

WITHINGS

Privacy guide

How to manage and protect your
Withings data

Instructions

User guide copyright

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If you have questions, please contact Withings at:

<https://support.withings.com/hc/en-us/requests/new>

Privacy policy

You can read our full privacy policy [here](#).

This document will explain how you can assert the rights granted to you by our privacy policy.

Table of contents

User guide copyright	2
Privacy policy	2
Personal data	5
Activity trackers.....	5
Scales.....	6
Sleep products.....	6
Other products.....	7
Accessing your data	8
Accessing data (from the app).....	8
Accessing data (from the Web Dashboard data only).....	8
Managing your data	9
Modifying your data.....	9
Deleting your data.....	9
Adding data manually.....	10
Protecting your data	11
Overview.....	11
Setting a secure password for your account.....	11
Protecting the access to the app (iOS only).....	11
Objecting to your data being processed	13

Sharing your data	14
Sharing Timeline items.....	14
Adding someone to your Leaderboard.....	15
Stop sharing your Dashboard.....	15
Sharing your data with partner apps.....	16
Stop sharing your data with partner apps.....	17
Importing your data	19
CVS fil format.....	19
Mandatory columns.....	19
Importing a CVS file.....	20
Exporting your data	21
Managing your notifications	22
Disabling email notifications.....	22
Disabling the push notifications on your device.....	22
Managing your account	24
Overview.....	24
Deleting a user profile.....	24
Making a user profile independent.....	25
Deleting a Withings account.....	26
Disabling the Home livestream	27
Challenges and your data	28
Document release overview	29

Personal data

Activity trackers

Our activity trackers can access the following data:

	Activité / Pop	Move	Move ECG	Pulse	Steel HR / Steel HR Sport / Pulse HR	ScanWatch	Pulse Ox	Go
Burned calories	✓	✓	✓	✓	✓	✓	✓	✓
Distance	✓	✓	✓	✓	✓	✓	✓	✓
Distance (run)	✓	✓	✓	✓	✓	✓	✓	✓
Workout map		✓	✓		✓	✓		
Elevation			✓			✓	✓	
Heart rate			✓	✓	✓	✓	✓	
Run data	✓	✓	✓	✓	✓	✓	✓	✓
SpO2						✓	✓	✓
Steps	✓	✓	✓	✓	✓	✓	✓	✓
Swimming data	✓	✓	✓	✓	✓	✓		✓
ECG waveform and analysis			✓			✓		

Scales

Our scales can access the following data :

	Smart Body Analyzer	Wireless Scale	Body	Body+	Body Cardio
Bone mass				✓	✓
CO2 concentration	✓				
Fat mass	✓			✓	✓
Heart rate	✓				✓
Muscle mass				✓	✓
Pulse Wave Velocity					✓
Steps	✓	✓	✓	✓	✓
Room temperature	✓				
Units preferences	✓	✓	✓	✓	✓
Water mass				✓	✓
Weight	✓	✓	✓	✓	✓

Sleep products

Our sleep products can access the following data :

	Sleep	Sleep Analyzer	Withings Aura
Heart rate	✓	✓	✓
Sleep Score, duration, cycles	✓	✓	✓
Breathing disturbances	✓	✓	
Sleep apnea		✓	
Luminosity level			✓
Sound level	✓	✓	✓
Room temperature			✓

Other products

Our other products can access the following data:

	Home	Aura	Blood Pressure Monitor (BPM, BPM+, BPM Connect)	BPM Core	Smart Baby Monitor	Thermo
Body temperature						✓
Blood pressure			✓	✓		
Heart rate		✓	✓	✓		
Luminosity level		✓				
Motion	✓				✓	
Sound level	✓	✓			✓	
Room temperature		✓			✓	
Video	✓					
VOC concentration	✓					
ECG waveform and AFib detection				✓		

Accessing your data

Accessing data (from the app)

Health Mate app

You can access your data by simply logging in to your Withings account using the Health Mate app. You can then see your data as graphs or measurement tables either in your Timeline or on the Dashboard.

Home app

You can access your data by simply logging into the Home app. You can then find your data either in your Journal or in the Air Quality tab.

