

## A partner you can rely on

The EU General Data Protection Regulation (GDPR), introduced in May 2018, is one the biggest changes to data privacy regulation since 1995. With WorkBuzz, you're in safe hands – since we were formed in 2011 we've never had a data protection complaint or serious breach. We put information security, privacy and data protection at the core of our business. We constantly strive to go above the minimum regulatory standards.

Our key principles include all personal data:

- That you share with us for the purposes of your survey(s) is only stored and processed within the EEA, using a small number of trusted partners, such as our hosting company
- Is only retained for how long it is needed for – normally 12 months after a survey closes so we can deal with any queries and track key trends. We can however, vary this based on your request
- Is encrypted at rest and all laptops and computers are encrypted using Microsoft Bitlocker

WorkBuzz is also Cyber Essentials certified and regularly undergoes independent penetration tests, by CREST approved testers, using the OWASP Application Security Verification Standard.

This guide provides an overview of the measures we take to protect your information and privacy. We are registered with the Information Commissioner's Office and our registration reference is Z2625932.

Yours faithfully,

*Ian Barrow*

Ian Barrow

**Data Privacy Manager**

Email. [support@workbuzz.com](mailto:support@workbuzz.com)

# Keeping Your Data Safe

To help improve the working lives of 1 million people, we know our customers and their employees must trust us with their data, which is why we take information security extremely seriously.

Here is a summary of what we do to protect your information and data privacy:

## External Security Audit:

WorkBuzz is Cyber Essentials certified and regularly undergoes independent penetration tests, by CREST-approved testers, using the OWASP Application Security Verification Standard

## Data Security:

WorkBuzz complies with industry best practice to ensure you're in control of your data:

- ✓ RS 256-bit encryption for all data in transit and at rest
- ✓ Data stored on secure Amazon Web Services
- ✓ Cyber Essentials Certified
- ✓ All laptops and computers use Microsoft's Bitlocker full disk encryption

## Security Awareness Training:

WorkBuzz provide extensive on-boarding and refresher training to all employees on the latest information security threats and carry out simulated phishing attacks

## Vulnerability Management:

- ✓ Vulnerability scanning is performed on WorkBuzz systems

## Permissions:

- ✓ Granular permission controls



# 1. DATA SECURITY

We have put in place measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those of our people and other third parties who have a business need to know. They will only process your personal data on our instructions and where they have agreed to treat the information confidentially and to keep it secure. We have put in place procedures to deal with any suspected data security breach and will notify you and the ICO of a suspected breach where we are legally required to do so.

WorkBuzz complies with industry best practice:

- ✓ RS 256-bit encryption for all data in transit and at rest
- ✓ Data stored on secure Amazon Web Services
- ✓ All laptops and computers use Microsoft's Bitlocker full disk encryption

In addition, WorkBuzz is Cyber Essentials certified and regularly undergoes independent penetration tests, by CREST approved testers, using the OWASP Application Security Verification Standard

*For more information on the policies we have in place and your rights, please see our [Privacy Policy](#).*

# 2. COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

We collect and process data for the following reasons:

1. Personal data collected and created in relation to our employee or service provider survey services; and
2. Personal data relating to people who have asked to receive our newsletters and other information services or marketing materials; and
3. Personal data relating to our people, which means those people working for our company, or providing services to us, or potentially working or providing services to us, including employees, consultants, temporary or casual workers and contractors.

## ***Personal data collected and created in relation to our employee or service provider survey services***

We are the data processor of the personal data supplied to us by our clients, the data controller. We are therefore responsible for making sure that our systems, processes and people comply with the relevant data protection laws in respect of that personal data.

*For more information on the collection, use, disclosure and retention of the aforementioned data, please see [Section B of our Privacy Policy](#)*

## ***Personal data relating to people who have asked to receive our newsletters and other information services or marketing materials***

We are the data controller of the personal data supplied to us through our websites. We are therefore responsible for making sure that our systems, processes and people comply with

the relevant data protection laws in respect of that personal data. The way we process this varies slightly compared to people completing our surveys or using our Platform.

