

Sword Bloom Service Definition

What is Sword Bloom

Bloom is Sword Health's pelvic health solution combining technology and human expertise. It features the Bloom Sensor device for at-home therapeutic exercises, a mobile app for tracking progress, and dedicated Pelvic Health Physiotherapists who provide personalised education, coaching and wellness support throughout the treatment journey.

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.

- **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

The Bloom Solution onboarding process involves three main steps:

1. Enrolment & eligibility confirmation via an online questionnaire
2. Physiotherapist Pairing, where eligible users are matched with a Pelvic Health Physiotherapist for an initial video assessment to set goals
3. Technical Setup, which includes receiving a Bloom Sensor, downloading the Bloom Mobile App, and creating a profile.

The Bloom Mobile App provides exercise descriptions, real-time biofeedback, educational articles, behavioural advice, and direct communication with the members Physiotherapist. Sword Health uses various channels (Email, On-site, Signage, Webinars, Text messaging) for Participant Engagement. Lastly, users have the option for Data Extraction upon contract conclusion under limited circumstances.

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

Service Constraints

There are no service constraints.

Performance Metrics

Sword Health provides an overview of key metrics tracked across the cohort of patients onboarded. This will be provided to the client at agreed intervals & includes clinical outcomes, engagement metrics, satisfaction and experience, technical performance and operational metrics.

Availability

The Bloom service is accessible via a mobile application and specialised hardware (Bloom Pod). The mobile app is compatible with iOS and Android.

Support

This document outlines the various support channels and service levels offered. Clients receive extensive support and training beginning at the point of purchase and continuing through onboarding and as needed thereafter. A dedicated technical 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.