

Your data stays in your Salesforce org.

Novigem is a managed AppExchange package. No external servers. No data sync. No separate vendor security review required.

 **Architecture in one sentence:** All gamification data (points, badges, leaderboard entries, challenge progress) is stored as standard Salesforce records inside your own org. Your existing Salesforce security model governs all of it.

SECURITY CONTROLS

ENCRYPTION

- In transit: TLS 1.2+ (Salesforce platform)
- At rest: AES-256 (Salesforce platform)
- No credentials or secrets hard-coded

ACCESS CONTROLS

- Profile-based access via Salesforce permission sets
- CRUD and field-level security (FLS) enforced throughout
- Sharing rules and role hierarchy respected
- Session management handled by Salesforce natively

DEVELOPMENT PRACTICES

- Salesforce Code Analyzer on every release
- Parameterised queries prevent injection attacks
- CI/CD pipeline with dependency vulnerability monitoring
- Passed Salesforce AppExchange security review

AUDIT & COMPLIANCE

- Full audit trail on all point and badge transactions
- Manual adjustment requires documented reason
- Data residency governed by your Salesforce org region
- Privacy policy at novigem.com/legal/privacy

WHAT DATA NOVIGEM PROCESSES

DATA TYPE	PROCESSED	DETAILS
Salesforce usernames & identifiers	Yes	Used to attribute points, badges, and leaderboard entries to the correct rep
Activity records (tasks, events, opportunities)	Yes	Read to trigger rules and award points. Stored as ledger entries in your org.
Payment or financial data	No	Novigem does not collect or process payment information
Health or government identifier data	No	Out of scope for Novigem's data model

 **Available on request:** Data Processing Addendum (DPA) · Third-Party Library Inventory · Architecture Diagrams. Email security@novigem.com

PERMISSION SETS

Novigem Admin

Administrators

Full access to Admin panel, rules, challenges, badges, ledger, and settings. Assign to Salesforce system admins and programme owners.

Novigem User

Participants

Read access to their own points, badges, challenge progress, and the leaderboard. No access to admin configuration or other users' ledger data.