

Sword Thrive Service Definition

What is Sword Thrive

Thrive is an AI-powered chronic pain care solution combining technology and clinical expertise. Members receive personalised programmes from qualified pelvic health physiotherapists and use the Thrive Pad (or their own device) for guided sessions with real-time feedback, and track progress in the app. Clinically proven, Thrive offers flexible, effective, and affordable recovery anytime, anywhere.

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 recognized 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 Thrive member onboarding support includes:

- Scheduled calls with qualified pelvic health physiotherapists
- Automated communications to support the process:
 - Reminder emails sent prior to scheduled calls
 - Follow-up communications for missed onboarding appointments
 - Re-engagement communications for users who haven't completed sessions after enrolment

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

To track the effectiveness and user engagement of the Thrive programme, the following key metrics are monitored across daily, weekly, monthly, and quarterly timeframes;

Clinical & programme Outcomes

- Pain and Fatigue Scores: Tracking the improvement of symptoms over time.
- Clinical Outcomes: Measuring the reduction in pain and improvement in functional abilities.
- programme Completion Rates: The percentage of users who complete their recommended sessions.

User Engagement & Activity

- Session Data: Total count, average duration, and frequency of sessions per user.
- Engagement Metrics: Patterns of user activity and adherence to the programme.

Enrolment

- Enrolment Statistics: Data on new user sign-ups, current active participants, and overall programme status.

Availability

The Thrive service delivers accessible chronic pain care via a mobile application and specialised hardware (Thrive Pad). The mobile app is compatible with iOS, Android, and the proprietary PhoenixOS. Users can complete personalised physical therapy sessions at their convenience, benefiting from real-time feedback. The service also provides communication with a qualified physiotherapist and offers content in multiple languages, including English, Spanish, Portuguese, and French.

Support

Dedicated support (to suit client requirements) is available. Clients can benefit from extensive support and training beginning at the point of purchase, continuing through onboarding, and as needed thereafter (this is available on site and on phone as required). 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.