Psytech SA Incident Management Process

The Genesys online system has a backup process in place which protects respondent data during an assessment – if the assessment has been administered according to best practices. It is up to the client to ensure that they administer the assessment according to best practices. The backup process is designed to protect the data against two specific incidents which are power failure and network disconnection.

Please note that the success of this backup process highly depends on the proper setup of the assessment process and proper use of the Genesys online system on a machine which is in good working condition and connected to a strong and stable internet network. It is highly recommended that all clients who use the Genesys online system attend the training provided as this minimises the risk of losing data and familiarises clients with this incident management process.

The backup process

When a respondent is assessed on the Genesys online system, the system keeps a backup of the data on the Psytech International cloud servers (assuming that the assessment was administered according to best practices when using the system). If there is a power failure or network disconnection during the assessment, the data will be protected. Once the power or internet connection is restored, the administrator will need to log into the computer and relaunch the same assessment or for assessments launched using a link, a recovery can be retrieved under the respondent information within the system. The system will pick up the backup from our servers and proceed with the assessment from the point where the assessment was interrupted. If it is a timed assessment, the clock will have saved the time remaining and will continue the count down from there.

The following factors can determine the failure or success of the backup process

1. **The quality of the internet connectivity** – Psytech SA has no control over the internet quality which clients receive from their service provider. The system relies on a stable and strong internet connection to run the assessment efficiently while also uploading the backup data to our cloud servers. It is the responsibility of the client to communicate with their service provider and ensure that their internet connection is strong and stable. It is also the responsibility of the client to test their internet speed with the GeneSys online system and ensure that the system runs satisfactorily with the internet speed and infrastructure they are using.

2. **The correct use of the system** - Sometimes clients can lose data if they are not using the system correctly. Clients are advised to attend the system training as it equips them with information that will help them setup their assessment processes correctly and minimise the risk of losing data. For example, when you assess multiple respondents, it is important that clients make use of the managed group session function. Many clients do not use this process for assessing multiple respondents and end up losing data. It is recommended to always include a unique email address for each respondent as it is used as an identifier for the system to distinguish between the data of various respondents. Failure to provide an email address will result in data for the user being lost. Should the user not have an email address, the user can simply provide the respondent with a

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non-existent email address (e.g. abc@testsession.com). Please ensure that all non-existent email addresses are different to ones previously used. These email addresses should be kept on record in the event that the candidate's assessment session needs to be restored.

3. **Genesys minimum requirements** – **Page 3** of this document contains information on the minimum requirements for running the Genesys online system. Clients need to make sure that all the requirements are met so that the system can run efficiently.

4. **Condition of machines used during assessments** – Computers that are not in a good working condition, are old and have weak and outdated hardware and software, or any other issues are not recommended for running Genesys. The client also needs to ensure that there are no viruses or malware on the computer that may affect the backup data or the assessment process itself.

5. **Training** – Clients who attend Genesys online training tend to experience fewer incidents during assessments. It is also easier to assist a client who has been trained with the recovery process. We highly recommend that our clients attend the Genesys online training.

User error - Psytech SA will not be liable for any incidences which may occur from user error for example, deletion of respondents from the Genesys online system by the user or respondent data overwritten by improper use of the assessments. Users of the Genesys online system have the functionality to send automated links to respondents for certain Psytech measures (personality measures, interest questionnaire, values and motives questionnaire and the 360 Degree Performance Appraisal). Users are encouraged to inform all respondents to kindly check their Junk/Spam email folders. Should the automated assessment link not be delivered to their email inbox, it could possibly be due to internet security settings of the respondent.

Measures for saving and protecting respondent data on Psytech international servers.

All data is held on Microsoft Azure dedicated V12 SQL databases. These databases offer superior backup and recovery features over traditional databases. Each database uses encrypted geo-locational backup, meaning the data is backed up to three separate locations around the globe to ensure full protection of data in the event of a datacentre fault. Each database also has the ability to be recovered back to any 15-minute interval in the previous two weeks.

