

Farm Data Code

Summary Audit Report for MyFarmbot



Provider: FARMBOT AUSTRALIA PTY LTD

Assessed against Farm Data Code version: 2.0

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Transparency

- ✓ 1.1
- ✓ 1.2
- ✓ 1.3
- ✓ 1.4
- ✓ 1.5
- ✓ 1.6

Fairness

- ✓ 2.1
- ✓ 2.2

Control

- ✓ 3.1
- ✓ 3.2
- ✓ 3.3
- ✓ 3.4
- ✓ 3.5

Portability

- ✓ 4.1
- ✓ 4.2
- ✓ 4.3
- ✓ 4.4
- ✓ 4.5
- ✓ 4.6

Security

- ✓ 5.1
- ✓ 5.2
- ✓ 5.3
- ✓ 5.4
- ✓ 5.5

Compliance

- ✓ 6.1
- ✓ 6.2

Summary of terms

What Farm Data, or other data about the farmer or farm business is being collected, created, aggregated, used, or shared?

Farm Data: Farm location, farm boundaries, monitoring data and activity data from sensors and other equipment deployed on the farm, alert levels, alert history.
Other data about the Farmer or their farm/business: Farmer's personal details: name, email address, phone number, billing and shipping address.

Why is this being done?

Farm Data: Delivery of monitoring data and alerts, delivery of insights based on monitoring data, improving the product.
Other data about the Farmer or their farm/business: Product personalisation, delivery of monitoring alerts and notifications, marketing campaigns.

Who is the Provider sharing Farm Data with?

Third parties operating analytics tools for Farmbot's internal purposes, any third party nominated by the Farmer

Is Farm Data being de-identified?

Farm Data is de-identified when shared with third parties, with the exception of data shared upon request from the Farmer, such as integration with other systems for their own purpose.

How long is Farm Data stored for?

Farmbot does not delete any data while a customer agreement is active, unless requested by the Farmer. Should the Farmer decide to terminate their agreement with Farmbot, all data related to their farm will be deleted upon request.

How can farmers obtain a copy of their Farm Data?

Farm Data can be downloaded via the MyFarmbot web portal in CSV format. Additionally, an API is available for programmatic retrieval of Farm Data.

How can farmers get Farm Data deleted?

Farmers can request deletion of data by contacting Farmbot's support team.

In which countries is Farm Data stored or made available?

Farm Data is stored in Australia, but is accessible worldwide via the MyFarmbot web portal and API.

What's in it for the farmer, and for the Provider?

Farmer: Remote monitoring data, remote machine control, sensor-based alerts, data insights
Provider: Subscription fees

Are there any risks or detriments that may affect farmers?

No

Detailed compliance report against Farm Data Code

Transparency

Transparent, clear and honest collection, use and sharing of Farm Data. Providers will:

Data Code Principles



1.1



1.2



1.3



1.4



1.5



1.6

Detailed compliance report against Farm Data Code

Transparency

1.1

Provide Farmers with plain-English, easily found terms and associated policies for data collection, use, and sharing detailing:

- the identity of the contracting party/ies;
- what Farm Data and any other data about the Farmer or their farm/business, will be collected, created, aggregated, used, or shared;
- purpose/s for which Farm Data is being collected, used and shared;
- the value being created for the Farmer, and the Provider;
- how Farm Data will be managed and shared, in terms of security, access, and de-identification protocols;
- identity and/or nature of any other entities with whom it shares Farm Data;
- processes and conditions for data retention, data retrieval, and service termination; and,
- any risks or detriments that may adversely affect Farmers who share data with the Provider.

Meets the code?



Yes

Provider's comment

Farmbot complies with these principles, and details about what data is collected and used is highlighted in Farmbot's Data Use Policy available here: <https://farmbot.com.au/data-use-policy/>

Detailed compliance report against Farm Data Code

Transparency

1.2

Obtain clear, fully informed, and express consent from the Farmer as to the terms for collection, use, and sharing of Farm Data.

Meets the code?



Yes

Provider's comment

When Farmers first sign into MyFarmbot, they are provided with Farmbot's terms and conditions and are required to accept the terms. Farmers will be notified via email when the terms and conditions are materially changed.

Detailed compliance report against Farm Data Code

Transparency

1.3

Provide prompt notice about any material changes to the terms and associated policies for collection, use, and sharing of Farm Data.

Meets the code?



