Sinch Flows

Service Description

Feb 2023

Table of Contents

1. Overview

This document describes the Sinch Flows service, with an overview of its modules, infrastructure, security, and data privacy measures. It also describes how to utilize its main functions and how to get support.

1.1. Introduction

Flows is a low-code visual workflow builder that enables teams to develop communication applications easily. It deeply accelerates the development process by focusing on business logic. It's a self-managed service and Sinch provides the hosting the applications.

1.2. Definitions

Node	A node is the basic building block of a flow. They may be triggered by an external event or by a message sent from the previous node. It processes this event or message and then may send a message to the next node, continuing the execution of the flow.
Message	A message is the object sent from one node to the next.
Flow	A flow is a set of connected nodes that are executed when a determined event happens.
Entry point	An entry point is the first node of a flow, triggered by external events like an incoming HTTP request or an incoming Conversation API message.
Action	An action is a node that performs specific actions like executing a custom function, making an HTTP request, or sending a Conversation API message.
Sub-flow	A sub-flow is collection of nodes that are collapsed into a single node to be used in other flows. They are used to reduce the complexity of the flow and reuse logic.
Instance	An instance is the dedicated computing environment where the flow is executed.

1.3. How to access

Flows is accessible through Sinch's dashboard on https://dashboard.sinch.com, as an option in the left menu under the *Engagement Platform* section. Click on *Flows* to open its menu (Figure 1).

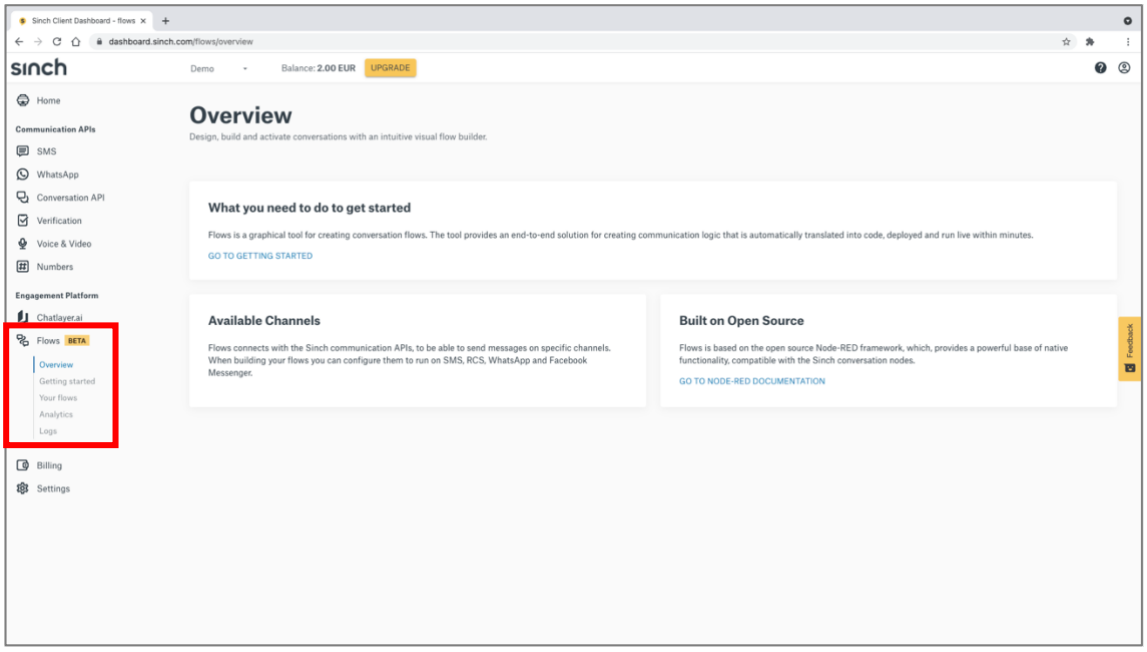

Figure 1: Flows is under the Engagement Platform section in the left menu

2. Flows

2.1. Introduction

The editor is where you build your flows. Drag and drop entry points and actions (both are called *nodes*) to the canvas, connect them, and then deploy. Your flow will be immediately live.

2.2. How to access

Go to Sinch's dashboard on https://dashboard.sinch.com, click on *Flows* in the left menu, and then click on *Your flows*. Click on the small blue arrow to open the selected flow on the editor (Figure 2).

