

WITHINGS

Privacy guide

How to manage and protect
Withings user data

Instructions

User guide copyright

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If you have questions, please contact Withings at:
<https://support.withings.com/hc/requests/new>

Privacy policy

You can read our full privacy policy at:
<https://www.withings.com/legal/privacy-policy>

This document explains the way personal data is processed when you use our products and services, the protection measures Withings puts in place, and 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	Move ECG	Steel HR / Steel HR Sport / Pulse HR	ScanWatch	ScanWatch 2	ScanWatch Light	Pulse	Pulse Ox	Go
Burned calories	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Distance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Distance (run)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Workout map		✓	✓	✓	✓	✓	✓			
Elevation			✓		✓	✓			✓	
Heart rate			✓	✓	✓	✓	✓	✓	✓	
Run data	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SpO2					✓	✓			✓	
Steps	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Swimming data	✓	✓	✓	✓	✓	✓	✓	✓		✓
ECG waveform & analysis			✓		✓	✓				
Baseline variation of temperature						✓				
Sleep stages & duration	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cycle phases						✓	✓			
Cycle length						✓	✓			
Cycle symptoms log						✓	✓			
Symptoms & flow trends						✓	✓			

Scales

Our scales can access the following data:

	Smart Body Analyzer	Wireless Scale	Body	Body+	Body Cardio	Body Smart	Body Comp	Body Scan
Bone mass				✓	✓	✓	✓	✓
CO2 concentration	✓							
Fat mass	✓			✓	✓	✓	✓	✓
Heart rate	✓				✓	✓	✓	✓
Muscle mass				✓	✓	✓	✓	✓
Pulse Wave Velocity					✓	✓	✓	✓
Steps	✓	✓	✓	✓	✓	✓	✓	✓
Room temperature	✓							
Unit preference	✓	✓	✓	✓	✓	✓	✓	✓
Water mass				✓	✓	✓	✓	✓
Weight	✓	✓	✓	✓	✓	✓	✓	✓
Electrodermal Activity Score							✓	✓
Body mass index	✓	✓	✓	✓	✓	✓	✓	✓
ECG waveform and analysis								✓
Vascular age							✓	✓
Segmental body composition								✓
Visceral Fat Index						✓	✓	✓
Nerve Health Score							✓	✓

Sleep products

Our sleep products can access the following data:

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

Other products

Our other products can access the following data:

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

Accessing data

Accessing data (from the app)

From the Withings app

You can access data by simply logging in to your Withings account using the Withings app. You can then see data as graphs or measurement tables either in your Home or Measure tab.

From the Home app

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

Accessing data (from the Web Dashboard data only)

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

We suggest that you regularly export data for local storage on your home computer. Refer to “Exporting data” on page 22 for more information.

Managing data

Modifying 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 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.

From the Withings app

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

1. Open the Withings app.
2. Tap the value you want to delete in either the Home or Measure tab.
3. Tap on the 3 dots in the top right corner and then tap “Delete.”
4. Confirm again by tapping “Delete.”

Note: You can also delete the measurement from the Home tab by swiping left (iOS) or right (Android) on the measurement and tapping “Delete.”

From the Web Dashboard

To delete data from the Web Dashboard, perform the following steps:

1. Navigate to the Web Dashboard.
2. Select the widget corresponding to the type of data you want to delete.
3. Select your measurement to open the Details menu.
4. Select the three dots at the top-right corner and select “Delete.”
5. You will be asked for confirmation before the data is deleted.

You can also delete several data items at once from the Web Dashboard. To do so, perform the following steps:

1. Select the category of measurement you want to delete.
2. Select “Options” in the top right corner.
3. Select “Go to list view.”
4. Select “Options” in the top right corner.
5. Select “Multiple deletion.”
6. Check off the boxes of the measurements you want deleted.
7. Select “Delete the selected measures.”
8. Select “OK” to confirm the deletion.

Note: You won’t be able to retrieve data after it is deleted.

Adding data manually

From the Withings app

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

1. Open the Withings app.
2. Go to the top right corner of the Home or Measure tab and tap “+.”
3. Tap the type of data you want to add.
4. Enter the measurement and the associated date.
5. Tap “Validate” in the top right corner.

Note: When adding heart rate measurements, you will need to authorize access to the camera of your mobile phone.

From the 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. Select the “+” sign in the bottom right corner.
3. Select the kind of data you want to add.
4. Enter your measurement and select “Save.”