Yes

Provider's comment

Notifications about material changes to the terms and conditions, data use policy and privacy policy are communicated via email, as soon as it is known that the terms need to change.

Detailed compliance report against Farm Data Code

Transparency

1.4

Where a material change to terms and associated policies is proposed, obtain clear, fully informed, and express consent for the Farmer to accept the change and; provide an avenue for the Farmer to terminate the agreement without incurring a financial penalty and with adequate time to port or delete their Identifying Farm Data.

Meets the code?



Yes

Provider's comment

If terms change, farmers will be notified by email, and in MyFarmbot the next time they log in.

Farmers can terminate the agreement by providing Farmbot with 30 days' notice of their intention to terminate by sending notice of their intention to terminate to Farmbot via the 'Contact Us' link on Farmbot's homepage. Farmers will retain access to MyFarmbot for 90 days for the purpose of exporting their data upon termination of the agreement. Additional time can be requested if needed.

Detailed compliance report against Farm Data Code

Transparency

1.5

Provide a mechanism for Farmers to enquire about the collection, use, storage, security and sharing of Farm Data.

Meets the code?



Yes

Provider's comment

Farmbot's Data Use Policy and Privacy Policy include an email address farmers can use to ask security and privacy questions: privacy@farmbot.com.au. These emails are received by both Farmbot's Chief of Staff and Chief Technology Officer who will respond as quickly as possible.

Detailed compliance report against Farm Data Code

Transparency

1.6

Notify Farmers of the legal jurisdiction in which Farm Data is stored or made available.

Meets the code?



Yes

Provider's comment

Data uploaded to or generated by Farmbot is hosted in secure locations operated by Farmbot's cloud provider (AWS) in Sydney, Australia. This includes the databases and data stores required to operate the services, as well as their backups. All applications and services are running in the same locations.

MyFarmbot being a web application, it is available from anywhere around the world (provided valid credentials are used) which means Farm Data is also made available worldwide but served from Australia.

Detailed compliance report against Farm Data Code

Fairness

Fair and equitable use of Farm Data.
Providers will:

Data Code Principles



2.1



2.2

Detailed compliance report against Farm Data Code

Fairness

2.1

Ensure that Farmers get value from the use of Farm Data – including products and insights derived from it.

Meets the code?



Yes

Provider's comment

Farmbot only uses Farm Data for the purpose of making it available to Farmers, and in aggregate to drive product decisions to improve the product experiences for all customers.

Farm Data is not currently shared either in plain or aggregate form with any other users of the system.

However, Farmbot provides integrations with third party services which Farmers have to initiate and give consent to enable.

Detailed compliance report against Farm Data Code

Fairness

2.2

Ensure that Farm Data is not used to the detriment of Farmers without their clear, fully informed, and express consent.

Meets the code?



Yes

Provider's comment

Farm Data is not currently shared either in plain or aggregate form with any other users of the system without the express consent of the Farmers

Detailed compliance report against Farm Data Code

Farmer Control

Ability to control and access Farm Data.
Providers will:

Data Code Principles



3.1



3.2



3.3



3.4



3.5

Detailed compliance report against Farm Data Code

Farmer Control

3.1

Ensure the Farmer has control over who can access and use their Identifying Farm Data.

Meets the code?



Yes

Provider's comment

Farmbot only shares Identifying Farm Data with third parties upon request from the Farmers.

These data feeds are enabled by Farmbot's staff in the back-office system.

Some integrations can also be enabled and disabled directly by the Farmers from within the MyFarmbot platform.

Detailed compliance report against Farm Data Code

Farmer Control

3.2

Take all reasonable steps to ensure any other entities permitted access to Farm Data are bound by the terms agreed between the Provider and Farmer, and do not contravene the provisions of this Code. This does not include entities nominated by the Farmer for data sharing purposes. Inform the Farmer where terms have not been fully passed on, or Code isn't complied with.

Meets the code?



Yes

Provider's comment

No third parties have access to Farm Data other than entities nominated by the Farmer for data sharing purposes.

Detailed compliance report against Farm Data Code

Farmer Control

3.3

Provide a mechanism for the Farmer to request corrections to Farm Data.

Meets the code?



Yes

Provider's comment

Farmers can contact Farmbot's support team or their privacy officer to request corrections to their farm data.

Detailed compliance report against Farm Data Code

Farmer Control

3.4

Ensure Identifying Farm Data and any other data provided by the Farmer to the Provider, is not deleted without the Farmer's authorisation during any agreed or legally required data retention period.

