

Privacy guide

How to manage and protect your Withings data

Instructions

wi+things

User guide copyright

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For any 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.

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Personal data

Activity trackers

Our activity trackers can access the following data:

	Activité / Pop	Move	Pulse	Steel HR / Steel HR Sport	Pulse Ox	Go
Burned calories	✓	✓	✓	✓	✓	✓
Distance	✓	✓	✓	✓	✓	✓
Distance (run)	✓	✓	✓	✓	✓	✓
Elevation					✓	
Heart rate			✓	✓	✓	
Run data	✓	✓	✓	✓	✓	✓
SpO2					✓	
Steps	✓	✓	✓	✓	✓	✓
Swimming data	✓	✓	✓	✓		✓

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	✓	✓	✓	✓	✓

	Smart Body Analyzer	Wireless Scale	Body	Body+	Body Cardio
Water mass				✓	✓
Weight	✓	✓	✓	✓	✓

Sleep products

Our sleep products can access the following data:

	Sleep	Withings Aura
Heart rate	✓	✓
Luminosity level		✓
Sound level	✓	✓
Room temperature		✓

Other products

Our other products can access the following data:

	Home	Aura	Blood Pressure Monitor (BPM, BPM+)	Smart Baby Monitor	Thermo
Body temperature					✓
Blood pressure			✓		
Heart rate		✓	✓		
Luminosity level		✓			
Motion	✓			✓	
Sound level	✓	✓		✓	
Room temperature		✓		✓	
Video	✓				
VOC concentration	✓				

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 find 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 in to 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 advise that you regularly export your data for local storage on your home computer. Refer to "[Exporting your data](#)" on [page 19](#) 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 corrected 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 data produced by an active measurement 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 ou want to delete.
You can delete data from the weight, height, heart, and SpO2 graphs only.
3. Tap **Delete**.
4. Tap **Delete**.

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. Click 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 this.

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.
You can also add data from the [web dashboard](#), either manually or through the import feature. Refer to [“Importing your data” on page 17](#) for more information.

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-character 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 by doing so.

In order to object to your data being processed, simply get in touch with our Customer Service team to let them know. You can navigate to <https://support.withings.com/hc/en-us/requests/new> to do so.

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. Tap **Basic sharing**.
5. Tap **Share**.
6. Select how you want to share your data.
7. Select who 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 who you want to share your data with.

Thermo app

At this point, it is not possible to share your data with anyone from the Withings Thermo app. 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. Tap **Wellness Programs > Leaderboard**.
3. Tap **Invite**, on the top right corner.
4. Select how you want to send your invitation. Several options are available, such as message, email or social media websites.

Stop sharing your Dashboard

Health Mate app

To stop sharing your dashboard from the Health Mate app, perform the following steps:

1. Open the Health Mate app.
2. Tap **Profile**.
3. Tap **Wellness Programs > Leaderboard**.
4. Tap on the three dots on the top right corner.
5. Tap **Users to remove**.
6. Tap the delete sign in front of the name of the person you want to stop sharing your dashboard with.
7. Tap **Delete**.

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. Go to **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 will not delete any of the data communicated to the partner app prior to this.

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
- that commas are used as a column separator, without field separators
- that periods are used as a decimal separator
- that dates are in the **yyyy-mm-dd hh:mm:ss** format (for example, 2015-04-16 11:40:00)
- that the values are in the same units as the ones set in your dashboard
- that 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 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 the means necessary for you 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 the 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, oxymetry (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 it is to keep a copy of your data before deleting your Withings account, to import your data in another app, or just to stay on the safe side. To do so, perform the following steps:

1. Navigate to the [web dashboard](#).
2. Click your avatar in the top right corner and select **Settings**.
3. Select the user corresponding to the data you want to export.
4. Click **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 to, 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 want 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 the **Settings** of 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, be it health related or home environment related. 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 **Delete**.
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 his/her data is removed from the account it was linked to before. 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 adress 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 do it 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 our Customer Service at <https://support.withings.com/hc/en-us/requests/new>. After that, all your data will be permanently deleted.

Disabling the Live Stream of the Home

If you want to disable the live stream as well as the recording capabilities of your Home at any point and for any reason, you are free to do so by performing 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. You'll find below the data that people participating in the challenge might 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