

ClickWell

# The Unilever Wellbeing Application

User Privacy & Security Policy



## **What is ClickWell?**

ClickWell is Unilever's custom wellbeing application. This is built by Revitalised Ltd, a leading UK wellbeing technology company. ClickWell is designed to support Unilever employees to fully utilise the wellbeing programme. A user can also measure their wellbeing with the in-app questionnaires and access support resources that form part of our award winning programme.

The application provides a Wellbeing Lamplighter (health check) self-assessment, a Thrive assessment, goal setting, wellbeing activity tracking and is packed with resources and links, to support you and your family with information about managing your health and wellbeing.

The app works on most common laptop and mobile operating systems. ClickWell is downloadable from the Apple or Google Play store. You can also access ClickWell via your mobile web browser.

The app is provided for personal use and is not linked to any Unilever HR or management process. Your individual data cannot be accessed by any Unilever or Revitalised employee.

## **Why do I need to provide an email address to register?**

An email address is required to enable a unique login for each user. This means that your in-app experience and settings are personalised to you. This email address is also required to set and reset your password and PIN number, or if you wish to request that your account is closed.

As per many secure online platforms, your selected email address is encrypted. This can only be retrieved by Revitalised at your request. Your email address can be any address of your choice, it does not have to be a Unilever account. No Unilever employees, will ever be able to access your email address. In addition, your details will never be passed to any other third parties.

On occasion, you may receive wellbeing notifications to your selected email address. These emails are automated, and not sent from a human user. These can be "switched off" at your discretion.

## **Can Unilever see my data?**

Absolutely not. Any data input, such as your questionnaire feedback will not be visible to another user. Your personal data is only connected to your account via an encrypted email address, thus, your data is not identifiable to you.

Anonymous, collated data will be provided to Unilever to measure app usage and effectiveness and to help plan future national health initiatives. At no stage will this data be identifiable to an individual by either Unilever or Revitalised and cannot be shared to a third party.

## **Is the app secure?**

User accounts are protected by password and PIN. All information entered into the app is securely stored in accordance with the Data Protection Act 1988. The application has been assessed by Unilever data privacy and security teams and the provider operates under external privacy validation. Any data entered on a mobile device is cleared on exit so all data remains only on secure, encrypted servers.

## **Why do I have to complete the Wellbeing Settings to register?**

A minimum amount of personal data is required to get the best response from specific tools and features within the app. As with all other data the information is not visible to anyone but you.