Meets the code?



Yes

Provider's comment

Farmbot is not deleting any data from their systems while a customer agreement is active, unless requested by the Farmer.

Should the Farmer decide to terminate their agreement with Farmbot, all data related to their farm will be deleted upon request.

Detailed compliance report against Farm Data Code

Farmer Control

3.5

Take all precautions to avoid identification or re-identification of a farm or Farmer from de-identified data, without the Farmer's clear, fully informed, and express consent.

Meets the code?



Yes

Provider's comment

Farmbot only uses de-identified data for a very limited number of marketing use cases. This data is only provided as an aggregate at a country or state level, to ensure it cannot be traced back to individual customers or small group of customers. This is reviewed before any marketing campaign is sent out.

Detailed compliance report against Farm Data Code

Portability

Ability to obtain and delete Farm Data.
During any agreed and legally required data retention period. Providers will:

Data Code Principles



Detailed compliance report against Farm Data Code

Portability

4.1

Provide Farmers and/or their nominees with the ability to obtain all Identifying Farm Data (both raw and/or processed) in a structured and frequently used machine – or human-readable format where technically feasible.

Meets the code?



Yes

Provider's comment

Farmbot has a partner API that Farmers can use to retrieve their Farm Data.

Farmers can request access to this API and credentials will be generated by Farmbot for them to access their data.

Alternatively, Farmers can export their sensor data individually directly from the MyFarmbot portal in CSV format.

Detailed compliance report against Farm Data Code

Portability

4.2

Provide documentation to make ported data usable, e.g. Application Programming Interface (API) documentation and data model diagrams.

Meets the code?



Yes

Provider's comment

Farmbot provides API documentation, including data structures and data dictionary, to all partner API users, and Farmbot's developers are available to answer any additional questions if needed.

Detailed compliance report against Farm Data Code

Portability

4.3

At the request of the Farmer, delete or dispose of any Identifying Farm Data, unless prohibited by law or unable to do so.

Meets the code?



Yes

Provider's comment

Farmers can request to have their Farm Data deleted at any time by contacting Farmbot's customer service team.

Detailed compliance report against Farm Data Code

Portability

4.4

Ensure that contingency plans exist to give Farmers the option to port and/or delete Identifying Farm Data in the event of insolvency.

Meets the code?



Yes

Provider's comment

Farmbot is committed to provide Farmers with their Farm Data in the event of insolvency. Farmers will retain access to MyFarmbot for 90 days for the purpose of exporting their Farm Data, either via Farmbot's partner API or the CSV export feature available in the MyFarmbot platform.

Detailed compliance report against Farm Data Code

Portability

4.5

Provide the Farmer fair warning in advance of changes to legal jurisdiction, change of control, or sale of the Provider entity, and adequate time for the Farmer to port and/or delete their Identifying Farm Data.

Meets the code?



Yes

Provider's comment

Notifications will be provided via email with at least 30 days' notice, similarly to the changes to Farmbot's terms and conditions.

Detailed compliance report against Farm Data Code

Portability

4.6

Ensure that Farmers can port and/or delete Identifying Farm Data in the event of service termination.

Meets the code?



Yes

Provider's comment

Farmers will retain access to MyFarmbot for 90 days for the purpose of exporting their data upon termination of the agreement. Additional time can be requested if needed.

Detailed compliance report against Farm Data Code

Security

Keeping Farm Data protected and secure.
Providers will:

Data Code Principles



5.1



5.2



5.3



5.4



5.5

Detailed compliance report against Farm Data Code

Security

5.1

Take all reasonable and prudent steps, in line with industry best practice, to ensure Farm Data and any other data provided by the Farmer to the Provider, are protected at all times from unauthorised access, damage or destruction.

Meets the code?



Yes

Provider's comment

Farmbot take data protection and security seriously and implement reasonable technical and organisational measures to safeguard the confidentiality, integrity, and availability of the Farm Data.

Detailed compliance report against Farm Data Code

Security

5.2

Put in specific data management protocols to protect sensitive data about the Farmer or farm, such as personal/financial information.

Meets the code?



Yes

Provider's comment

Farmbot does not record any financial information about the farm in their product.

MyFarmbot also implements a role-based access model where customers' administrators can decide who has access to what information. This can be limited by site or by the functionality they have access to.

