

What about my data?



We do not share any of your personal data, including your FormScores, with your employer. Full Stop. Period.



With your consent, we aggregate data anonymously for the purposes of (i) providing insights into wellbeing in your workplace to your employer and (ii) validate the impact of FormScore.



The FormScore app does process some personal data, namely your mobile number, which is encrypted. See a summary of our Privacy & Security policies and pledge. You can find a copy in the Appendix section in the end of this slide pack.



For the Wellbeing Assessment, we do ask you to confirm your mobile number for the sole purpose of matching your responses at the start and end of the pilot.

Data Security

Keeping your data secure is a top priority of ours. Our goal is to provide a secure environment, whilst being mindful of application performance and the overall user experience.

End-to-End Security

- FormScore is hosted entirely on Amazon Web Services (AWS, based in London), providing end-to-end security and privacy features built in. Our team takes additional proactive measures to ensure a secure infrastructure environment. For additional, more specific details regarding AWS security, please refer to <https://aws.amazon.com/security/>.

Data Center Security

- Amazon Web Services (AWS) maintains an impressive list of reports, certifications, and third-party assessments to ensure complete and ongoing state-of-the-art data centre security (<https://aws.amazon.com/compliance/programs/>). They have many years of experience in designing, constructing, and operating large-scale data centres. AWS infrastructure is housed in Amazon-controlled data centres throughout the world. Only those within Amazon who have a legitimate business need to have such information know the actual location of these data centres, and the data centres themselves are secured with a variety of physical controls to prevent unauthorised access. More information on AWS data centres and their security controls can be found here: <https://aws.amazon.com/compliance/data-center/data-centers/>.

Application Security

- All FormScore chat messages are encrypted both in transit and at rest, meaning no-one can view your communication history other than yourself, and the recipient. At present, we do not delete any of the data that is stored for messages, so this is stored indefinitely. Users do have the ability to delete their FormScore within the application and this is a permanent action which cannot be undone.
- You can view our [full security policy](#).

Infrastructure Security

- FormScore's infrastructure is hosted in a secured environment, with access restricted to operations support staff only. This allows us to leverage complete data and access segregation, firewall protection, and other security features.

Data Privacy

We take data privacy very seriously. View our [full privacy policy](#), with some element of our approach detailed below.

What Information do we collect

- Name and Contact Data: We collect your name, phone number or email address (depending on how you signed up) within the App, and demographic data for pilot questionnaire purposes.
- Credentials: The application requires a One Time Verification Code sent via Auth0, our identity provider, which is stored by the application.

Information collected through our App:

- Your Messages: Messages are stored on our servers and are encrypted at rest and in transit.
- Your Connections: To help you organise how you communicate with others; we may help you identify your contacts who also use FormScore.
- Mobile Device Access: We may request access or permission to certain features from your mobile device, including your mobile device's contacts, camera, microphone, reminders, social media accounts, calendar, storage, and other features. If you wish to change our access or permissions, you may do so in your device's settings.
- Mobile Device Data: We may automatically collect device information (such as your mobile device ID, model and manufacturer), operating system, version information and IP address.
- Push Notifications: We may request to send you push notifications regarding your account or the mobile application. If you wish to opt-out from receiving these types of communications, you may turn them off in your device's settings.
- Aggregated and Anonymised Data: We also collect, use and share Aggregated and Anonymised Data such as statistical or demographic data for pilot purposes. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity.
- The GDPR requires us to appoint a Data Protection Officer (DPO). If you have questions or comments about this policy, you may contact our DPO by email at privacy@formscore.today.