Thermo app

You can access your data by simply logging in to the Thermo app. You can then choose which Timeline you're interested in by tapping the name of a user.

Accessing data (from the Web Dashboard data only)

You can access all your data by simply logging in to the web dashboard. All your graphs and measurement tables are displayed, allowing you to easily view your data.

We suggest that you regularly export your data for local storage on your home computer. Refer to "Exporting your data" on page 21 for more information.

Managing your data

Modifying your data

You can modify any data that you have manually entered in the app by deleting it and adding the correct value. Data that has been measured or calculated by a Withings device is not editable.

Deleting your data

You can delete any data that you have manually entered in the app from the app itself or from the web dashboard. Any other items produced by an active measurement or not (such as sleep score or daily steps) can always be deleted.

Health Mate app

To delete data from the Health Mate app, perform the following steps:

1. Open the Health Mate app.
2. Tap the value you want to delete
3. Tap on the bin at the top right corner to delete your measurement.

Web dashboard

1. Navigate to the web dashboard.
2. Click on the widget corresponding to the type of data you want to delete.
3. Click on your measurement to open the Details menu.
4. Tap on the bin at the top right corner to delete your measurement. You will be asked for a confirmation before the data is deleted.

Thermo app

To delete data from the Thermo app, perform the following steps:

1. Open the Thermo app.
2. Tap the name of the person whose Timeline you want to update.

3. Swipe left on the item you want to delete and tap Delete (iOS only).
4. Swipe right on the item you want to delete and tap OK (Android only).

Note that you won't be able to retrieve your data after it is deleted.

Adding data manually

Health Mate app

You can manually add data from the Health Mate app. To do so, perform the following steps:

1. Open the Health Mate app.
2. Go to the top right corner of the Timeline, or at the top right corner of the Dashboard, and tap +.
3. Tap the type of data you want to add.

Web dashboard

You can manually add data from the web dashboard. To do so, perform the following steps:

1. Navigate to the web dashboard.
2. Click on the + sign at the bottom right corner.
3. Select the kind of data you want to add.
4. Enter your measurement and click Save.

Thermo app

You can manually add data from the Thermo app. To do so, perform the following steps:

1. Open the Thermo app.
2. Tap the name of the person whose Timeline you want to update.
3. Tap +.
4. Tap the type of item you want to add.
5. For manual temperature measurements, touch and drag the bubble to select the correct temperature and tap Done.
6. For notes and medicine, enter your text and tap Save.
7. For symptoms, select the appropriate symptoms and tap Save.
8. For pictures, tap Select Picture or Take Picture, depending on what you want to do.

Protecting your data

Overview

We take the protection of your data very seriously. We are subject to European Union regulations that guarantee you a high level of protection for your personal data. While our servers are primarily located in the European Union, our products and services may be provided using resources and servers located in various countries around the world.

Therefore, your personal data may be transferred across international borders outside the country where you use our services. In such cases, we use appropriate technical and organizational information security measures to protect your data. For more information, please refer to our [Privacy Policy](#).

Setting a secure password for your account

You should make sure your Withings account password is secure enough to restrict access to your account and protect your data. A few general rules to help you set up a secure password:

- It should be at least eight characters long.
- It should have a combination of uppercase and lowercase characters.
- It should have a combination of alphanumeric characters and special characters.

Protecting the access to the app (iOS only)

Health Mate app

To add an extra layer of protection to your data, you can protect access to the app with an additional passcode and with Touch ID, if you choose to. To do so, perform the following steps:

1. Open the Health Mate app.
2. Tap Profile.
3. Tap Settings.
4. Tap Touch ID and Passcode.

5. Enter a password.
6. Enter it again to confirm.
7. You can then disable Use Touch ID to use a passcode lock only, or both use Touch ID and Passcode Lock.

Note that you can't use Touch ID only, as you need to have a passcode backup.

Home app

To add an extra layer of protection to your data, you can protect access to the app with an additional passcode and with Touch ID, if you choose to. To do so, perform the following steps:

1. Open the Home app.
2. Tap Settings.
3. Tap General Settings.
4. Tap Touch ID and Passcode.
5. Enter a password.
6. Enter it again to confirm.
7. You can then disable Use Touch ID to use a passcode lock only, or both Use Touch ID and Passcode Lock.

