⭐ Recognize

Technology | 3rd party integration privacy policy

Overview

Recognize integrates with 3rd party providers in order to enhance functionality and to ensure high quality of service. Recognize realizes the importance of maintaining privacy and security around our customers' data and only shares data where absolutely necessary.

The providers Recognize currently integrates with are listed below. For some providers, Recognize only shares aggregate data. Aggregate data will be collected for the platform as a whole, as well as possibly at the organizational level. In some cases, Recognize may share individual event data, such as what pages a user viewed or the actions they took in the platform. See below for the event level data we collect and share. In the cases where Recognize tracks individual data, we do not and will never share personally identifiable information (PII). We only track and share internal identifiers and metadata.

Recognition Data

Recognize does not currently share recognition data (sender, recipient, message, etc) with third party providers. Recognize may add features that require the sharing of recognition data. Examples of this may include a semantic analysis service or a content moderation feature that utilizes a third party machine learning engine. Recognize will never share private recognition data unless there is explicit written consent to opt in to such a feature.

Change in providers

Recognize reserves the right to add or remove 3rd party providers at any time. However, if a new provider is added, the data shared will be subject to this privacy policy.

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3rd Party Providers:

- ✦ Amazon Web Services: hosting stack (database, servers, etc)
- ✦ Zendesk: Support tool. Email may be voluntarily shared by the end user for support.
- ✦ Google Analytics: Aggregate traffic analysis
- ✦ Mixpanel: Aggregate traffic analysis, Individual behavior (optional anonymization)
- ✦ Hotjar: Individual behavior (optional anonymization)
- ✦ NewRelic: Aggregate and individual (anonymized by default) system monitoring
- ✦ TangoCard: Gift card provider. Email address is only shared upon redemption.
- ✦ Mandrill: Email delivery provider (required). Email address and email content is shared.
- ✦ Pushwoosh: Push notifications (required). Recognition title, message, and url are shared.
- ✦ Twilio: SMS notifications (optional). Phone number, message, and url are shared.

Integrations

- ✦ Workplace by Facebook
- ✦ Yammer
- ✦ Office 365
- ✦ Slack

Event level data:

- ✦ Network: Company url or other organization account identifier
- ✦ Subscription plan
- ✦ Activated integrations: Yammer, Office365, Facebook Workplace
- ✦ User agent or device
- ✦ Internal user identifier