betterworks™

Betterworks Security

Overview

Betterworks makes it super easy for employees to set goals and give ongoing feedback. We connect the four aspects of a performance process – goals, check-in conversations, peer feedback and reviews – with a simple user interface, driven by our ability to automate a lot of the roll out and management without adding more work to anyone's plate. Betterworks is committed to transparency in our security practices and ensuring our customers understand how we are protecting the data they entrust us with.

Organizational Security

Betterworks has a mature Information Security Program that protects Betterworks' information assets by aligning governance, program management and operations management. The Program relies on the collaboration of key participants throughout the business to ensure that Betterworks' security operations are aligned with its business objectives. At the center of this collaboration is a documented and defined Information Security Management System (ISMS) and an ISMS Manager responsible for the continued implementation and management of the Information Security Program, working closely with Executive Management and Betterworks' Security Council.

Background Checks

Betterworks performs background and criminal history checks on all new employees, consistent with local law and meeting industry-standard compliance requirements.

Security Awareness & Training

All employees and relevant contractors have been provided formal security training when first hired. Additionally, all employees and relevant contractors are required to undergo annual refresher training.

Physical Security

Betterworks' physical infrastructure is hosted within Amazon's secure data centers, in the US East Region, and utilizes Amazon Web Service (AWS) technology. Amazon data centers are secure by design and incorporate physical and environmental controls to ensure compliance with industry best practices, including physical access controls, monitoring and logging, surveillance and detection, and operational redundancies to mitigate the risk of environmental factors.

Amazon's data center operations have been accredited under multiple compliance programs, certifications, and security frameworks, including:

- ISO 27001, ISO 27017, ISO 27018
- SOC 2
- EU-US Privacy Shield
- GDPR

For additional information see: https://aws.amazon.com/compliance/programs/

Application and Network Security

Betterworks' application infrastructure is hosted with Heroku, a leading cloud application platform, owned by Salesforce, focusing on infrastructure management, scaling, and security. Heroku applies security best practices and manages platform security, protecting customers from threats by applying security controls at every layer from physical to application, isolating customer applications and data. Firewalls are utilized to restrict access to systems from external networks and between systems internally. By default, all access is denied and only explicitly allowed ports and protocols are allowed based on business need. Utilizing a defined vulnerability management process, Heroku assess each identified vulnerability and new systems are deployed with the latest updates, security fixes, and Heroku configurations.

For additional information see: https://www.heroku.com/policy/security

Betterworks leverages several methods to evaluate application security on an ongoing basis. Betterworks utilizes the Detectify application security scanning tool to perform weekly scans and tests that interrogate the Betterworks platform for SQL injections, cross-site scripting (XSS) and over 1000 other vulnerabilities. Those reports are triaged weekly and remedied accordingly. Additionally, we perform a formal third-party penetration test every year as part of our annual third-party audits. All findings from any of the aforementioned processes are triaged and tracked as part of our development workflow.

Data Security

Betterworks encrypts all data in transit between customers and our database through the use of TLS 1.2 protocols. Encryption for all customer data in the application is provided by AWS, Amazon RDS encrypted instances use the industry standard AES-256 encryption algorithm to encrypt data at rest. Betterworks encrypts all data in transit via Transport Layer Security (TLS).

Access to the Betterworks application requires authentication of the user logging in. Betterworks supports authentication through username and password or can integrate with your company's Single-Sign-On (SSO) solution through SAML 2.0. If your SSO solution supports Multi-Factor Authentication, your organization can leverage that when logging into our application as well. User roles are assigned at user creation and the Betterworks application logs login events, goal interaction, event history, among other events across the application.

The Personal Data processed reasonably in scope of the Betterworks Services is limited to the following: End User/Employee's name, work email, title, office location, and office phone number. Sensitive Personally Identifiable Information (like health information, financial records, government-IDs, or credit card information) is not and should not be passed to Betterworks. At any time during the then-current Term, Betterworks will provide Customer with access to the Customer Data in the then-current standard export format or another industry-standard format mutually agreed by the Parties. At expiration, Betterworks shall delete Customer Data within 30 (thirty) days upon termination.

Vendor Security

To support Betterworks' Services, Betterworks may utilize third-parties that process Customer Data (each, a "Sub-Processor"). Betterworks utilizes third-party Sub-Processors to provide infrastructure support and to provide assistance with customer support and email notifications. Betterworks' current sub-processors are available at https://www.betterworks.com/sub-processors/.

Prior to engaging any third-party Sub-Processor--and on an annual basis thereafter--Betterworks evaluates Sub-Processor's privacy, security, and confidentiality practices during its diligence reviews. Betterworks also has contractual agreements in place with each Sub-Processor addressing each of their applicable obligations.

Business Continuity and Disaster Recovery

Betterworks has a documented Business Continuity and Disaster Recovery plan that is reviewed no less than once per year. It covers all major functions of the business required to maintain services. This includes customer support, engineering, HR, and product management. Backups of data are taken regularly and stored encrypted in AWS. We also exercise our backups to ensure that the encrypted data backups are being correctly archived and can be restored.

Betterworks Service Level Agreement (SLA) with our customers is available here: https://www.betterworks.com/sla/

Compliance

Maintaining the privacy and security of our customers' continuous performance management program data is very important to us. We are proud to exceed industry standard for Security, Confidentiality, Integrity, Availability, and Privacy principles. To support our Information Security Program, Betterworks has a designated Information Security Management System (ISMS) Manager and a Security Council that reviews and updates our ISMS as needed throughout the year.

- **Betterworks participates in formal independent third party audits annually and/or is accredited under various industry-standard frameworks related to Privacy, Security, Confidentiality, Integrity, and Availability organizational controls.**
- **ISO 27001 certified**
- **SOC 2 Type II compliant**
- **SOC 3 report is available**
- **EU-US Privacy Shield and Swiss-US Privacy Shield (our current status can be found here: https://www.privacyshield.gov/participant?id=a2zt00000000107AAA)**
- **General Data Protection Regulation (GDPR) compliant**

Betterworks' then-current ISO27001 Certificate and SOC2 Report is available upon request and under NDA. Betterworks' then-current SOC3 Report is available upon request.

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Version 2.0
Effective: December 11, 2018

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