

Sword Move Service Definition

What is Sword Move

Move is a proactive AI care solution designed for individuals who could benefit from increased physical activity. The solution helps members build lasting movement habits with the support of dedicated Physiotherapists who provide tailored, weekly movement plans.

Using wearable technology and real-time insights, Move addresses low pain, reduces injury risk, and increases activity levels, helping to avoid the costly consequences of physical inactivity and chronic conditions linked to sedentarism.

The solution includes:

- A Move module within the Sword Health App
- A Portal (clinician-facing member management tool)
- Wearable technology integration

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 Sword Health Move experience is initiated with an initial assessment (specialist or self-guided) and pairs the user with a dedicated physiotherapist. Users receive personalised weekly Move Plans, a starter kit with necessary technology (including a wearable if needed), and access to a mobile app. The mobile app is the central delivery platform for the entire program, offering continuous support from the specialist via messaging, email, or phone.

Service Constraints

For members without compatible devices, Sword provides a proprietary Move Wearable at no cost. Where a member wants to use their own device, compatibility is limited to Apple Watch Series 3+ and Wear OS 3.0+ devices (Google, Samsung, Citizen, Tag Heuer, Fossil) however new devices are added regularly.

Customisation

Buyers can customise the Move solution in several ways:

- Members can choose their physiotherapist
- Plans are highly customised based on each member's:
 - Medical history
 - Pain levels
 - Injuries
 - Goals
 - Current activity levels
 - Personal preferences

Members receive personalised weekly plans with activities scheduled on their chosen exercise days. Physiotherapists design these customised Move Plans using insights collected during enrolment.

Performance Metrics

- Total enrolments
- Active members
- Activation rate
- Completion rate
- Dropout rate
- Total sessions
- Sessions per member
- Average session time (seconds)
- Monthly session volume
- Program completion rates

Availability

The Move service is accessible via a mobile application and specialised hardware (a variety of wearable devices are supported, Sword can also provide a proprietary wearable). The mobile app is compatible with iOS and Android.

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.