Genesys data is IP restricted to the hosting Azure servers and to key technical personnel who must white-list their own IP address. Sensitive data such as passwords are hashed in the database.

Psytech SA Incident Management Process

Psytech International uses best practices to ensure confidentiality and integrity of data, including:

1. Continual backups.

2. Appropriate use of RBAC – Role Based Access Control. Personnel who access Genesys databases only see a 'partitioned' view pertaining to the requirements of their role – aligning with the principle of 'Least Privilege' (LP).

3. Logging to ensure a full audit trail of data

Genesys Online Minimum Requirements

- Genesys is cloud based. So therefore, a **fast and stable internet connection is required at all times**.

- Your Internet connection must not be overloaded by too many persons accessing it at the same time.

- Before conducting any assessments, please test the quality of the internet connection using following sites. www.pingtest.net, www.speedtest.net.

- The website www.pingtest.net will indicate the stability (Jitter) of your connection and the speed of the connection. The site will also grade your internet connection and inform you if it is not suitable to run a real time internet application like the Genesys online system.

- You need to access the Internet from a computer running Windows or Mac. Tablets and cellphones can only be used for personality assessments.

- Your firewall or corporate security measures must allow your computer to communicate with the Genesys Online site for both upload and download. Discuss this with your network manager. Your browser needs to be cleared to access the Internet through the firewall.

- Your IP address for the computer on which you are testing needs to be static, NOT dynamic.

- If you are using mobile data to access the Internet, you need to have a fast and stable connection at the physical position where you are testing. You also need to have sufficient data available because if your device cannot communicate because the date has run out, your testing session will be interrupted or it may "hang".

- Your computer must be functional. We can't support you if your computer has any hardware related issues, or if it is not stable in normal operation.

- You need to have a stable electricity supply. For testing purposes, a backup supply system such as an inverter or generator is highly recommended.

- Batches of reports are produced and then zipped. Most modern operating systems can open zip files natively, however if you do not have access to this feature a zip utility will be required. (For example, 7zip or WinRAR)

- Recommended browsers include Chrome, Safari and the Microsoft Edge browser.

GeneSys Online data and privacy statement

Psytech International Ltd. acts as a data processor and is committed to ensure compliance with all legal requirements in so doing.

What Type of Personal Data Does Psytech International Collect?

- Data that allows us to identify candidates, such as first name, last name and e-mail address.

- Assessment data which includes responses to any questions in the assessment(s). This might involve multiple choice responses or text that is entered into an input box. The data is normally recorded in a 'raw' format and is later interpreted during a reporting process requested by Psytech SA's client.

- Biographical data, such as gender, age, ethnicity and qualification level. Submitting such data is optional and does not form part of the assessment. It is used purely for research purposes and enables us to ensure that our assessments are fair, reliable, valid and meet the requirements of the Employment Equity Act. This is considered best practice. When we use this data for research purposes, it is anonymised and aggregated.

How we use personal data

Information will be passed to the Psytech International secure servers where it will be processed. The processing will involve scoring the responses on a number of measurable characteristics of relevance to Psytech SA's client who arranged the assessment. The results will then be referenced against either a representative sample of a relevant population group or standard established by Psytech SA's client.

How Psytech International protect personal data

Psytech International take the protection of personal data very seriously. All interaction with Genesys online is done through an encrypted HTTPS channel and data is always password protected. Psytech International's databases are hosted with Microsoft Azure which has a reputation for excellence with regard to security and robustness.

Data transfers

Data is held on secure servers within the EU and is never transferred outside of the EU.

Personal data sharing

Psytech International process the data on behalf of Psytech SA's client. The client will have access to the data through a password protected login to the Genesys online system. The data is not shared with any other third party, and Psytech International do not host any form of advertising for third parties.

How long is data stored?

Data will only be kept as long as required for the purposes for which it was collected by Psytech SA's client. When data is no longer needed, it will be anonymised and stored in an aggregated form. There will be no way to identify anyone from data held in this anonymised format.