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Technical Overview

Want to find out more about our company? How our platform works? How we prioritise security? The answers to these and more can be found below.

1

Company overview

Commonplace is an independent, private company owned by founders, staff and investors. We are a social business with social objects in our Articles of Association: to increase participation; to surface unheard voices; and to help activate communities as better collaborators.

We are purpose-led with a belief that by creating positive impact we will also achieve commercial success. We do this by:

- Facilitating a shared understanding of needs between our customers and the community. We do this as early in the project as possible.
- Capitalising on the strengths of digital tools to create trusted conversations.
- Generating constructive collaboration that reduces projects risks and increases mutual value.

2

Platform overview

- Web-based application for both admins and respondents that runs in all modern browsers including Chrome, Safari, Firefox, Edge, across desktop, tablet and mobile.
- Choose your own Commonplace domain.
- Upgrade to custom domain.
- Respondents are required to confirm their email address in order to publish their contribution.
- Set your own custom branding and build unique content and survey questions in our drag & drop editor.
- Invite administrators to join your team and set appropriate access rights based on their role.

3

Information Security

- The platform is fully GDPR compliant, handling sensitive data since 2014, please check our [Privacy Policy](#).
- We are registered for Data Protection with the UK Information Commissioner's Office.
- We are CyberEssentials certified and ISO 27001 certified.
- We conduct an annual penetration test with remediation of Critical and High issues within a 30 day re-testing window.
- A number of policies, including our Information Security Policy are available upon request.

4

Data protections & ownership

- **You own all response data collected through Commonplace.** We act as a data processor and are independent controllers for our own purposes.
- All respondent data is safeguarded through pseudonymisation.
- Special category data is fully anonymised, unless you specifically request for and are approved for a pseudonymised view.
- All data is stored in the United Kingdom, cloud hosted by AWS.
- Your privacy policy will be uploaded alongside the Commonplace [Privacy Policy](#) to inform respondents on how their data will be handled.
- Encryption of data at rest.
- Personal data is retained until completion of a project and removal of the project from the Commonplace platform.

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Service level

- The service is fully hosted with Amazon Web Services, located in London, UK and compliant with ISO 9001, ISO 27017 and ISO 28018.
- The hosting infrastructure is designed for resilience by including redundancy to support failover.
- 99.90% service uptime guarantee with 365x24x7 application monitoring and alerting.
- UK office hours email and phone support.
- Online knowledge base and product guides available 365x24x7.
- Commonplace performs regular data backups with regular tests to ensure resilience.
- Users are informed of any exceptional planned downtime with 7 days notice, with downtime only ever being planned between 11pm and 5am UK time.
- Profanity monitoring of contributions in accordance with the [Acceptable Use Policy](#).


6

Accessibility

- Compliant with Web Content Accessibility Guidelines version 2.1 AA standard (with accessible workaround options for some add-on features).
- Custom branding set to conform to colour contrast requirements.
- Dedicated accessibility page for your Commonplace, [see example](#).

Sub-processors

Commonplace uses some third-party applications and sub-processors in order to deliver the service to customers and community members. We maintain an up-to-date list of these applications with a description of what they each do, what types of data they process and where they process it on their website. Please see our [sub-processor page](#).



Build better places

Discover the platform with one of our community engagement experts.

[Arrange a Demo](#)

Platform

- [Platform & Features](#)
- [Customer Stories](#)
- [Commonplace in Action](#)