

Whitepaper

Welkin Health Security



Welkin

Introduction

Security is core to what we do. Welkin is designed to meet the high standards of the health care industry.

It's our obligation to treat patients and their data with the utmost respect and care they deserve.

We support organizations covered by HIPAA and FDA medical device regulations, making security our priority. Moreover, we know that we've been entrusted to protect some of the most sensitive information people have.

This is an overview of Welkin's security program. We'll walk through our protocols for ensuring the confidentiality, availability, and integrity of your data.

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Security Culture

Welkin's security starts with its culture. We take security seriously at every level of operation, and think deeply about what our work demands.



Principles

Care

We joined Welkin because we believe our work matters. Protecting security and privacy isn't just a business requirement—it's our duty.

Risk not rules

Security is not a yes or no proposition. We take a sophisticated risk-based approach to thinking about security.

Defense in depth

We maximize security by designing our tools with multiple layers of protection.

Limited access

Our systems only grant access to the information and privileges needed for people to do their jobs, and nothing more.

Deny by default

Welkin's systems include a "fail closed" feature to protect your data from unauthorized users.

Good governance

Well-managed organizational and technical controls are the driving force behind Welkin's security program. We keep our policies up to date and confirm they operate as designed.

Hire well

Welkin entrusts its employees to oversee a great deal of responsibility and sensitive data. So, we've implemented checkpoints, pre- and post-hire, to ensure they meet and uphold that trust.



Background checks, training, review

Welkin new hires undergo comprehensive pre-employment screenings. We vet the resumes, references, and criminal history of all the candidates that receive employment offers.

Welkin maintains focus on employee assurance, post-hire. We require employees to complete annual privacy and security awareness training, and our bi-annual performance reviews evaluate how individuals adhere to security policies and values.

Internal security and privacy culture

Welkin holds monthly security reviews and brainstorming sessions with all technical teams. These reviews give them the opportunity to ask questions, stay informed about risks, and raise concerns.

Our security team keeps us informed of new or ongoing risks and threats to the business. We disseminate this information across the company through multiple internal communication channels.

Welkin performs risk assessments twice annually. We present the results to a standing Organizational Risk Committee, comprised of Welkin's CEO, CTO, and other executives to ensure adequate progress is made towards risk mitigation.

Audit and compliance

We undertake an annual SOC 2 Type II audit to ensure the effective operation of our security program. We also perform audits for each of our internal policies.

Collaboration with security researchers

Welkin hires external security researchers to conduct penetration tests. We provide a publicly accessible email address for security researchers to notify us of any issues they find.



Operational Culture

Security is at the center of our operations.



Vulnerability management

Welkin has a comprehensive vulnerability management program. We perform active scans of our code and dependencies, as well as our production and testing environments. We conduct periodic manual scans of our product as well as ensure the integrity of employee workstations by implementing mobile device management software.

Monitoring

We monitor employee workstations as well as production hosts for unusual behavior. This includes improper file access, or changes to our production access controls. We also run anti-virus software on employee workstations.

Incident management

Welkin has a well-defined set of protocols for incident management. These enable us to deliver decisive, effective responses to security threats. In the event of an incident, our engineering team is on-call 24/7 to respond and investigate.

We begin investigations by classifying the severity of the reported event. Welkin investigates and takes any required mitigating actions. After resolution, the investigating team holds a retrospective to analyze the incident, and turn their insights into an actionable plan for preventing similar threats.



Hi-Tech Culture

Welkin uses modern, best-in-class technology to deliver its services.



Secure cloud

Our services are hosted on Amazon Web Services (AWS). AWS sets the standard for modern datacenter security, availability, and quality. Their proven access control and management technologies keep Welkin's production services secure.

Encryption

We encrypt all data at rest and in transit. We rely on AWS' file-system level encryption and key management services for encryption at rest in our production environment, and OS X's FileVault 2 for employee workstations. We use modern, proven implementations of TLS or SSH to secure our data in transit.

Third-party services

Welkin chooses third-party services with security in mind. Vendors must meet the same high standards. We evaluate each one to ensure they meet our bar for security. Typically, our vendors have industry standard security certifications, and pass Welkin's security review process.





Let's Create Amazing Patient Experiences Together

Welkin's patient relationship management platform guides teams to deliver better care. Your patients' journeys are configured into our software, keeping your teams on track and your patients engaged. With Welkin, engagement is seamless so health care teams may build strong relationships and produce positive outcomes.

For more information on how Welkin can help make your program extraordinary extraordinary, please contact

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