Protecting data

Overview

We take data protection very seriously. We are subject to European Union regulations and are ISO 27701 certified which guarantees you a high level of protection for personal data.

The personal data collected by our products is stored and then transmitted to our servers on your Withings account when you synchronize your Product with our mobile application, or when you connect your Product to your Wifi network. Our servers are located in France.

For more information, please refer to our Privacy Policy:
<https://www.withings.com/legal/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 data. A few general rules to help you set up a secure password:

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

Protecting access to the app (iOS only)

From the Withings app

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

1. Open the Withings App.
2. Tap on your Avatar in the top left corner.
3. Tap “Settings,” followed by “Account & Security.”
4. Under “Security,” toggle “Face ID and Passcode” on.
5. Enter a password
6. Enter it again to confirm.
7. You can then disable “Use Touch ID / Face ID” to use a passcode lock only, or use both “Touch ID / Face ID” and “Passcode Lock.”

Note: You can’t use Touch ID / Face ID only as you need to have a passcode backup.

From the Home app

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

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

Note: You can’t use Touch ID / Face ID only as you need to have a passcode backup.

Objecting to data being processed

You are free to object to 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 data being processed, you should contact our Customer Service via this link:

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

You can also delete your account on your own via this link:

<https://support.withings.com/hc/articles/115010170567>

Sharing data

Sharing your Health Report

You can now securely and privately share a PDF of your health data with your doctor, coach or relatives.

This health report includes up to 3 months of the following measurements:

- Activity
- Weight
- Sleep (if available) and sleep apnea (EU users only)
- Heart health
- Blood pressure
- Menstrual cycle tracking

Note: you can choose to export the data of the previous month, the previous quarter, or even opt for custom dates (up to 3 months).

To share your Health Report, perform the following steps :

1. Open the Withings App.
2. Tap on your Avatar in the top left corner.
3. Next to Health Report, select “Share.”
4. Choose your preferred time frame, and tap “Next.”
Your Health Report will show on screen.
5. Tap “Share.”
6. Select how you wish to share the document.

Adding someone to your Leaderboard

From the Withings app

To add a participant to your leaderboard, perform the following steps :

1. Open the Withings app
2. On the Home tab, scroll down and tap the Leaderboard card.
3. If your Leaderboard is empty, tap the “Invite” button in the middle of the screen.
Otherwise, tap the three dots in the upper right corner.
4. Select how you want to send your invitation.
Several options are available, including using a Friendship Code (QR function), text message, email, or social media sharing.
5. The new participant must then click on the link you sent and accept the invitation to join your leaderboard to appear on your list.

Removing someone from your Leaderboard

From the Withings app

To remove a participant from your leaderboard, perform the following steps :

1. In the Withings app, go to the Home tab and scroll down and tap the Leaderboard card.
2. Tap on the three dots on the top right corner.
3. Tap “Select user to remove.”
4. Tap the Trash icon to remove the selected user.
5. Select “OK.”

Sharing data with partner apps

You can share data with partner apps from the Withings app.

From the Withings app

The Withings app allows you to link your account with partner apps: Health, Google Fit, MyFitnessPal, Runkeeper and Nest. To share data with partner apps, perform the following steps:

1. Open the Withings app.
2. Tap on your Avatar in the top left corner.
3. For Google Fit, perform the following steps:
 - a. Tap “Google Fit.”
 - b. Tap the toggle to activate the Google Fit integration.
 - 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. Scroll down to Health and tap “Activate.”
 - b. Select the data you want to share with Apple Health.
 - c. Tap “Done.”
5. For the other partner apps, perform the following steps:
 - a. Tap the app you want to share data with.
 - b. Follow the instructions on your device to link your account.

Stop sharing data with partner apps

You can stop sharing data with partner apps whenever you want, either from the Withings app or the Web Dashboard.

From the Withings app

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

1. Open the Withings app.
2. Tap on your Avatar in the top left corner.
3. Tap the app you want to stop sharing data with.
4. Follow the instructions on-screen.

From the Web dashboard

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

1. Navigate to the Web Dashboard.
2. Select your avatar in the top right corner and then “Settings.”
3. Under Settings, select the desired user.
4. Scroll down to the Partners section and select “Manage My Partners.”
5. Select “Disconnect” under the icon of the app you want to stop sharing data with.
6. Select “Confirm.”

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

Managing data shared with partner apps

The Withings app allows you to modify data shared with some partner apps.