Note that you can't use Touch ID only, as you need to have a passcode backup.

Objecting to your data being processed

You are free to object to your data being processed at any time. Do note, however, that you may not be able to enjoy the full scope of our products if you do so.

In order to object to your data being processed, you should contact our Customer Service via this link <https://support.withings.com/hc/en-us/requests/new> or delete your account on your own by clicking [here](#)

Sharing your data

Sharing Timeline items

Health Mate app

You can easily share Timeline items from the app. To do so, perform the following steps:

1. Open the Health Mate app.
2. Tap the item you want to share.
3. Tap the Share button.
4. Select how you want to share your data.
5. Select whom you want to share your data with.

Home app

You can easily share events from your Journal from the app. To do so, perform the following steps:

1. Open the Home app.
2. Tap and slide to the left the item you want to share.
3. Tap the Share button.
4. Select how you want to share your data.
5. Select whom you want to share your data with.

Thermo app

At this point, it is not possible to share your data from the Withings Thermo app with anyone. This option will be available at a future date.

Adding someone to your Leaderboard

The Health Mate app allows you to share your dashboard with anyone you want. Do note, however, that not all data is shared when you do. Only weight, fat mass, heart rate and blood pressure data is shared.

To share your dashboard, perform the following steps:

1. Open the Health Mate app.
2. Go to your parameters by tapping on the cog at the top right corner in your profil section.
3. Tap share my Leaderboard
4. Enter the email address of the recipient.

Stop sharing your leaderboard

Web dashboard

To stop sharing your dashboard from the web dashboard, perform the following steps:

1. Navigate to the web dashboard.
2. Click your avatar at the top right corner and click Settings.
3. Click Manage My Shares.
4. Click the close button of the account you want to stop sharing your dashboard with.
5. Click OK to confirm.

Sharing your data with partner apps

You can share your data with partner apps whenever you want, either from the Health Mate app or the web dashboard.

Health Mate app

The Health Mate app allows you to link your account with a few partner apps: Health, Google Fit, MyFitnessPal, Runkeeper and Nest.

To share your data with partner apps, perform the following steps:

1. Open the Health Mate app.
2. Tap Profile.
3. For Google Fit, perform the following steps:
 - a. Tap Google Fit.
 - b. Activate the slider
 - c. Select the Google account you want to link your Withings account with.
 - d. Tap OK.
 - e. Tap OK to accept the authorizations.
4. For Apple Health, perform the following steps:
 - a. Tap Allow Health App.
 - b. Tap Allow.
 - c. Apple Health > Sources > Thermo.
 - d. Select the data you want to share with Apple Health.
5. For the other partner apps, perform the following steps:
 - a. Tap the app you want to share your data with.
 - b. Follow the instructions on your device to link your account.

Web dashboard

You can link your Withings account to a wide variety of partner apps from the web dashboard.

To do so, perform the following steps:

1. Navigate to the web dashboard.
2. Click your email address in the top right corner and select your user profile.

3. Click Manage My Shares.
4. Use the various filters to find the partner app you're interested in.
5. Click the partner app you're interested in.
6. Follow the instructions on screen to link your account.

Thermo app

You can link the app with Apple Health where your data will be sent. To do so, perform the following steps:

1. Open the Thermo app.
2. Tap Settings.
3. Tap Allow Health App.
4. Tap Allow.
5. Go to Apple Health > Sources > Thermo.
6. Select the data you want to share with Apple Health.

Stop sharing your data with partner apps

You can stop sharing your data with partner apps whenever you want, either from the Health Mate app or the web dashboard.

Health Mate app

To stop sharing your data with partner apps, perform the following steps:

1. Open the Health Mate app.
2. Tap Profile.
3. Tap the app you want to stop sharing your data with.
4. Tap Disconnect.

Web dashboard

To stop sharing your data with partner apps, perform the following steps:

1. Navigate to the web dashboard.
2. Click your email address in the top right corner and select your user profile.

3. Click Manage My Partners.
4. Click Disconnect under the icon of the app you want to stop sharing your data with.
5. Click Confirm.

