Surveys and Your Employees' Privacy: Organizational Solutions Inc.

June, 2021

Introduction

Privacy and confidentiality are at the core of everything we do; handling medical data along with salary details means that we are extremely diligent in safeguarding critical and sensitive information in order to earn and maintain your trust.

For surveys, we use the commercial (paid) version of a popular platform, SurveyMonkey, (SM).

About our Survey Platform

The SurveyMonkey platform identifies four stakeholders:

1. **The creator, or account holder:** In our case, this is Organizational Solutions Inc. who acts on your behalf.

2. **Respondents:** the individual who has received a survey, form, application, or questionnaire powered by a SurveyMonkey service. This is usually your employee.

3. **Panelists:** These are people who have signed up and agreed to take surveys sent to them by SurveyMonkey on behalf of Creators. These are survey respondents that SurveyMonkey solicits on our behalf and are generally used to measure large swaths of public opinion, as opposed to customer or employee attitudes.

4. **Visitors:** These are browsers are just visiting one of the SurveyMonkey websites because they are curious, or have heard about SM from their marketing or sales channels.

For our purposes, Panelists and Visitors are not of interest in outlining privacy and confidentiality standards.

General Principles

1. Survey responses are controlled and managed by OSI; SM is only processing those responses on behalf of the Creator.

2. When SM does an analysis of response data, SM only does so once they aggregate and anonymize or pseudonymize the data.

3. SM does not share any respondent information or data with third parties outside SM.

4. On OSI's instructions, SM will share your respondents information or data in aggregate, if you choose to use an integration in conjunction with SM services, to the extent necessary to facilitate that use. SM's API partners may include Marketo, Slack, Microsoft Teams and Google drive for example. OSI will never instruct SM to share information with anyone, including SM's API partners, without your express, written permission.

5. SM also may have to share information or data for the following purposes:
   - To meet any applicable law, regulation, legal process or enforceable governmental request;
   - To enforce applicable policies, including investigation of potential violations;
   - To detect, prevent, or otherwise address fraud, security or technical issues.

6. **Access Control:** Access to SM's technology resources is only permitted through secure connectivity (e.g., VPN, SSH) and requires multi-factor authentication. SM's production password policy requires complexity, expiration, and lockout and disallows reuse. SM grants access on a need to know on the basis of least privilege rules, reviews permissions quarterly, and revokes access immediately after employee termination.

Data collected in OSI's account

SM generally does not delete the data in OSI's account as long as the OSI account is active – OSI is responsible for and controls the time periods for we you retain this data.

Breach Notification

Despite best efforts, no method of transmission over the Internet and no method of electronic storage is perfectly secure. SM cannot guarantee absolute security. However, if SM learns of a security breach, they will notify affected users so that they can take appropriate protective steps. SM's breach notification procedures are consistent with our obligations under applicable country level, state and federal laws and regulations, as well as any industry rules or standards applicable to them. OSI and SM are committed to keeping customers fully informed of any matters relevant to the security of their account and to providing customers all information necessary for them to meet their own regulatory reporting obligations.

What information is collected and for what purpose?

Stakeholder	OSI, acting on your behalf	Your employees or customers, or other respondents identified specially for your survey
Contact information, such as name or email address	SM uses this information to contact OSI about our account.	SM will use this information if the respondent contacts SM directly instead of you the employer, or OSI.
Purpose of using contact information	To improve SM's services for OSI and all users. We also will market to OSI (unless OSI unsubscribes or changes cookie preferences).	To answer directly-posed questions or concerns, to help SM improve the user experience for respondents
Device and browser data, such as IP address or browser type	SM uses this for service optimization and troubleshooting for a specific device/browser of preference.	
Cookies and data gathered via cookies.	SM will infer common identities across different services and multiple devices such as tablets, browsers, and mobile phones to create a continuous product experience or for security reasons, for example. SM will also tailor ads to OSI when OSI is browsing other sites online, to enable SM to determine the success of their advertising campaigns, and to improve upon them.	SM uses only essential cookies on the survey taking experience for survey takers. Each cookie expires after a certain period of time, which is no longer than 90 minutes. Advertising cookies are never used on survey pages.
Log Data or log files that record data each time a device accesses a server.	Predominantly SM uses it for: monitoring abuse and troubleshooting site and security issues, improving the product functionality and creating new features, tracking behavior for content and services at an aggregate level (for example, to monitor service requests or service denial on our site overtime to ensure the SM site remains stable) and fixing bugs or functionality issues.	
Referral information. This is information about the place where you were before you came to a SurveyMonkey site.	SM uses this data to track the success of their integrations and referral processes and to plan further referrals.	Not used - not applicable.
Usage information about response.	For example, looking at page view data in aggregate, response rates, response types and survey type): • To make our recommendations around surveys or services included on our website at the end of a survey taking experience more relevant; • To improve the user interface; • To maintain a consistent and reliable user experience	