



Data Protection and Security at Kenjo

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Answers to Frequently Asked Questions

We want you to trust us in our journey to transform HR within your company. That is why we secure and protect your information with absolute transparency by implementing and developing organizational measures that comply with international standards and regulations. To keep your data safe, we not only adopt best practices that conform to the European General Data Protection Regulation (EU GDPR) but also process data in high-security data centers that have the appropriate security certifications. In this document, you will find answers to your frequently asked questions about data protection and security at Kenjo.

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General Information

1. Q: Has Kenjo appointed a data protection officer (DPO)?

A: Yes. The external DPO for Kenjo is Thorsten Ihler of Fieldfisher Tech. You can reach our DPO at dataprotection@kenjo.io.

2. Q: Does Kenjo follow international standards and regulations in order to keep my information safe?

A: Although Kenjo currently does not hold certifications, it adheres to international standards and best practices. Kenjo not only uses high-security data centers that are certified according to ISO 27001 but also implements a Data Protection Management and Information Security System oriented towards the same standards.

3. Q: Can I conclude a Data Processing Agreement with Kenjo?

A: Yes, of course. In accordance with Art. 28 EU-GDPR, we offer a data processing agreement. This agreement was specially developed and is part of our regular service contract.



4. Q: Is everyone in Kenjo familiar with legal requirements on data protection?

A: Kenjo's employees have signed separate data protection and confidentiality declarations during the onboarding process. They are also informed about their personal liability and criminal implications of data breaches. Moreover, employees have participated in training about the sensitivity of personal data and the data protection principles of the GDPR.

5. Q: How can I report security vulnerabilities?

A: Security vulnerabilities can be reported to dataprotection@kenjo.io or support@kenjo.io.

Authentication & Access Control

6. Q: Who has access to my data in Kenjo?

A: As a general rule, access to your data is only possible by your company or yourself. However, in case you need Kenjo's support to resolve or explain a request on your end, one of our members from the Tech or Customer Success team could have access to customers' data. This access will generate an alert to track the event, tracing who specifically accessed your Kenjo application and when. This trace will not be deleted.

7. Q: How does user authentication work?

A: Access is granted via personalized user accounts. Registration is possible with your work email (defined in your profile) and the password you set when activating your account. The admins for Kenjo accounts can enable a provider and add the company domains, so all users whose work email is from this domain can have access through the "Sign in with Google" button on the Kenjo sign-in page. [Check our Helpcenter article to learn more.](#)

8. Q: Does Kenjo support the configuration of passwords?

A: Kenjo provides users with a password strength letting for their account that establishes at least 8 characters, including one uppercase, one lowercase, and, at least, one number.

9. Q: What authorization roles are available within Kenjo?

A: By default, newly created user accounts have no access rights beyond editing their own profiles. Nonetheless, Kenjo provides HR Admins the possibility to create different profiles and restrict or grant access to data according to your company's individual authorization protocol. Thus, employees don't have access to other employee's data and different company accounts are (logically) separated in the database.



Encryption

10. Q: What type of data does Kenjo collect?

A: Upon creation of a new account, Kenjo stores personal data you provide such as your full name, email address, and phone number. When you start using Kenjo, the data Kenjo stores will depend on your usage of the software and the type of data you and your authorized users decide to submit and upload.

11. Q: How is data encrypted?

A: Kenjo uses encryption in transit and at rest: the [encryption at rest is provided by our database provider](#), and the encryption [in transit](#) is provided via SSH connections (https).

12. Q: What will happen with candidate data on Recruiting?

A: When a recruiting candidate is deleted, all the related data about that candidate is removed, including all the documents related to the candidate.

13. Q: Are Kenjo passwords encrypted?

A: Yes.

14. Q: How are passwords encrypted?

A: The passwords stored in our database are encrypted using a hash length of at least 128 bits and 100,000 iterations of the encryption algorithm implemented. Just to give you an idea of industry standards, 45,000 iterations of this algorithm with a computer able to do 66,667 guesses per second would require [408 trillion years to decode a password of 90 bits](#).

15. Q: Where are Kenjo's data centers located?

A: Kenjo processes data within the framework of the software via providers of high-security data centers. These are virtual environments that are replicated across multiple physical locations. The Kenjo platform infrastructure is provided exclusively in the following regions/server locations: Frankfurt am Main, Germany ([MongoDB Atlas Server](#), [Amazon Web Services](#)).



Backups & Recovery

16. Q: Does Kenjo perform regular backup restoration tests? How often is data backed up?

A: Yes. Kenjo's database generates backups with all the data every 6 hours. Each of these backups is stored for a maximum of 12 months.

17. Q: What happens if there is an incident that compromises my personal data?

A: Kenjo has security measures in place to prevent data breaches. In the event that a data breach should occur, the incident response protocol provides to allocate all resources to identify the nature and scope of the incident. If the incident is still ongoing, measures will be implemented to stop the incident. Kenjo has procedures in place that ensure that incidents and potential data breaches are identified and handled according to legal requirements.

18. Q: How will I find out if an incident happens?

A: Kenjo processes your data on behalf of your organization. This means that Kenjo is legally obligated to notify your organization of any data breach that affects your personal data. Your organization must then decide if and how to communicate details of the breach.

Verification

19. Q: Does Kenjo perform penetration security tests?

A: Kenjo is doing penetration tests on a yearly basis. The final results will always be published.

20. Q: How often does Kenjo run audits for verifying security?

A: We have security reviews on a yearly basis.

Purpose Limitation

21. Q: How long does Kenjo store my data?

A: Data is only stored as long as you are a customer of Kenjo.



22. Q: What happens with my data if I stop using Kenjo?

A: If a contract concludes, your contact data is stored as long as the user relationship lasts. If, however, we are subject to legal retention periods, we will comply with them and delete your data after the expiry of these periods.

Integration Options

23. Q: Does Kenjo offer an API?

A: Kenjo offers an API integration. For more information, please contact our Support Team at support@kenjo.io.

24. Q: What other integrations does Kenjo support?

A: Kenjo offers integration with Slack. This integration, however, is a benefit only available for Slack paid subscription plans and has to be done with a user who is the primary owner of Slack. [For more information, please consult our Help Centre.](#)

Kenjo offers an integration with JOIN for a broader recruitment experience through our software. This integration requires the use of a JOIN account. [For more information, please see our Help Centre.](#)