

Sword Mind Service Definition

What is Sword Mind

Mind is a digital mental health solution that delivers personalised programs through a mobile app, combining licensed clinical psychologist support with wearable-driven biometric insights. It builds emotional resilience through sleep, movement, and mindfulness activities, offering stigma-free support that adapts to each person's needs to improve mood, sleep, and productivity.

Security and Data Protection

Sword maintains control over the locations for data storage and processing, which include the United Kingdom, the European Economic Area (EEA), and other jurisdictions.

Security and Data Protection

- **Datacentre Security:** The security configuration of the datacentre adheres to a recognised standard, such as CSA CCM v4.0 or SSAE-18 / ISAE 3402.
- **Penetration Testing:** Penetration testing, structured as an 'IT Health Check,' is conducted at least annually by a CREST-approved service provider.
- **Data at Rest:** All data at rest is protected through the encryption of all physical media.
- **Data Sanitisation:** A data sanitisation process is in place, utilising data erasure for sanitisation.
- **Equipment Disposal:** Equipment disposal follows an in-house destruction process.

Onboarding and Offboarding Support

Enrolment Process

- Users create an account with Sword Health
- They provide personal information (name, email, contact details, demographics)
- They complete an online enrollment form

Assessment & Personalisation

Users go through an onboarding process that includes:

- Collection of anxiety and depression scores
- Assessment of existing mental health conditions
- Screening for general red flags for unsupervised exercise
- After enrolment, users have an onboarding call with a Mental Health Specialist (MHS)
- This call can be joined via the app or rescheduled if needed

Program Setup

- The Mental Health Specialist develops a personalised program tailored to the user's specific goals and current lifestyle
- The program focuses on activities in sleep behaviours, physical activity, and mindfulness
- Users install a mobile app on their smartphone to access their program

The client onboarding involves onsite training, online training as well as user documentation depending on client requirements.

Service Constraints

Exclusion criteria (condition based) will be applied to referrals. This will be discussed and agreed in advance of any project launch.

Performance, Availability & Support

Performance

Mind's performance is monitored using a set of key metrics organised into specialised dashboards across six categories: Business Performance (eligible lives, enrolment, retention, abandonment), Member Engagement (activity and call completion, overall engagement at 7/15/30 days), Clinical Outcomes (recovery/improvement at 60/90 days), User Satisfaction (Net Promoter Score), Program Progression (improvement, reassessment completion, PGIC/EGIC scores), and Onboarding Efficiency (enrolment funnel, time-to-call, and call attendance).

Availability

The Mind service is accessible via a mobile application. The mobile app is compatible with iOS and Android.

Support

Clients receive extensive support and training beginning at the point of purchase and continuing through onboarding and as needed thereafter. A dedicated account manager is assigned to each client.

Technical requirements

To fully benefit from the service, members referred should have a mobile phone capable of downloading the Sword app (this requires a smart phone and a relatively recent version of ios or android).

Outage and maintenance management

Sword reports outages through a dedicated public status dashboard.

Hosting options and locations

Sword Health utilises UK servers (Google & AWS) for storing data in relation to UK Projects.

If data needs to be processed outside the UK/EU, we will take appropriate measures to ensure Personal Data remains protected in compliance with applicable data protection laws, including the GDPR/UK GDPR, and is not used in a manner inconsistent with the Sword Health Privacy Statement.

Access to data (upon exit)

Upon contract completion, users have the option to request the extraction of their data (in limited and defined circumstances as applicable) by contacting Sword personnel.

Security

Sword Health's security programme is built on the HITRUST CSF and reviewed annually through HITRUST/SOC 2 audits. Policies span data classification, incident management, SDLC, vulnerability management and access control.