



# Connected Worker Platform FAQ

Version 1.3  
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## **Q: What biometrics data is captured and where is it stored?**

User biometric data is stored in the form of a fingerprint template - a collection of unique features extracted from user fingerprint images. The original images are not retained and the fingerprint template is stored in protected memory space inside the Nymi Band's microcontroller unit (MCU). The template is generated inside the MCU and never leaves or is accessible from outside the MCU.

For more information about fingerprint privacy, see: "Nymi Band: Secure Fingerprint Template Storage," which is included in the Nymi documentation package.

ECG data is used only to detect liveness during authentication. It is not stored in the Nymi Band or used to identify the user.

Nymi does not store or process any biometric data outside of the Nymi Band.

## **Q: Is the user in control of his/her own biometrics data?**

The user's biometric data is securely stored on the Nymi Band and can never be accessed outside of the Nymi Band. A user can independently delete their biometric data by placing the Nymi Band on a charger and holding the bottom button for 10 seconds.

## **Q: Is an internet connection required from my environment?**

No internet connection is needed in the customer's environment, and the Connected Worker Platform is completely hosted on the customer's premise.

Optionally, CWP components can be hosted on cloud-based virtual environments.

## **Q: What personal information is captured and where is it stored?**

A document, "Storage and Transmission of Personal Data", is available from Nymi on this topic. By design, the Connected Worker Platform minimizes the amount of personal data stored.

## **Q: Is the Connected Worker Platform secure?**

Please contact your Nymi representative to receive a copy of the "Connected Worker Platform Security White Paper" which details our security architecture.

## **Q: Are Active Directory passwords stored by the Connected Worker Platform?**



The Connected Worker Platform does not store a user's Active Directory password. If the Connected Worker Platform is deployed alongside third-party middleware, the middleware may store Active Directory passwords.

Nymi Lock Control is an optional application that provides Windows login and unlock capabilities. If enabled, the Nymi Lock Control application stores an encrypted copy of the AD password in order to provide offline login functionality. By default, this capability is disabled.

#### **Q: How do I clean the Nymi Band?**

The Nymi Band meets IP66 and IP67 ratings (dust tight, protection against water jets and submersion up to 1 meter for 30 minutes.). The Nymi Band is durable against wiping and gentle brushing. It can be cleaned using a 70% isopropanol, or a mild soap and water solution.

#### **Q: Is the Nymi Band a multi-factor authenticator?**

The Nymi Band is a multi-factor authenticator, combining "what you own" (i.e. the Nymi Band being a user-specific security token) with "who you are" (i.e. biometrics identification).

#### **Q: How do I authenticate to the Nymi Band if I'm wearing gloves?**

You should authenticate to your Nymi Band at the beginning of your shift, prior to putting on your gloves, gown, etc. The Nymi Band keeps you authenticated until it detects it has been removed from your body.

#### **Q: How long does the battery last, and how long does it take to charge?**

The battery lasts for approximately 3 days with regular use (about 300 authentications per day), but we recommend that you charge it every day. It takes 2 hours or less to fully charge a Nymi Band.

#### **Q: Is the Nymi Band rated as intrinsically safe, or suitable for use in hazardous locations?**

The Nymi Band has not been rated for use in hazardous locations. Contact your Nymi representative on how we can best meet your needs.

#### **Q: How does Nymi validate their claims around reliability and product lifetime?**

Nymi tests the Nymi Band through accelerated lifetime testing to meet a minimum of 3-years of reliable operation. For details, please contact your Nymi representative for a copy of the Nymi Band 3.0 Reliability specification.

#### **Q: How long does it typically take to validate/qualify Nymi per Good Automated Manufacturing Practices (GAMP)?**

Nymi has been validated for multiple GXP environments. Where Nymi is being introduced to a system and environment that is already validated, the process is quite minimal. For example, when Nymi is introduced for e-signing with an existing, validated MES system, there is no change to the business process or validated system - Nymi simply replaces the typing in of a username and



password with a Nymi tap. No other processes are changed and therefore there is no need to revalidate the operation.

The specific customer validation process does vary from company to company, however Nymi is able to provide a series of templates which can provide comprehensive assistance to a company seeking to validate Nymi.

Nymi can provide validation templates, help build test cases and test plans. We have also had customers take advantage of our own validation efforts, and we can provide consumable test cases and reports to lessen the burden of validation to prevent duplication of testing.

In terms of other impacts, there is some minor to define SOPs for cleaning, storage and other operational aspects. Nymi can provide guidance, best practices and other consulting resources to reduce the burden.

Typically, during the pilot, work is undertaken with the QA team to help complete plans for validation so that Nymi can help ensure a clear path to rolling out into production.

#### **Q: Can Nymi Bands be used in a cleanroom environment?**

The Connected Worker Platform has been deployed in GMP environments in more than 15 countries, at 9 of the top 10 global pharmaceutical manufacturers. We have worked closely with our customers to ensure that the Nymi Band is suitable for use specifically in cleanroom environments. The following points address specific concerns that customers have raised in the past.

1. The Nymi Band is considered industrial equipment (e.g. similar to a barcode scanner) rather than jewelry. Customers develop appropriate SOPs for cleaning, storage, and daily use.
2. The Nymi Band is designed to work through multiple layers of Personal Protective Equipment (PPE). It is always worn under PPE and therefore is not exposed to the air in a cleanroom environment. It is designed to be cleaned frequently to industrial standards.
3. Customers with high-grade cleanrooms often choose to store and charge their Nymi Bands in the gowning or staging area, so that the devices never leave the clean area.
4. The Nymi Band is a workplace wearable rather than a personal affect. Its active features are controlled by company policy and provide none of the distractions of smart watches or cell phones.

#### **Q: Are the Nymi Bands designed to break away if someone gets stuck? How much force is required?**

During evaluation, work is undertaken with the on-site EHS team to determine any potential risks or safety issues associated with moving machinery. The Nymi Band is designed to have a low profile and is worn snugly on the wrist under PPE, thus greatly reducing the likelihood of it becoming caught.



For those employees, such as technicians, who are required to reach into heavy machinery, an SOP can be developed to limit potential risk. For example, wearing the Nymi Band on their non-dominant hand, or removing it entirely before doing potentially dangerous work.