

Secure Partnership



From the beginning of our relationship with you Potentiate understands that we have critical mutual obligations to protect your commercial, sensitive and personally identifiable information throughout the entire lifecycle.

Our security systems and privacy policy are subject to ongoing continuous review, audit and improvement. Our commitment is to work with you to optimise the workflows within projects while mitigating risk at every stage of the process.



Onboarding

- Program reviewed to meet Privacy by Design
- Mapping of Data Flow to mitigate risks
- SSO or SAML protected Access can be self-managed
- Invitations and all communications designed to comply with disclosure and transparency requirements



Data Transfer

- Encrypted in transit
- SFTP or secure API
- Data transfers mapped, monitored and logged to ensure integrity and security



Usage

- Acceptable Use Policy ensures data is used only for the purposes for which it is provided
- Access limited to trained and relevant teams members
- Data obfuscation techniques limit visibility of PII data to authorised users only
- Supports disaster recovery and ensures business continuity for critical functions



Storage

- Data stored in secure cloud facilities covered by ISO27001 and/or SOC 2 compliant systems
- Encrypted at rest
- Daily data backup with redundancy
- Regular penetration testing conducted

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Data Deletion / Destruction

While secure storage is core to our systems, we have processes in place to ensure the right to be forgotten is easy to administer and that data no longer required is safely and completely removed when necessary.



Our Partners

To offer you the most up to date features and tools within your project or community we continue to build a network of partners who represent the cutting edge of research within human experience.

Potential partners must meet our strict onboarding criteria in terms of security and privacy. Their compliance profile is reviewed on an annual basis to ensure that it meets the changing requirements of the evolving security landscape.



Compliance

To ensure our systems remain current with the latest in security, a regular schedule of internal and external auditing is undertaken.

Our business & research systems and the HX360 environments are certified to ISO 27001 within Australia.

Our community space is protected by a SOC 2 certified system.

Potentiate adheres to the Privacy by Design philosophy to ensure that it complies with both the Australian Privacy Principles and GDPR whenever your customer data is concerned.