FAQ - Workers' Council

The purpose of this document is to address the most common questions of workers' councils regarding Userlane's information security and compliance guidelines to secure private data of the employees.

What is Userlane?

The Userlane platform is designed to make any software application easy to use by guiding people through processes in real-time and offering on-demand support directly within applications. Learn more at: www.userlane.com

Why Userlane?

Userlane offers your employees and customers the best guidance and learning experience in line with data protection, GDPR, and an ISO certified management system. As a Germany based company, Userlane is aware of the importance of data protection and workers' council concerns. Userlane takes those very serious and has already a customer history with strong and trustful companies and partners, where all concerns about individual performance measuring and data security have always been sorted out.

Does Userlane run any performance test on an individual employee level?

Definitely no, Userlane is a digital adoption platform designed to make software simple by measuring, understanding and taking action on areas of digital friction. With the focus on onboarding and supporting users, to feel empowered and secure using software in a fast pacing world. Analytics in Userlane are performed by using anonymized and aggregated data. No personal data of an employee is used for any analytics. The purpose of analytics is to ensure and improve the best learning experience for your employees.

How can you ensure not to measure individual performance?

Userlane will encrypt each individual Email by e.g. a specified number or a random character string. This can also be delivered by the customer, to ensue not being able to measure individual performance, the individual role at the customer delivering the encryption key should not have any admin access to the Userlane portal. Through this functional separation, it's impossible to re-assign back the encryption key to an individual Email.

CONFIDENTIALITY LEVEL	DATE	DOCUMENT OWNER
External	31 Jan 2023	Hannah Whippey

Is Userlane a secure solution?

Userlane is DIN EN ISO/IEC 27001:2017 certified by the TÜV SÜD Management Service GmbH. The certification states that Userlane has established and applied an Information Security Management System according to "Statement of Applicability" for Development, operation, and support of a digital adoption platform.

What kind of personal data is stored by Userlane?

Personal data are processed by the Processor within the meaning of Art. 4 no. 2 GDPR. In particular, these are the collection, recording, organization, arranging, storage, adaptation or modification, reading out, querying, use, disclosure by transmission, dissemination, or any other form of provisioning, matching or linking, restriction, deletion or annihilation. Furthermore, type and purpose of processing of personal data by the Processor are described in detail in the Main Contract. Subject matter of the processing of personal data are the following types/categories of data (list/description of data categories)

Function of processed data category	Data categories processed by Processor if data subject is an Admin User	Data categories processed by Processor if data subject is an End User
Identifier	Email address	ID **Optional***: email address
Metadata for secure operation of systems	IP address, URL, browser type and version, time zone and language settings of users.	
Custom attributes	Roles & Permissions, Login information	**Optional***: Attributes that are defined by Customer
Interaction data of User with Userlane	Audit log of changes made to configuration and content elements	Usage of Userlane content elements (e.g. Guide played, Announcement seen, …)
Interaction data of User with Customer Application		**Optional***: Usage of specifically defined features in Customer Application **Optional***: Interactions (e.g. page visits, clicks) in Customer Application

* Optional features and data fields can be enabled or configured by the Customer.

Additional information about Userlane's data protection:
https://www.userlane.com/wp-content/uploads/2021/09/Userlane-DPA-Master-v2021-09-10.pdf

Additional Information about user details and activities:
https://docs.userlane.com/docs/user-details-and-activities

Where is the data stored / processed?

All of Userlane's databases, application servers and network infrastructure are hosted by Microsoft Azure.

By relying on Microsoft, Userlane can leverage significant investments that have been made towards the security and compliance of data centers:

- Microsoft Azure is certified with ISO 27001 – a common standard in the industry.
- Since the beginning of 2017, Microsoft Azure is also certified with ISO 27018 – a new standard for the protection of personal data in the Cloud.
- Read Microsoft's Whitepaper about Microsoft Azure Security, Privacy, Compliance
- ISO 27001
- ISO 27018

Additional information about Userlane's ISO certification:

- https://www.userlane.com/wp-content/uploads/2021/08/ISO27001_Certification2021_en.pdf
- https://www.userlane.com/trust-center/

Trusted by leading organizations globally

Userlane has long-lasting trustful relationships with companies for years on a partnership level.