

# Unum EEA Group

## Our Information Security

### Help@hand powered by Square Health Limited

#### Overview

Help@hand is an app-based solution available to employees covered under a Unum Group Income Protection policy. Help@hand can be made available to uninsured employees or those covered under a Unum Group Life or Group Critical Illness policy at an additional cost to the employer. It helps businesses manage their sickness absence more effectively by allowing fast and easy access to remote GP's, second opinions, mental health support and physiotherapy.

The Help@hand app and services are provided through Square Health Limited.

We have provided the following information to answer any questions you may have and to give you the assurance you require regarding your data.

#### How has Unum assured that the 'Help at hand' app meets our security requirements?

We have completed our thorough security due diligence process which is applied to all relevant third parties and subcontractors.

We also make sure this is an ongoing process and robust contractual clauses are in place.

#### What certifications do Square Health hold?

- They demonstrate commitment to keeping the data they hold safe and secure through successfully achieving ISO 27001.

#### Where is my data stored?

- Your data is stored in a private cloud in purpose-built data centres within the EEA.
- The infrastructure is hosted in Ireland data centres. The centres are managed by industry leading data centre providers and are purpose built with full UPS backup generators, airlocks, manned 24/7 security, access card readers, biometric security and a manned reception.

#### What security measures do Square Health have in place?

- All data is encrypted at the storage level (database) and when in transit.
- Annual security penetration tests are conducted by independent third parties at both the infrastructure and software layers.
- Data is backed up regularly with near real-time site to site replication.
- Square Health access to client data is strictly controlled on a need-to-know basis where individuals require it as part of their roles.
- All client data is classified as client confidential and it is retained until instructed to be deleted.
- Multiple layers of technical and network security to provide robust protection from the changing landscape of cyber threats.

---

[unum.co.uk](http://unum.co.uk)

Unum Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered Office and mailing address: Milton Court, Dorking, Surrey RH4 3LZ. Registered in England 983768. Unum Limited is a member of the Unum Group of Companies.