Personal and financial information (for the purpose of billing) is kept in Farmbot's CRM, which only a few staff members have access to in order to perform their duties.

Detailed compliance report against Farm Data Code

Security

5.3

Promptly notify the Farmer of a data breach that has led to unauthorised access to, or damaged or destroyed Farm Data.

Meets the code?



Yes

Provider's comment

In the event of a data breach that compromises the security and privacy of Farm Data, Farmbot will take immediate action to mitigate the impact and notify the Farmer, if they have been impacted.

Detailed compliance report against Farm Data Code

Security

5.4

Implement a backup and recovery regime that is appropriate for the scale, sensitivity and timeliness of the Farm Data.

Meets the code?



Yes

Provider's comment

All of Farmbot's data stores are set up with automated daily backups. This includes databases and file data stores (for satellite camera photos, etc...). In the event of an incident, the data restoration process is automated to facilitate a timely recovery.

Detailed compliance report against Farm Data Code

Security

5.5

Ensure all staff and sub-contractors that work with Farm Data, and/or set terms, policies, and/or processes for Farm Data are trained to comply with the terms of this Code.

Meets the code?



Yes

Provider's comment

Farmbot has a security awareness training program which goes through all the required content, including, but not limited to:

- Physical security
- Password management best practices
- Email security
- Data privacy (including Farm Data Code)

Detailed compliance report against Farm Data Code

Compliance

Compliance with privacy and disclosure obligations. Where Providers are required by law to provide information to a third party, they will:

Data Code Principles



6.1



6.2

Detailed compliance report against Farm Data Code

Compliance

6.1

Avoid disclosing any Identifying Farm Data; or,

Meets the code?



Yes

Provider's comment

Farmbot only shares Identifying Farm Data with third parties upon request from the Farmers.

Detailed compliance report against Farm Data Code

Compliance

6.2

If Identifying Farm Data must be disclosed, where legally permissible the Provider must promptly notify any Farmer whose information will be (or has been – if prior warning is not possible) disclosed.

Meets the code?



Yes

Provider's comment

If Identifying Farm Data must be disclosed, the Farmer would be notified via email as soon as possible or permissible.

Disclaimer

The “Farm Data Code Provider Summary Audit Report” website (Website) is operated by the National Farmers’ Federation Limited (NFF). The Website provides a listing of data and technology products (Products), supplied by different providers (Providers), assessed by NFF for compliance with the NFF Farm Data Code (Code).

What is certification?

Providers who wish for their Products to be assessed and certified for compliance against the Code apply for assessment by NFF. NFF perform a desktop review of certain documents to assess a Product’s compliance before publishing the outcome of this assessment on the Website. Where a Product complies completely with the Code it will be certified.

NFF’s intention is that the Website provides a quick reference for how Products comply with the Code and provides a summary of how Farm Data is handled by Providers.

Certification and assessment is not advice on the quality of the services provided by a Provider or the Product and the review performed by NFF does not consider or reflect these aspects in any way.

By including the Summary Audit Report or certification of a Product on the Website, NFF is not providing an endorsement of the Product, Provider or any services.

How do members of the farming industry use the Website?

NFF operates the Website to allow members of the public to review Providers’ and Products’ performance against the Code, as assessed by NFF.

While NFF has taken all reasonable measures to confirm the accuracy of its assessment, it does not warrant that any information published on the Website is accurate, complete, reliable or up to date. We request that Providers ensure the information they provide is correct when they apply for assessment and certification, however rely on Providers to comply with this request.

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What if the Provider’s product was not as expected?

NFF encourages farmers to report to NFF any conduct of a Provider or a Product that does not comply with the Code. However, NFF accepts no liability for any aspect of the interaction between a Provider and user of the Website, including but not limited to fees, payments and refunds, scope of services, performance or delivery of any services or contractual disputes. NFF is not a regulator of the relationship between a Provider and any recipient of the Provider’s services.

How is personal information used in a complaint?

If you make a complaint, your personal information will be used by NFF to contact you and obtain additional information from you about the alleged breach of the Code. Your personal information will never be published by NFF or provided to a Provider.

For further information on how NFF collects, uses, discloses and stores personal information, please see our Privacy Policy at <https://nff.org.au/programs/australian-farm-data-code/australian-farm-data-code-certification-privacy-policy/>. The Privacy Policy also provides for how complaints related to privacy may be raised with and managed by NFF.