*For more information on the collection, use, disclosure and retention of the aforementioned data, please see [Section C of our Privacy Policy](#)*

### 3. HOW WE USE PERSONAL DATA

As above, we collect and process data for a number of reasons; in relation to our employee or service provider survey services or of those individuals that have opted in to receive our newsletters or other information service.

*For more information on how we use personal data relating to our survey services, please see [Section B of our Privacy Policy](#). Alternatively, for more information how we use personal data of our marketing or information services subscribers, please see [Section C of our Privacy Policy](#).*

### 4. HOW WE PROTECT YOUR DATA

Regardless of the type of personal data in question, we take all reasonable steps to ensure that information is handled securely. We follow generally accepted standards to protect the personal information submitted to us, including:

- All laptops and computers use Microsoft's Bitlocker full disk encryption feature designed to protect data by providing encryption for entire volumes.
- Once supplied, data is encrypted at rest and we use Sucuri to proactively scan for malware on our websites and other relevant areas.
- RS 256-bit encryption for all data in transit and at rest
- WorkBuzz employees are fully trained on GDPR and its impact on their role. This is regularly reviewed, and re-training completed annually.

WorkBuzz are also Cyber Essentials Certified.

*For more information on specific measures taken by WorkBuzz to protect your data, please see our [Privacy Policy](#).*

### 5. DATA SHARING

We may disclose your personal information to other third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets
- If WorkBuzz Analytics Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets

- If for the purposes of delivering our services, a third party is required who complies with the GDPR. For example, if we require to print, post and capture large amounts of paper surveys.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use or Terms of Subscription and other agreements; or to protect the rights, property, or safety of WorkBuzz Analytics Limited, our customers, or others.

*For more information on third parties used for the purposes of delivering our services, please see our [Privacy Policy](#).*

## 6. FAQs

### ***When was WorkBuzz founded and what is WorkBuzz's Company Registration Number?***

*WorkBuzz is a Private Limited company founded in the United Kingdom in 2011 and its registration number is: 07578366*

### ***Are WorkBuzz registered with the Information Commissioner's Office?***

*Yes. WorkBuzz is registered with the Information Commissioner's Office under registration reference: Z2625932*

### ***Does WorkBuzz hold any accreditations around information security?***

*WorkBuzz is Cyber Essentials certified and regularly undergoes independent penetration tests, by CREST approved testers, using the OWASP Application Security Verification Standard*

### ***How does WorkBuzz receive and store personal data on behalf of the client?***

*WorkBuzz advise the client directly on procedures for securely sharing data and there is RS 256-bit encryption for all data in transit and at rest On computers where it is encrypted and only stored on servers within the EEA and encrypted at rest, using Amazon Web Services (London & Dublin servers) and Egnyte.*

### ***What are the security procedures in operation at WorkBuzz to keep all personal data processed on behalf of the client secure?***

*WorkBuzz operates a clean desk policy, confidential secure waste bins, locked workstations, none use of mass storage devices for personal data. Personal data is also requested to be protected by passwords where only WorkBuzz staff members allocated to the project & senior management know them. All data is encrypted and we use Sucuri to scan our website(s) for Malware.*

### ***Can I share my employee/client data with WorkBuzz to administer a survey?***

*For most surveys, we 'pre-code' certain demographic information like someone's department, company start date and location. These are not classified as personal data. For personally sensitive or protected demographics, like some's ethnicity, we recommend you only share this with WorkBuzz if you have the necessary consent from employees. If you don't have this, we*

*may ask these demographic questions in your survey, which will be optional, so employees have the choice whether to share this information with us.*

**Are employees in your organisation trained on relevant data protection laws and GDPR?**

*Yes - all WorkBuzz staff have completed a GDPR compliance training programme. Any new-starters are trained as part of their induction and then annually as part of the training refresher programme.*

**Where can I find more information around WorkBuzz's policies and my rights under the GDPR?**

*More information around WorkBuzz's compliance with GDPR can be found within our [Privacy Policy](#). If you have a question which is not addressed by this, please contact the Data Privacy Manager via email: [support@workbuzz.com](mailto:support@workbuzz.com)*