From the Withings app

1. Open the Withings app.
2. Tap on your Avatar in the top left corner.
3. According to the different partner apps, follow the steps:
 - a. Select the partner app.
 - b. Check or uncheck the boxes for the functions you want to share or stop sharing with the partner app.You can choose “Select all” to share all data.

From the Web dashboard

1. Navigate to the Web Dashboard.
 2. Select your avatar in the top right corner and then “Settings.”
 3. Under Settings, select the desired user.
 4. Scroll down to the Partners section and select “Manage My Partners.”
- According to the different partner apps, follow the steps:
- a. Select the partner app.
 - b. Check or uncheck the boxes for the functions you want to share or stop sharing with the partner app.
- You can choose “Select all” to share all data.

Note: Once data is shared with the partner app, Withings is no longer responsible for its processing. If you have any questions regarding the way the partner is processing the data shared with them, please contact them directly.

Importing data

CSV file format

You can import weight data, blood pressure data, and height data into your Withings account if needed. In order to do this, you will need 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 on 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 (in %, optional)

Heart

- Date
- Heart rate
- Blood pressure
 - Systole in mmHg (optional)
 - Diastole in mmHg (mandatory if systole)

Importing a CSV file

To import your CSV file, perform the following steps:

1. Navigate to the Web Dashboard.
2. Select your avatar in the top right corner and select “Settings.”
3. Select the desired user profile.
4. Select “Import My Data” under ‘Manage my data.’
5. Select “Choose File” under Weight as CSV and/or Heart as CSV.
6. Select your file and select “Open.”
7. Select “Submit.”
8. You will receive a confirmation that your CSV file was imported.

Exporting data

At Withings, we believe that you should have total control of data. For this reason, we offer you a way to export it either from the Withings App or the Web Dashboard. You can export data whenever you want, whether you want to keep a copy of data before deleting your Withings account, import data to another app, or just stay on the safe side. 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
- **Menstrual cycle tracking:** cycle phases and duration, cycle regularity, flow trends.

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

From the Withings App

To export data from the Withings app, perform the following steps:

1. Open the Withings app.
2. Tap on your Avatar in the top left corner.
3. Go to your Settings at the top right corner.
4. Select “Export All Health Data”.
5. Follow the instructions on the screen.

You will receive data in the form of a CSV file. You can open it using any spreadsheet software.

From the Web Dashboard

To export data from the Web Dashboard, perform the following steps:

1. Navigate to the Web Dashboard.
2. Select your avatar in the top right corner and select “Settings.”
3. Select the desired user profile.
4. Select “Download my data.”
A new page will open, allowing you to download the data in CSV format.
5. Select “Start my archive.”
An email will be sent to you containing the CSV archive.

Notes:

- 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.

Managing your notifications

Disabling email notifications

You can disable any or all email notifications. Please note that disabling these notifications will also impact the information you receive on your Home tab in the Withings app.

From the Web Dashboard

To disable email notifications from the Web Dashboard, perform the following steps:

1. Navigate to the Web Dashboard.
2. Select your avatar in the top right corner and select “Settings.”
3. Under the Notification section, select “Update Notification.”
You will be shown the Notification Center.
4. Disable the notifications you no longer wish to receive.
5. Select “OK.”

From the Withings app

To disable email notifications from the Withings app, perform the following steps:

iOS

1. Open the Withings app.
2. Tap on your Avatar in the top left corner.
3. Tap on the Settings icon in the top right corner.
4. Tap “Emails & Notifications.”
You will be shown the Notification Center.
5. You can toggle off the email notifications that you no longer wish to receive.

Android

1. Open Settings in your device.
2. Tap “Apps.”
3. Tap the Withings app.
4. Disable “Show Notifications.”

Disabling push notifications on your device

You can disable push notifications through your phone's system Settings. To do so, perform the following steps:

iOS

1. Open Settings on your device.
2. Tap "Notifications."
3. Tap the Withings app.
4. Disable "Allow Notifications."

Android

1. Open Settings on your device.
2. Tap "Apps."
3. Tap the Withings app.
4. Disable "Show Notifications."

Managing your account

Overview

While the Withings app and Home app are 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 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 data will be lost. We recommend that you export data before deleting any user profile. Refer to “Exporting data” on page 22 for more information.

From the Withings app

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

1. Log into the Withings app with the desired user.
2. Tap on your Avatar in the top left corner.
3. Tap the Settings icon at the top right corner of the screen.
4. Tap “Profile.”
5. In the profile settings, scroll down and tap “Delete My Profile.”
6. Tap “Yes.”