This step will not delete any of the data that was previously communicated to the partner app.

Thermo app

To stop sharing your data with Apple Health, perform the following steps:

1. Open the Thermo™ app.
2. Tap Settings.
3. Tap Allow Health App.
4. Tap Allow.
5. Go to Apple Health > Sources.
6. Select Turn All Categories Off.

Importing your data

CSV file format

You can import weight data, blood pressure data and height data in your Withings account if you need to. You need your data to be presented in a CSV file. For the file to be properly processed, make sure that:

- the file has a header
- commas are used as a column separator, without field separators
- periods are used as a decimal separator
- dates are in the yyyy-mm-dd hh:mm:ss format (for example, 2015-04-16 11:40:00)
- values are in the same units as the ones set in your dashboard
- the file doesn't exceed 4,000 rows

Mandatory columns

Your CSV files should contain certain information for the import to work properly:

Weight

- Date
- Weight
- Fat mass (optional)

Blood pressure

- Date
- Heart rate
- Systole in mmHg (optional)
- Diastole in mmHg (optional)

Weight

- Date
- Height

Importing a CSV file

To import your CSV file, perform the following steps:

1. Navigate to the web dashboard.
2. Click your avatar in the top right corner and select Settings.
3. Click Import Your Data.
4. Click Choose File under Weight as CSV, Blood Pressure as CSV or Height as CSV.
5. Select your file and click Open.
6. Click Submit.

You will receive a confirmation that your CSV file was imported.

Exporting your data

At Withings, we believe that you should be free to do whatever you want with your data. For this reason, we offer you a way to export it. Note that not all data can be exported.

You can export the following data:

- Activity: the date of the activity, steps, distance, elevation, and active calories
- Weight: weight, fat mass, bone mass, muscle mass, hydration, and comments
- Blood pressure: blood pressure measurements (SYS and DIA), heart rate and comments
- Sleep: beginning and end time of the night, time spent in different sleep stages (light sleep, deep sleep and REM sleep), time spent awake (during the night) and number of wake-ups
- Body temperature: the date of the measurement, body temperature measurement, and comments

You can also export height, oximetry (SpO2), calories, environmental data (such as temperature, luminosity, etc.), and screenshots (Home users only).

Note:

- Some data are specific to the Withings product you are using.
- Distance and weight data are exported according to the unit selected in your account settings. All temperature measurements are exported in Celsius.

You can export your data whenever you want, whether you want to keep a copy of your data before deleting your Withings account, import your data to another app, or just stay on the safe side. To do so, perform the following steps:

1. Open the Health Mate app.
2. Tap Profile.
3. Go to your settings at the top right corner.
4. Select "Download my data".

You'll get your data in the form of a CSV file. You can open it using any spreadsheet software.

Managing your notifications

Disabling email notifications

You can disable email notifications if you want, although it is not possible to do it from the Health Mate app. Please note that disabling these notifications will also impact the information you receive in your Timeline in the Health Mate app.

To disable email notifications, perform the following steps:

1. Navigate to the web dashboard.
2. Click your avatar in the top right corner and click Settings.
3. Click Notification Center.
4. Disable the notifications you no longer wish to receive.
5. Click Save.

Disabling the push notifications on your device

Health Mate app

You can disable the push notifications on your device if you want to. To do so, perform the following steps:

iOS

1. Open the Health Mate app.
2. Tap Profile > Settings.
3. Tap System Authorizations.
4. Tap Notifications.
5. Disable Allow Notifications.

Android

1. Open Settings in your device.
2. Tap Apps.

3. Tap the Health Mate app.
4. Disable Show Notifications.

Thermo app

You can disable the push notifications on your device if you want to. To do so, perform the following steps:

iOS

1. Open the Thermo app.
2. Tap Settings.
3. Tap System Authorizations.
4. Tap Notifications.
5. Disable Allow Notifications.

Android

1. Open the Settings of your device.
2. Tap Apps.
3. Tap the Thermo app.
4. Disable Show Notifications.

Managing your account

Overview

While the Health Mate app, the Home app, and the Thermo app are three separate entities that allow different options and interactions with different devices, your Withings account can be shared no matter which device or app you're using.

