empathy.

Our commitment to security

Our commitment

Showing up for employees and beneficiaries in their toughest moments is a powerful step in developing a greater culture of care, and Empathy makes it easy to get started.

Empathy was built with a user-first approach, always focusing on the best interests of the families we serve. This translates to constant diligence in our data security and privacy, and in our internal processes.

Empathy holds itself to the highest standards of privacy and security, particularly when it comes to our users and partners. As of August 2022, Empathy is compliant, covering all five SOC principles: security, availability, processing integrity, confidentiality, and privacy.

Our approach to data collection

Empathy is a dedicated service designed to support families during the challenging times they face following the loss of a loved one. To ensure our service meets the unique needs of each family, we require some information from the app's user and basic details about the deceased individual.

We understand that sharing sensitive information can be a concern for many, and we have designed our platform to require only a minimal level of personal data while still providing meaningful support for personalization of the practical and emotional challenges that come with loss, all within a non-clinical framework.

As part of our commitment to protect users' privacy, Empathy adheres to the data privacy regulations of the CCPA and GDPR.

Our compliance posture

Empathy allows all users to have control of their own data, by ensuring users' data is dealt with the utmost care.

Our infrastructure is SOC 2 type 2 compliant, cloud-first, utilizing AWS services to ensure the highest level of security and availability for the families we support. Empathy emphasizes user accessibility to its product, supporting various accessibility tools and adhering to WCAG 2.1 guidelines.

Data we collect

We store the most basic PII (Personal Identifiable Information) along with anonymized app usage data.

Data we don't collect

We don't inquire about users' clinical situations

We are unaware of any PHI relating to the policyholder

Our services do not require HIPAA compliance

How we treat data

All data is stored on our AWS servers in the US

All data is encrypted in transit and at rest

We employ multiple layers of protection to ensure data is stored securely and can't be accessed

Empathy is compliant with the leading L&A carriers' requirements for process integrity, supporting 5/10 leading Life Insurance companies in the United States.

Guardian   Lemonade   MetLife   VOYA   NEW YORK LIFE   THE HARTFORD   securian FINANCIAL

Our security and compliance team is happy to answer any further questions or provide additional supportive documents. Contact us at: security@empathy.com