

What you need to know about purchasing a Spoke subscription



Spoke Learning Platform Overview

Spoke is a subscription-based, multi-tenant Software as a Service (SaaS) designed to deliver cutting-edge learning and coaching best practices to upskill your organization. This document provides information security insights related to the Spoke Learning Platform, Spoke Coach, and Spoke Mentor.

Spoke Learning Platform

SPOKE LEARNING PLATFORM PROVIDES A CENTRALIZED, INTUITIVE LEARNING EXPERIENCE THAT DELIVERS:

- Engaging, interactive training tailored to individual and organizational needs.
- Personalized learning paths that adapt to user progress and goals.
- Robust tracking and reporting to measure learning outcomes and effectiveness.
- Seamless integration with enterprise systems for easy deployment and management.

Spoke Coach

SPOKE COACH IS DESIGNED TO ENHANCE COACHING INTERACTIONS BY:

- Providing structured coaching frameworks that guide managers and learners.
- Enabling synchronous and asynchronous feedback loops to track progress and reinforce learning.
- Offering data-driven insights to optimize coaching and individual development.
- Allows managers to develop action plans with learners that combine their feedback with AI-driven insights to improve coaching effectiveness.

Spoke Mentor

SPOKE MENTOR IS AN AI-POWERED, PERSONALIZED PRACTICE PARTNER, OFFERING:

- Real-time, individualized coaching to refine critical skills.
- Scenario-based roleplays that simulate real-world interactions.
- AI-driven feedback to help learners improve their skills and performance.
- Personalized learning experiences that adapt to user needs and professional growth.

Together, these components create a comprehensive learning and coaching ecosystem that empowers organizations to build Skill Agility and drive performance at scale.

SaaS Infrastructure

Our [Terms of Service \(ToS\)](#) is the legal agreement that governs your subscription. It covers:

- a. IP ownership, confidentiality, product warranty, liability, privacy, security, and data backup.
- b. A Data Privacy Addendum (DPA), ensuring compliance with GDPR, CCPA, and industry best practices for handling personal data.

PRIVACY POLICY

We value your privacy and are committed to transparency. Our [Privacy Policy](#) explains how we collect, use, and protect your data, ensuring clarity and trust in our data handling practices

OUR UNBOXED COMMITMENT

[Responsible & Scalable AI](#) details the principles that guide our approach to innovation, ensuring that AI enhances learning while remaining ethical, transparent, and user-centric.

Consistent Legal and Service Structure. Maintaining a structured legal framework and service levels for Spoke allows Unboxed to provide a trusted, cost-effective, and scalable learning solution for our clients. We:

- a. Adhere to industry best practices in enterprise software development and deployment.
- b. Ensure efficiency and scalability in delivering high-quality services.
- c. Offer competitive pricing while maintaining security, reliability, and compliance

FAQs for Unboxed's Spoke Learning Platform

1. WHAT IF MY COMPANY HAS SPECIFIC DATA PRIVACY ASSESSMENT AND SECURITY ASSESSMENT THAT MUST BE COMPLETED TO SUBSCRIBE TO SPOKE?

We recommend using our legal framework to allow your company to reap the benefits that come with purchasing SaaS technology. Our framework provides your company with competitive pricing, efficiency and scale while maintaining industry standards and security for enterprise software.

2. WHAT IF OUR SECURITY AND LEGAL TEAM WANT UNBOXED TO ADAPT TO OUR REQUIREMENTS?

We understand that businesses have standards and processes such as security and legal reviews prior to purchasing Spoke and throughout the subscription period. Unboxed can provide additional service packages that will allow the Unboxed team to meet your service level.

3. WHAT PERSONAL DATA IS COLLECTED IN THE PLATFORM?

Spoke is deployed globally around the world with companies such as financial institutions and pharmaceutical companies who take security very seriously. Spoke is often viewed as low risk because we only need your employee's name, email address, and job role to setup up your team.

4. WHAT DATA IS COLLECTED FROM YOUR EMPLOYEES?

Spoke's reporting engine is very robust and collects training completion and coaching feedback for your employees. This information is generally also considered low risk.

5. WHAT DOES THE TECHNICAL INFRASTRUCTURE LOOK LIKE FOR SPOKE?

Spoke is a cloud based multi-tenant platform hosted by Microsoft Azure. Spoke's database, servers, storage accounts, and Microsoft PowerBI reporting is located in the United States. Data is replicated and stored in three separate locations on the east, west, and central United States. Microsoft also provides a third-party SOC 2 Report that details the system and controls for the Azure Infrastructure.

6. HOW DOES UNBOXED PROTECT MY CONTENT AND DATA?

Unboxed's Information Security Policy sets standards for safeguarding confidential information and intellectual property for both Unboxed and our clients to ensure the confidentiality, integrity, and availability of information in a manner that is consistent with industry standards to protect against anticipated threats and unauthorized access to information.

7. WHAT IS COVERED AS PART OF UNBOXED'S INFORMATION SECURITY POLICY?

Unboxed's Information Security Policy provides an overview of the policies Unboxed uses to manage its Information Security Program which includes:

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| o Data Classification Policy | o Incident Response Plan |
| o Cybersecurity Policy | o Internal Audit Policy |
| o Acceptable Use Policy | o Third Party Risk Management Policy |
| o Ethics Policy | o Disaster Recovery & Business Continuity Plan |
| o Password Management Policy | o Software Development Lifecycle (SDLC) Policy |
| o Access Control Policy | o Risk Assessment Policy |
| o Physical Security Policy | o Security Training Compliance Policy |

8. WHAT PRECAUTIONS DOES UNBOXED TAKE TO MANAGE ITS INTERNAL NETWORK?

Unboxed's network is protected by a Firewall with integrated Intrusion Prevention/Detection. The firewall is proactively monitored 24x7 by a 3rd party for all intrusion and firewall alerts. On an annual basis external penetration testing is conducted against external facing devices and equipment. The external penetration test includes, but is not limited to, Google Hacking/URL Searches, website and application reconnaissance, DNS information, caching and poisoning, system and OS detection, and vulnerability detection and exploitation.

9. WHAT IS THE RECOVERY TIME FOR AN OUTAGE?

Unboxed maintain policies related to business continuity and disaster recovery alongside policies that govern security, privacy, IT, company processes, software development and human resources. Our Incident Response Policy and [Service Level Agreement](#) articulate the communication and escalation process in the event of any downtime (including details of Maximum Tolerable Downtime, Recovery Time Objective, Recovery Point Objective and Response Time, along with other related details).

10. DOES UNBOXED SELL OR SHARE CLIENT DATA WITH A THIRD-PARTY?

Unboxed would never sell you or share your data with any third-party. The Unboxed Support Team will only access your account to provide customer support or to enforce our [ToS](#).