB10381. Comments, @Mentions and Deep Links in Questions and Answers); they can be disabled for the list in **Advanced settings** → **Comments**.

What is sent outside the tenant

Purpose	What is sent	Where
License check	The Tenant ID, the object ID of the user, the site address, the identifier, name and version of the product	`vitextra.com`
Usage telemetry	An event on each web-part render: version, site ID and URL, user object ID, site language ID, culture name, Teams flag and web-part name. Application Insights SDK collection must also be reviewed; the product	Azure Application Insights

Purpose	What is sent	Where
	code does not explicitly report caught data-service errors through trackException.	
Product files	An ordinary request for the scripts and icons of the web part	`static.vitextra.com`, `vitextra-storage.azureedge.net`
Video players	When a question has a YouTube or Vimeo address and **Video** is shown: the browser loads the player from `youtube.com` or `player.vimeo.com`, which see the ordinary request of the user's browser	YouTube, Vimeo
File-type icons	Icons for attachment cards, loaded from Microsoft's CDN	`static2.sharepointonline.com`

The shown license request contains technical identifiers, not question or answer fields. External images in Markdown, remote video URLs and links can contact their hosts. The Application Insights SDK and SharePoint components also make requests; assess their configuration and the content you publish rather than treating this article as a guarantee of no third-party traffic or browser storage. KB10363. Where Vitextra Products Store Your Data: Privacy, Data Residency and GDPR

Note

A direct SharePoint video URL uses the browser player and requests the video from SharePoint. Hiding Video does not block external Markdown images or followed links; check all published URLs.

Reporting and export

Because the content is a list, the standard tools apply: **Export to Excel** from the list command bar, a **Power BI** report on the list (for example, questions per category, unanswered submissions by age), a **Power Automate** flow that notifies the editors when a question is submitted (trigger *When an item is created* with **Published = No**), and **list alerts** for the same purpose.

Terms

Feature
A feature is a set of SharePoint elements (artifacts), such as site columns, content types, web parts, application pages, custom actions, list templates, list instances, and others.

List
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

Microsoft 365
Microsoft 365 is a cloud-based subscription service that combines productivity apps such as Word, Excel, PowerPoint, and Outlook with cloud services such as SharePoint, OneDrive, Teams, and Exchange Online, together with advanced security and device management.

Microsoft Graph
Microsoft Graph is a REST API secured with Microsoft Entra ID (formerly Azure Active Directory) and OAuth 2.0. It provides a single endpoint for accessing data and services in Microsoft 365, such as SharePoint, Outlook, OneDrive, Teams, and others.

Permission Level
A permission level is a named set of permissions, such as Read, Edit, or Full Control, that can be assigned to users and groups on a SharePoint site, list, library, or item.

Profile Card
A profile card in Microsoft 365 displays information related to a person, such as contact details, organizational chart view, recently used documents, emails, and others.
The profile card may look different depending on the application you use. Outlook, Teams, SharePoint, OneDrive, and other Microsoft 365 services support the profile card.

SharePoint
SharePoint is a web-based collaboration platform that provides content management,

document management, workflow applications, search, and other tools that empower employees and teams to work together. SharePoint is also a secure place to store, organize, and access shared information.

SharePoint Admin Center
The SharePoint admin center is the web portal where SharePoint administrators manage sites, sharing and access settings, the App Catalog, storage, and other SharePoint Online settings for the tenant.

Site
A SharePoint site is a container for information within the SharePoint platform. Sites typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

Tenant
A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services. The tenant holds the organization's information, such as users and domains (Microsoft Entra ID), configurations, subscriptions, and services. An organization receives a tenant by signing up for Microsoft 365 services.

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.