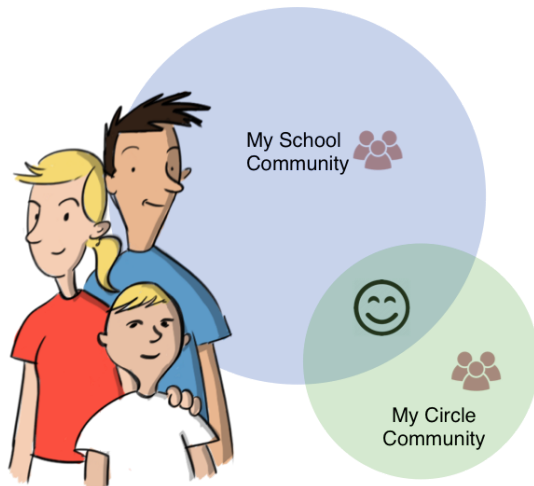


# Safeguarding and Security



*MultiMe is an online Person Centred Planning toolkit and Support Networking platform for vulnerable users. Security and safety are our number one priority.*

The MultiMe platform offers a range of accessible and secure multimedia-based applications that are designed to empower people with learning difficulties to communicate and take control of their lives in a safe and supported online environment. MultiMe offers secure Communities for organisations and for individuals.

## Your Privacy First

Our mission at MultiMe is to give our users control of their information, this relates to vulnerable users who create their own posts on MultiMe as well as professionals and family members uploading information and media. In line with new GDPR regulations MultiMe puts your privacy first and provides transparency about the sort of data we collect and store for you, why we do this and when we erase this data. Please have a look at our [Privacy Policy](#) for more information. If you have any questions regarding privacy please contact us at [privacy@multime.com](mailto:privacy@multime.com)

## A Secure Social Platform

The MultiMe platform provides a closed and managed social networking and collaboration solution for vulnerable individuals and their Circles of Support and organisations and groups.

## User Types

The MultiMe platform has four different user types that can be assigned to users depending on who they are and what permissions are required using the system:

1. **Account Holders** - Account Holders are typically the people who manage a MultiMe Community or set of Communities such as School, Provider, public sector administrator. The Account Holder decides which users in their management portal are Supported Users and who

are their Buddies. Account Holders have the ability to manage their portal user's permissions, memberships and content.

2. **Buddy Users** - Buddy Users are created and managed by Account Holders. Buddies can be assigned to manage Supported Users accounts. Buddies have the ability to set Supported Users permissions, veto and manage their work. Buddy Users are typically key workers, teachers, teaching assistants or family members.
3. **Supported Users** - Supported Users are created and managed by Account Holders. Supported Users are typically people with learning disabilities or other vulnerable users using the system. Supported Users may be denied access to certain features or require permission from their Buddies to perform certain actions using the system.
4. **General Users** - General Users are users that are neither of the above. They may be users that have been invited to join a Supported Users Circle Community such as a physio, health professional or family member.

## **Closed Communities**

The MultiMe secure social network is built up of closed and managed Communities of known and trusted users. You can create Communities for organisations and groups such as schools or providers, or Circle Communities around an individual, such as a person with a learning difficulty and their Circle of Support. The Circle Community involves the participation of their friends, family and professionals. Organisational Communities are managed by a Community Admin designated by the Account Holder and Circle Communities are managed by Supported Users Buddies. The administrators can create further Groups within their Community, such as classes and interest groups in a school or college for example, or groups for friends, family or 'my care team' in a Supported User's Circle Community. Administrators can also create private Groups that are not listed to other users in the Community. Community/Circle Admins can invite new users into their Community, can veto join requests and moderate Community/Circle sharing and activity.

Users can belong to any number of MultiMe Communities/Circles and can remain private inside of these (default for Supported Users), or choose to be searchable by other users outside of their Communities.

## **Buddies**

The Buddy feature is a unique safeguarding and support tool for vulnerable individuals using the system, it helps to keep MultiMe safe, and insure that users post and share appropriately with others. Account Holders can give users in their Management Portal Buddy status and then assign Supported Users to them for support. A Buddy can provide online support and supervision to a user around certain tasks including; vetoing friend requests, invitations to Communities, Groups and Events and the sharing of personal content and information. Buddies also have edit access to all of their

Supported Users content such as Goals, Diary or Wikis and can manage all sharing through the Buddy 'Manage Access' tool. A Buddy is assigned to a Supported User in MultiMe Community where it is seen to be in the individuals 'best interest' to do so. Some individuals with a learning disability for example do not have Buddies on the system and manage their work and activity themselves.

