

Farm Data Code

Summary Audit Report for Agworld



Provider: Agworld

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?

Company name, farm names, field names, crops, varieties, crop input information, expected output information, user names, emails addresses, phone numbers and physical addresses.

Why is this being done?

The scope of data is such as required to enable the provision of the product to customers segments.

Who is the Provider sharing Farm Data with?

Agworld has a number of third party integrations that share data (with permission of the user), with the third party in ways that add value as part of the integrated experience. Access to third parties is always at the discretion of the user.

Is Farm Data being de-identified?

Farm data is not shared with third parties, however should this be the case it would only be a de-identified data. Agworld only shares data with 3rd parties when the user authenticates and gives permission for 3rd parties to access their data.

How long is Farm Data stored for?

Agworld never deletes data, even after a user has cancelled their subscription, unless the user specifically requests deletion through the support team

How can farmers obtain a copy of their Farm Data?

Users can get data out of the Agworld app through the reporting feature in CSV or PDF format. In addition if users want a full extract of all their data in a CSV format, they can contact support.

How can farmers get Farm Data deleted?

Users can choose to delete data they have authored, or request data be deleted by Agworld support team

In which countries is Farm Data stored or made available?

Generally, Agworld stores the information it collects, including Personal Information, in servers within the region where the customer resides. However, where that is impractical, Agworld will transfer information to secure servers that it regularly uses in other parts of the world.

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

Agworld is a software as a service business which exists based on a recurring subscription business model. Users have the opportunity to create structured, reportable, transparent and transportable data which they can use to enhance their business operations.

Are there any risks or detriments that may affect farmers?

No, farmers are free to subscribe or use Agworld as a free user. The risk to farmers is that Agworld is not sustainable and ceases to operate as a business.

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

This is provided through Agworld's Master Service Agreement (MSA) (March 2025), Software User License Agreement (SULA) and Privacy Policy (2020).

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

Users provide consent when logging into Agworld. MSA and Privacy Policy are displayed on registration screen, and the SULA is viewable once the user logs in.

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

When terms (MSA, SULA, or Privacy Policy) are due to change, users will be notified via email beforehand, and upon login into the app.

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

When terms change (MSA, SULA, or Privacy Policy), users will get a pop up upon login into the app, asking them to agree to the updated terms.

Agworld is a subscription as a service product, users have the choice to renew their subscription at the conclusion of the annual term.

A user who does not wish to accept a change in terms, may object and request a refund, however the business will exercise its discretion as to whether a refund is acceptable in the circumstance.

Growers can not click Accept, and email support team to get a copy of their data and optionally close their account and delete their data.

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

Contact Agworld support via:
<https://help.agworld.com/en/articles/2497766-account-maintenance-how-to-contact-the-agworld-team>

Or contact the Privacy Officer via:

Data Protection Officer

[1601 Pelican Lakes Point, Suite 201, Windsor, CO 80550]

[724 249 6753]

privacy@agworld.com

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

Generally, Agworld stores the information it collects, including Personal Information, in servers within the region where the customer resides. However, where that is impractical, Agworld will transfer information to secure servers that it regularly uses in other parts of the world.

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

Growers get value from insights generated for their own farm. Agronomists can get insight from aggregated insights across their farms.

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

Meets the code, no comment provided.

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

Agworld is a collaboration platform, which enables different user companies to connect with each other in Agworld, create and share information. Agronomists have access to farmer data through permissions that are requested by the agronomists and approved by the grower or person with company administration rights. Permissions can be granted and revoked as required by the person with Grower company admin permissions

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

Developers that connect to Agworld are bound by the "Agworld - Developer Agreement-7 (1)" terms which require them to keep data secure and restrict them to only use it to deliver the service.

Sharing of data with affiliates and prospective buyers is done under confidentiality agreements. Anonymised data is shared with Agworld's parent company Almanac.

Where we cannot affect the terms of our partners, we publish a list of their terms in the SULA-2022-10-18.

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

Users can edit their own data, including deleting, discarding, amending, editing. Users can also request assistance from Agworld customer support team to assist with data management issues. Some data can't be edited by the user themselves - such changes need to be requested from the support team.

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

Agworld never deletes data, even after a user has cancelled their subscription, unless the user specifically requests deletion through the support team - see support article for contact details.

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

Data in the aggregated production database is not anonymised, it is anonymised in the data outputs that are provided to third parties, e.g. PestFacts.

To de-identify the data, personal information and exact location of the farm are removed.

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



4.1



4.2



4.3



4.4



4.5



4.6

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

Users can get data out of the Agworld app through the reporting feature in CSV or PDF format.

In addition if users want a full extract of all their data in a CSV format, they can contact support.

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

API documentation for developers wanting to integrate with Agworld can be found here:

<https://au.agworld.com/api/docs#readme>

https://my.agworld.com.au/user_api/v1/docs

Access to API is subject to commercial agreement with Agworld and the terms of its API use.

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

Agworld never deletes data, even after a user has cancelled their subscription, unless the user specifically requests deletion through the support team - see support article for contact details.

When user data is deleted it is also deleted from the aggregated live dataset (but not from back-ups). All insights generated for that farm are deleted along with it. Any data outputs that had contained de-identified data for that farm, that had already been shared to third parties cannot be recalled, but the farm's data will not be included in any future de-identified reports.

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

Meets the code, no comment provided.

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

Agworld will email to customers and partners - evidenced by Semios purchase of Agworld.

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

Users can request deletion of their data from our live production server, via the customer support team. Data will not be deleted from back ups.

This Knowledge Base article explains how to downgrade/close your account - contact Agworld support

<https://help.agworld.com/en/articles/5459923-agworld-billing-faqs>

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

Meets the code, no comment provided.

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

Farm financial information is considered sensitive.

There are user roles permissions that dictate which users can see financial information about the farm.

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

Agworld will follow best practice for assessing data breaches and notifying users.

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

Agworld follows various best practices around data recovery and security. We have a dedicated team responsible for service reliability and security, and as such are continuously improving our systems, tooling and processes.

Access to production servers is limited to a small number of employees who are responsible for incident response. We have data backups to separate AWS regions to protect our customer's data from failures.

Agworld is hosted in Amazon Web Services (AWS) using various service offerings from AWS. The architectural design is such that we have:

- Independently hosted regions for Australia, New Zealand, United States, Canada and South Africa.
- Redundant hosting of each region in multiple AWS Availability Zones (AZ) to allow for the complete loss of one AZ while maintaining service.

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

Staff are onboarded with a focus on the importance of customer data, how to protect it, how to verify customer details before sharing anything with an external party.

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

Meets the code, no comment provided.

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

Agworld will notify any impacted customers via email.

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.

NFF does not make any representations or give any warranties about the information available on the Website or contained in the Summary Audit Report, or the suitability of any Provider or Product for a particular purpose. To the extent permitted by law, NFF will not be liable for any expenses, losses, damages or costs which might be incurred as a result of the information contained on the Website or in a Summary Audit Report being inaccurate or incomplete in any way and for any reason.

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.