From the 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. Select your avatar in the top right corner and select “Settings.”
3. Select the user you want to delete.
4. Scroll down to the Manage section and select “Delete.”
The account management screen will be displayed.
5. Select “Delete” for any users you want to delete.

Note: Make sure you delete all secondary users before trying to delete the main user. If you change your mind at this stage, simply select “Reactivate.”

At the the end of this process, you will receive an email allowing you to save data. After seven days, 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. This option could be chosen if the primary account holder wants to delete their account but a secondary user still wants to keep using the Withings ecosystem with their existing data.

To make a user profile independent, perform the following steps:

1. Navigate to the Web Dashboard.
2. Select your avatar in the top right corner and select “Settings.”
3. Select the user you want to make independent.
4. Select “Make Autonomous” under 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 select “Validate.” You’ll receive a confirmation email shortly.
7. Select 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 users of the account will be lost. We recommend that you export data before deleting your account. Refer to “Exporting data” on page 22 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. Select your avatar in the top right corner and select “Settings.”
3. Select the user you want to delete.
4. Select “Delete user” at the bottom of the page.
The account management screen is displayed.
5. Select any users that you want to delete and select “Delete.”
Note: Make sure you delete all secondary users before trying to delete the main user. If you change your mind at this stage, simply select “Reactivate.”
6. Select “Delete Account.”
At this stage, you have the option of exporting the data of each user by selecting “Download.” Make sure you export the data before all data is lost. If you change your mind at this point, you can also select “I don’t want to delete my account. Take me back!”
7. Select “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/requests/new>. After that, all data will be permanently deleted.

Managing your Withings+ subscription

Withings+ is a subscription service that utilizes a series of behavior change and health improvement modules (also known as Habit Builders) integrated into the Withings App to expand the depth of your wellness journey.

You can manage your Withings+ subscription using the Withings+ subscription tool. Within the Withings+ subscription settings, you can view the details of your plan or choose to cancel your plan.

You can access your Withings+ subscription at this link: https://account.withings.com/subscriptions/your_subscriptions or in the Withings App Online Dashboard.

To access your Withings+ subscription via the Online Dashboard, perform the following steps:

1. Navigate to the Web Dashboard.
2. Select your avatar in the top right corner and then “Withings+”.

Information about your subscription will appear and includes:

- The next billing date
- Your billing cycle
- The payment rate
- Your payment method

Adding a payment method

If you need to add a payment method to your subscription, you will see a warning message on your subscription page. If so, perform the following simple steps to solve this issue:

1. Navigate to the Web Dashboard.
2. Select your avatar in the top right corner and then “Withings+”.
3. Within the subscription tool management screen, tap “Add payment method.”
4. Confirm your billing address.
5. Select a payment method.
6. Confirm and wait for the payment method to be updated.

Updating the payment method

If your payment method is expired or you simply want to change payment methods, you can update your payment method by going to the subscription management webpage available at <https://healthmate.withings.com>.

To update the payment method, perform the following steps:

1. Navigate to the Web Dashboard.
2. Select your avatar in the top right corner and then “Withings+”.
3. Within the subscription tool management screen, tap “Change my payment information.”
4. Add your payment details in the fields provided.
5. Confirm and wait for the payment method to be updated.

Note: Following any update, you authorize us to continue to charge the applicable payment method.

Cancelling your subscription

You can cancel your Withings+ subscription at any time, and you will continue to have access to the service through the end of your billing period. Payments are non-refundable and we do not provide refunds or credits for any partial subscription periods or unused services.

Note: You won't be charged if you unsubscribe before the end of your trial period.

To cancel your subscription, follow these steps:

1. Navigate to the Web Dashboard.
2. Select your avatar in the top right corner and then "Withings+".
3. Within the subscription tool management screen, tap "Cancel my subscription."
4. Confirm by selecting "Cancel my subscription" again.

If you decide to cancel your subscription, the Withings+ service will be discontinued with all included features on the date your subscription ends. Your devices and all their features will continue to function normally.

Disabling the Home livestream

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

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

Challenges and data

When you join a challenge, some of 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	Version	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
February 2021	v5.0	French translation
March 2023	v6.0	Scales table updated
June 2023	v7.0	Withings+ and Withings app branding update
November 2023	v8.0	Withings app v6 update