## Sharing

There are three ways to share information using MultiMe.

1. Users can create a Circle or Group update (a bit like facebook) and share a combination of text, media, documents and Stickers.
2. Users can comment on Shared updates or assets such as Wiki (RIX MultiMe users only), Story or Goal or join in a group Conversation.
3. Users can create their own assets on MultiMe such as Diaries, Wikis, Goals, Media Folders, Events etc..and share these with other users in their Community and Circle.

## Sharing user assets

Users can create their own assets such as Diary, Goals, Wiki or Calender Event etc..and can invite other users to participate or view these. A users work on MultiMe is private by default until it is shared by them or their Buddy. Users can share their information with individuals from their Circle, their whole Circle or Groups that they have joined.

## Buddy users and sharing

Buddy Users can invite people who are not MultiMe registered users to view Supported User's assets by a secure email link. Buddies can manage sharing of certain assets such as the Diary or Wiki through the 'Manage Access' feature. All sharing by Supported Users can be vetoed by Buddies or sharing can be disabled for Supported Users. Sharing with Groups can be vetoed by Group Admins.

## A note on sharing

Although users are not permitted to share information on with other users on the system, or download or use any shared material for their own purposes, through sharing content on MultiMe with other users you are giving consent for them to view the shared material and download any linked attachments.

No teacher, school leader, professional, parent or student profiles are made available to the general public through MultiMe. Furthermore, users cannot share their account information or user posts with anyone on MultiMe, outside of their Circle or Communities. If you are a teacher, professional, or a parent, you may choose to share information or content through the service with other MultiMe users - for example, things like your account information,

or other information you share with other Circle members through the MultiMe Diary, Wiki, Stories, Goals, Events or Conversations.

Please keep in mind that information (including personal Information or children's personal information) or content that you voluntarily disclose to others - including to other MultiMe users you interact with through the Service (such as messages you might send other users you collaborate with) - **can be viewed, copied, stored, and used by the people you share it with.** We cannot control the actions of people with whom you choose to share information and we are not responsible for the collection, use or disclosure of such information or content by others.

## Security overview

- User accounts protected by encrypted passwords with an auto lock-down feature after 5 failed attempts
- Secure picture password accessible login option
- Auto-log out after period of inactivity
- SSL secure connection
- AWS hosting in EU, 99% uptime guaranteed, backed up daily
- User management portal for Account Holders
- Closed Communities of trusted users
- Buddy system for vulnerable users
- Advanced Community and Group Admin veto and management features including ability to lock-down access for users to Communities via I.P address, including user profiles, activity and sharing
- Removal of EXIF data (geolocation data) from media uploads for user privacy
- GDPR compliant for user data processing and management

## Technology Overview

The MultiMe platform is built using the latest web technologies. Using open source technology and HTML5, the platform is not only cross platform compatible, but also cross device compatible: including Apple iPhone, iPad, PC and Tablet. The platform offers a fully WCAG 2.0 compliant interface within a safe, secure environment. Additional features include user access controls within controlled networks, events and calendar planning, in browser video recording, task coordination (within a closed network and across open networks).

## How does MultiMe protect and secure my information?

MultiMe is a web-hosted application. Our secure AWS servers are backed up on a daily basis making sure that we can recover data if there are any problems with the site or database. 99% uptime is guaranteed.

Your MultiMe account is protected by your username and encrypted password. You can help us protect against unauthorised access to your account by keeping your password secret at all times.

The security of your personal information is important to us. We work hard to protect our community, and we maintain administrative, technical and physical safeguards designed to protect against unauthorised use, disclosure of or access to personal information. In particular:

- Our engineering team is dedicated to keeping your personal information secure
- We work with a team of security researchers to continually test MultiMe's security practices for vulnerabilities
- We periodically review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems
- We continually develop and implement features to keep your personal information safe - for example, when you enter any information anywhere on the Service, we encrypt the transmission of that information using secure socket layer technology (SSL/TLS) by default
- We ensure passwords are stored and transferred securely using encryption and salted hashing
- The MultiMe Service is hosted on servers at a third-party facility, with whom we have a contract providing for enhanced security measures. For example, personal information is stored on a server equipped with industry standard firewalls. In addition, the hosting facility provides a 24x7 security system, video surveillance, intrusion detection systems and locked cage areas.
- We automatically delete inactive user accounts that are unsubscribed after a period of 12 months as per our retention policy.

## Contact us

If you have a question or feedback about MultiMe security or privacy we would love to hear from you. Please contact us at [privacy@multime.com](mailto:privacy@multime.com) with your question.