

How to Confirm ProdPerfect Avoids PII

General Overview

We are happy to go through any security review process your organization may require, but outlined below are a few options—depending on if your InfoSec process is simple to intricate—for how you can confirm we avoid personally identifiable information (PII).

Our current default policy and process is to avoid collecting any personal information about your users (by blocking keystrokes and IP addresses, and by not scanning the DOM), and therefore to avoid being a data processor. We are Privacy Shield certified and have an Independent Recourse Mechanism through PrivacyTrust to resolve any disputes. This Data Security Overview outlines the kinds of data we do collect and how we avoid PII.

Ways to Confirm ProdPerfect Avoids PII

Simple Process

The simplest way to confirm that ProdPerfect avoids PII is by looking at one of our existing clients' sites where we already have our data tracking snippet installed. This video demonstrates how you can navigate to Elemental Machine's web application, open the devtools network tab, see a live feed of data that's being collected, and confirm that the types of events we are collecting do not include PII.

Intermediate Process

If you need to see the data tracking snippet and what it is collecting on your own environment, we can first install the data tracking snippet onto a non-sensitive environment (such as test or staging) before putting it on production. ProdPerfect will then provide access to the S3 bucket where the data is stored so your team can review and confirm that PII is not being collected. Once confirmed, the data tracking snippet would then be installed onto production in order to collect real world user data so we can build out the testing suite.

Intricate Process

We have had to fill out security questionnaires, execute BAAs and DPAs, and are experienced in going through any InfoSec process deemed necessary by our clients. For more intricate InfoSec processes, we have seen internal approval take up to a few months, so please inform your client manager what your internal processes are as we would be happy to kick off this process with you as soon as possible so that when you are ready for the POC we have completed InfoSec.

About ProdPerfect

ProdPerfect is the first autonomous, end-to-end (E2E) regression testing solution that continuously builds, maintains, and evolves E2E test suites via data-driven, machine-led analysis of live user behavior data.

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