As such, your Withings account is a way for you to access and save all your data, whether it's related to health or the home environment. It can also handle an unlimited number of users and allows you to view all data for each user.

Deleting a user profile

Once your user profile has been deleted, all your data will be lost. We recommend that you export your data before deleting any user profile. Refer to “Exporting your data” on page 19 for more information

Health Mate app

You can easily delete your user profile in the Health Mate app. To do so, perform the following steps:

1. Open the Health Mate app.
2. Tap Profile.
3. Tap Settings.
4. Tap the user profile you want to delete.
5. Tap Delete This User.
6. Tap Yes.

Thermo app

You can easily delete your user profile in the Thermo app. To do so, perform the following steps:

1. Open the Thermo app.
2. Tap Settings.
3. Tap the user profile you want to delete.
4. Tap the bin on the right top corner.
5. Tap Delete again.

Web dashboard

You can easily delete your user profile from the web dashboard. To do so, perform the following steps:

1. Navigate to the web dashboard.
2. Click your avatar in the top right corner and click Settings.
3. Select the user you want to delete.
4. Click Delete User in the Manage category.
The account management screen is displayed.
5. If you have several users and want to make them independent, click Make Independent.
6. If you have several users and want to delete them as well, click Delete.
Make sure you delete all secondary users before trying to delete the main user. If you change your mind at this stage, simply check Reactivate.

At the the end of this process, you will receive an email allowing you to save your data. After seven days, your data will be permanently deleted with no way to retrieve it.

You can also reactivate the user (before the seven days) from the email you've received or directly from the account management screen.

Making a user profile independent

You can make any user profile independent from the web dashboard. When you do, a separate account is created for this user, and all data is removed from the account it was linked to.

To do so, perform the following steps:

1. Navigate to the web dashboard.
2. Click your avatar in the top right corner and click Settings.
3. Select the user you want to make independent.

4. Click Make Independent in the Manage category. The account management screen is displayed.
5. Select the user you want to make independent.
6. Enter the email address of the new account and click Validate. You'll receive a confirmation email shortly.
7. Click the link contained in the email and set a password for your new account.

Deleting a Withings account

Once your Withings account has been deleted, all data from all the users of the account will be lost. We recommend that you export your data before deleting your account. Refer to “Exporting your data” on page 19 for more information.

You can delete your account anytime you want. To do so, perform the following steps:

1. Navigate to the web dashboard.
2. Click your avatar in the top right corner and click Settings.
3. Select the user you want to delete.
4. Click Delete user.
The account management screen is displayed.
5. If you have several users and want to make them independent, click Make Independent.
6. If you have several users and want to delete them as well, click Delete.
Make sure you delete all secondary users before trying to delete the main user. If you change your mind at this stage, simply click Reactivate.
7. Click Delete Account.
At this stage, you have the option of exporting the data of each user by clicking Download. Make sure you export the data before all your data is lost. If you change your mind at this point, you can also click “I don't want to delete my account. Take me back!”
8. Click Delete My Account.

If you change your mind and want to cancel the deletion process, you have seven days to get in touch with Customer Service at <https://support.withings.com/hc/en-us/requests/new>. After that, all your data will be permanently deleted.

Disabling the Home livestream

If you want to disable the livestream as well as the recording capabilities of your Home at any point and for any reason, perform the following steps:

1. Open the Home app.
2. Go to Control Center.
3. Tap Camera Off.

Challenges and your data

When you join a challenge, some of your data may be accessible to others. People who participate in the challenge may be able to access:

- Name
- Profile picture (if you have uploaded one)
- Weekly number of steps (current week and full history)
- Overview displaying the total number of steps and calories burned, as well as the total distance and elevation gain since the beginning of the challenge

The organizer of the challenge also has access to:

- The list of members with names and profile pictures (if any)
- The list of teams with names and pictures
- Aggregated data

Document release overview

Release date	Versions	Modifications
July 2017	v1.0	First release
May 2018	v2.0	Privacy update
January 2019	v3.0	Withings branding update
September 2020	v4.0	ScanWatch and Sleep Analyzer update