Privacy for Humans

At Screendesk, our users' privacy is at the core of our decision making. We provide a service that changes the way we work and allows us to be more expressive and informative in our daily work communication. Sensitive information may pass through our systems, and we don't take that lightly.We have created this page to show you how our systems use your data. For more information about how we use personal data, please view our Privacy Policy.

Where does my data go within Screendesk?

Text-based Data

Your text-based data is comprised of things like your name, notifications, password, linked accounts like Google and Slack, video names, comments, transcripts, and so on. The majority of this data is stored on an encrypted database at *both* rest and in-transit within AWS.

Image and Video Data

This includes your avatars, videos and thumbnails. These files are stored on our encrypted S3 buckets, which can only be accessed by certain robots and engineers within our organization who have special access.

Where does my data go outside of Screendesk?

We only send data to trusted third-party systems that are subject to strict privacy and security controls. We think it's important you understand not only what these systems are but also why we send your data to these systems. If you don't agree with or understand our reasoning, please email us at support@screendesk.io. If you do not agree with your data going to a specific system, deleting your Screendesk account will permanently delete all of your data from all our systems. If you participate in a Screendesk paid account, only the Screendesk account administrator at your organization can delete your data. For folks coming to figure out GDPR compliance, the following third-party services act as data processors for us. When we work with these service providers in our capacity as a data processor for our customers' personal data, the General Data Protection Regulation (GDPR) calls these third-party service providers a sub-processor. A subprocessor is a third party data processor engaged by Screendesk who may have access to or process personal data: (i) on behalf of Screendesk customers; (ii) in accordance with customer instructions as communicated by Screendesk; and (iii) in accordance with the terms of a written contract between Screendesk and the subprocessor.

📞 Whereby

Location: United States

Nature of Processing: Video API platform

What: Provides the infrastructure to power our Instant Meet feature.

Why: Our core competency at Screendesk is ensuring async and sync support communication happens more effectively. Whereby is the easiest way to add video chat to our platform.

💭 Intercom

Location: United States

Nature of Processing: Customer support service

What: Intercom is a messaging and marketing platform that allows us to do customer success better. This is where you're able to chat with us from that little bubble in the bottom-right of our web pages.

Why: Intercom has drastically increased our ability to address bugs and handle requests from our users (that's you!) over when we used to primarily use email. As a part of being able to maintain your relationship with us on this platform, we have to know who you are. We only know this once you've created an account, but we use this information for various debugging purposes and to send you product updates and announcements.

📈 Amplitude

Location: United States

Nature of Processing: User analytics service

What: Amplitude is our main analytics platform. It allows us to track whether a feature or product is successful in delivering impact to our users, and it lets us discover new (anonymized) trends of usage via conversion funnels, event segmentation, data pathways, retention charts, and cohort analysis.

Why: If we are going to be a platform that delivers immense value to our users, we have to constantly be innovating.

☎️ Help Scout

Location: United States

Nature of Processing: Customer support service

What: Help Scout is our customer support ticketing system. It allows us to help track, prioritize, and solve customer support interactions.

Why: Help Scout has helped us nurture customer relationships with personalized, responsive support. It also allows us to have tool which centralizes customer support request and inquiries to ensure our customers receive the best response.

📊 Google Analytics

Location: United States

Nature of Processing: Data analytics service

What: Google Analytics is an analytics platform that more uniquely gives us certain nice-to-have "vanity" analytics and serves as a good place for understanding where on the web our users are coming from.

Why: It’s good to know where our users are finding us so we can promote our product more with those partners and channels or figure out whether there are tangential products that should be introduced to our platform.

🦡 Honeybadger

Location: United States

Nature of Processing: Error logging service

What: Honeybadger is used as our error logging platform. When you get an error, we get it too so we can better fix these bugs as soon as possible.

Why: No one likes bugs! Data sent to Honeybadger includes IP address and your Screendesk ID and no other personal information. We grab your IP to get a general location the error is happening in and potentially pin-down bugs that have to do with timezones. We send your user ID so we can more quickly search and diagnose issues surfaced by our users in our customer support panel (Help Scout). Your user ID does not reveal any other personal information to the engineer investigating the issue.

🔐 WorkOs

Location: United States

Nature of Processing: authentication and authorization process for our SaaS application and ensure that only authorized users have access to our product. (Enterprise customers only).

Why: This helps us meet compliance requirements, reduce the risk of security breaches, and provide a seamless user experience for our enterprise customers. Additionally, WorkOS allows us to centralize the management of user identities and permissions, simplifying the process of onboarding and offboarding users. By relying on WorkOS for identity management, we can focus on delivering value to our customers while leaving the complex identity management tasks to the experts.

Who has access to what within Screendesk?

Our non-technical team members have access to Intercom, which allows every person at Screendesk to be able to do customer support. Over time, this will become more restricted as we scale up the team to only be customer support individuals. Our technical team *can be granted temporary access* to our servers, video and thumbnail storage layers. This is only for debugging or development purposes. Each engineer has a unique key that identifies them within our systems. All actions are logged for 6 years. If their key is compromised, we have an instantaneous way of expiring that key, checking if their key was used by an outsider, and processes to remedy such situations and alert the affected user base. So far, this has never happened in Screendesk's history, and we’re very proud of that.

How can I export my data?

Videos: You can export all of your video data by downloading each individual video. Text-based Data: Your user information, folders and video metadata can be exported by emailing us. If you ever want to delete your data, deleting your account will permanently delete all of your data off our systems.

Useful Vocabulary

🔒 Encrypted

Encryption is a process where data is scrambled with a specific secret that only a select few have. If this data is stolen, it cannot be understood unless the stealer has the proper secret. All of your personally-identifiable data (videos, images and text) are encrypted at-rest and in-transit across all systems.

🤸 In-transit

Your data is being sent from one location to another (usually one server/computer to another)

🛌 At-rest

Your data is physically being stored on a device (usually a server)

🕳 S3 Bucket

This is where we store larger (usually media) files such as images and videos

Database

This is a server that stores data that relates to one another. In other words, this is where we can query to answer questions like: "what is a user?", "does a user own one or many videos?"

🤖 AWS

Short for Amazon Web Services. This is the cloud provider we use at Screendesk that allows us to rent storage and compute capacity from their data centers. If you have any questions about privacy at Screendesk, we are here to help. Email us at support@screendesk.io.