Hosted Services Agreement FAQ

What is the LiveSafe platform?

LiveSafe's risk intelligence communications platform consists of a Smartphone App and a Command Dashboard that are designed to enhance the situational awareness of security departments and other stakeholders (i.e. HR, Facilities, Legal) by delivering reports from employees and community members related to emerging safety and security risks and other malfeasance issues — while protecting users' privacy and confidentiality by allowing anonymous reports.

What is the purpose of the LiveSafe platform?

LiveSafe's risk intelligence technology platform surfaces early warning insights and prevents serious safety and security incidents to mitigate operational risks, reduce financial losses, and make places safer for people to work, learn, and live.

What are the functionalities of the LiveSafe platform?

The LiveSafe Mobile App delivers a mechanism for surfacing risk insights, bi-directional safety communications infrastructure, and a suite of self-service safety tools. LiveSafe serves as a steward of employee privacy and will not pass through Personally Identifiable Information unless the employee chooses to share it.

- Employees send and receive safety information without compromising privacy.
- The official managing the risk can have a 1:1 dialogue with the employee, even if anonymity is invoked.
- Employees can connect with local emergency services, regardless of global location.
- Active location sharing in an emergency solves a critical gap that exists in telephone 911 systems.
- Send Standard Broadcast Message to all employees or customizable subsets, as filtered by group, geography, job function or other customizable attributes.
- The Geofence Broadcast Message layers another level of precision, pushing only to people physically in a specific place within a given time window.
- Broadcast Messaging with Check-In introduces the prompt asking the employee to take action by checking in. It can be sent with or without a geofence.
- The Safety Map feature layers relevant company-specific security and logistical information onto a map.
- Resources makes safety and security materials accessible even when there is no network connectivity.
- The SafeWalk ™ feature allows employees to invite up to three people to virtually accompany them to their destination. Once the SafeWalk feature is concluded, location sharing ends. No information about the walker's physical location is disclosed to anyone unless an emergency option has been initiated.

Data Security

Web Hosting: Housed in a virtual private cloud (VPC) within Amazon Web Service's (AWS) U.S. infrastructure, replicated across multiple availability zones and regions for redundancy. Handles massive volumes of events, chats, and broadcasts in the event of a large-scale incident.

Personal information collected: the app user's first and last name, email address and cell phone number. The other information that would be stored in the Cloud is the tips and communications between the app user and the dashboard administrator, as well as geo-location data if the app user has enabled location services.

Location data: All location tracking is user driven. The platform only stores last known location. Historical location data is not retained. We also store data regarding the location of a tip, which the dashboard administrator can also see. Even when using the check-in feature within a geo-targeted area, until the app user responds, the dashboard administrator does not know the app user's location. The dashboard administrator only knows how many app users within the organization are within the geo-fence.

Terms of Use and Privacy Policy: The Terms of Use that govern use of the app can be found at https://www.livesafemobile.com/app-terms-of-use/.   LiveSafe's Privacy Policy can be found at https://www.livesafemobile.com/application-privacy-policy/.

Technical Safeguards. LiveSafe has implemented appropriate technical and organizational measures designed to safeguard its client data against unauthorized or unlawful processing, access, copying, modification, storage, reproduction, display, or distribution, and against accidental loss, destruction, or damage. LiveSafe documents these measures and reviews them, at least annually, to ensure they remain current and complete.

Independent Certifications.

SOC 2 Audit - LiveSafe conducts an independent, third-party certification of its applicable data security controls through an annual SOC 2 audit, which addresses information security, internal controls and privacy.

Safety Act Certified - LiveSafe has received SAFETY Act Designation and Certification, the highest level of accreditation awarded by the U.S. Department of Homeland Security for anti-terrorism technologies. The receipt of both SAFETY Act Designation and Certification means that the LiveSafe Mobile App and Command Dashboard demonstrate proven effectiveness and provide high confidence they will continue to be effective.

_____
If you have any questions about the information provided above, please contact:

Noelle Topetzes
General Counsel
noelle@livesafemobile.com
571.266.1925