

## Personal Data Protection for Users Giving Feedback via HappySignals Survey

As you give feedback through the HappySignals Surveys, you can be certain, that we do not want to know you personally :) The following describes privacy in HappySignals Analytics Survey.

Important to understand:

1. **We do not** collect any data that might be used to identify you
2. **We do not** transfer any data that can identify you to 3<sup>rd</sup> parties
3. **We do** transfer your survey answer to your employer or to the company you work for (see [Data Transferred to your Company or Organization](#)).

### HappySignals Survey and Your Data

#### *For HappySignals Analytics Survey*

HappySignals survey form is accessed using vote buttons that you have received from your employer or the Company you are in contractual relation to. In the link that opens our survey form your service organization passes some data of the case they have resolved, like the case identifier, where about in the world the incident occurred, which team handled your request, how many times your case bounced around in the service chain.

Nothing personal about you, or the agent handling the case, is saved in HappySignals systems. We cannot identify you (and do not want to) in HappySignals.

### Data Transferred to your Company or Organization

#### *For HappySignals Analytics Survey*

**As you give feedback the following pieces of data is sent back to your service organization to let them improve your services:**

**Case identifier** – the service organization needs this data to understand fully the context of your case to make improvements. They might want to follow up depending on the service organizations setup to hear more. A case identifier is the case/ticket/request identifiers from your company's ticketing system – e.g. "INC3100092".

**Score** – you gave a 5? HappySignals will let the service organization know you were not exactly happy with the service, and they should do something about it. Score is typically a number from 1-10.

**Your factors aka. Reasons Why** – the reasons for satisfaction, dissatisfaction or do-not-really-care sentiment is also sent to the service organization. It would not make any sense that we ask for a score and not ask why. These can be something like "Speed of service" or "I did not know where to start".

**Your free text feedback** – even though the service organization knows the case and the context of the case (who served you etc.), they are humanly interested in what you said. This is also sent to the service organization.

**Lost worktime** – you feel it took ages to get that mouse you wanted, and you really couldn't do anything with the one you have now – and the touchpad does not work. We will let your service organization know.

**USAGE:**

Your service organization will use this data to further develop the services you use. They can easily pinpoint what is not working well and make these services priority for actions.

**Note!** Even HappySignals is minimizing collection of your personal information, an admin of your company with appropriate access rights to HappySignals Analytics, and your company's ITSM tool, might be able to manually combine data from the two system and link feedback with your ticket.

**So That's What It Is All About! How Can I Optout or Remove My Answers?**

Simple - do not click any of the vote buttons in your email or in your Company's Self Service Portal. There is no single process that depends on your feedback.

If you want to remove your answers from HappySignals there is no way to do this AS WE DO NOT KNOW WHO YOU ARE, and we cannot identify your answers.

We have agreements with our client organizations (company you work for) to delete survey data after a set period of time. This is based on our contracts with the clients.

**Please Contact Us**

You can find more information about our privacy practices from our [website](#).

Anytime – [privacy@happysignals.com](mailto:privacy@happysignals.com)