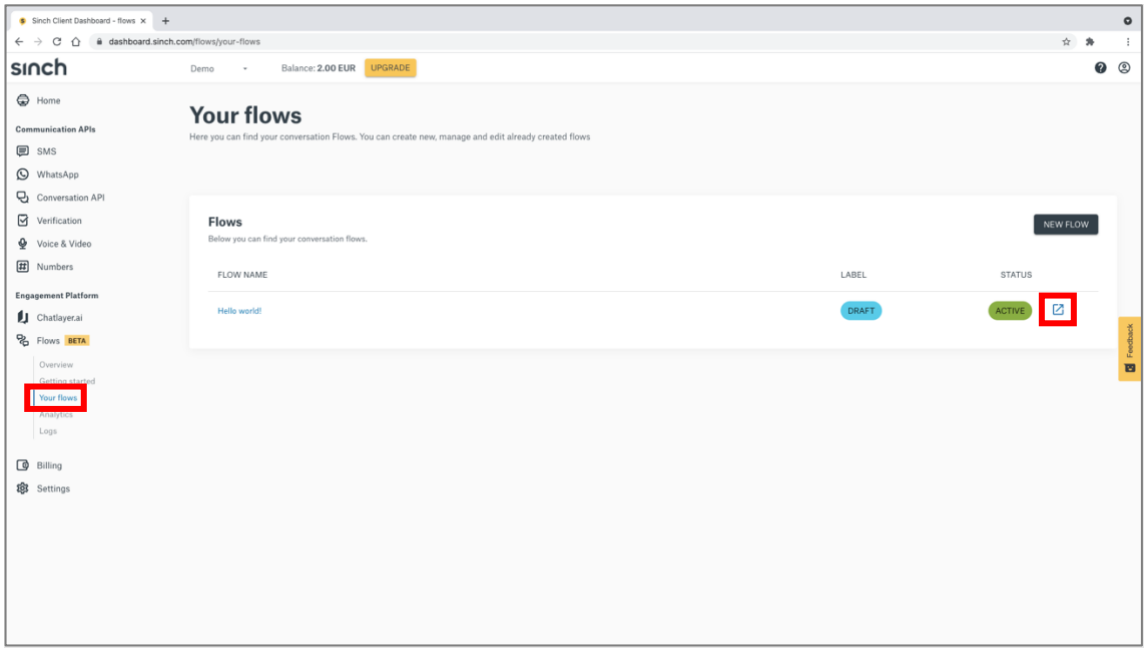

Figure 2: Click on the small blue arrow to open the editor

The editor will open in a new tab.

2.3. How to build flows

To start building the flow, locate the desired node in the palette and then drag and drop it on the canvas. Double-click on the node to open its settings panel. Once more nodes are added, you need to connect them. This is also done using a "drag and drop" action. Click on one of the output ports (small gray squares on

the right side of the node) of the source node and drag it to the input port (identical square on the left side) of the destination node

3. Integrations and APIs

Flows is only through the Sinch Dashboard and can't be integrated externally.

3.1. API maintenance and upgrade

The tool may change over time and it will be described in the Release Notes in the developer documentation.

4. Platform

4.1. Data centers

Flows resides on a server infrastructure in the Amazon Web Services (AWS) cloud in the European Union.

4.2. Data connectivity

Flows users can access and use the service over the internet. Customers are responsible for their internet connections as well as for any faults or delays of the service associated with the connection.

4.3. Data storage

Flows stores collected data in servers located in the European Union.

Data	*Description*	*Retention period*
Conversation API payload	Message or event sent to or received from Conversation API including its content and contact information (project ID, application ID, contact ID, phone number or equivalent channel identity, conversation ID, and message ID).	Up to 1 year (started by the moment the data is stored), but the data is anonymized after 30 days by removing the contact ID and the conversation ID from each entry

Logs	Messages sent and received through Conversation API (project ID, app ID, message ID, contact ID, date and time, and delivery status)	Logs stored for 30 days starting from the next day (UTC)

5. Security

The information security of Flows is based on the Sinch Information Security Management System (ISMS), which is ISO 27001 certified according to ISO27001 standard. For more information about Sinch security, see https://www.sinch.com/security.

Connections to Flows user interfaces are secured with HTTPS. Data at rest is encrypted.

5.1. Data privacy

Flows stores and retains data as described in section 4.3 (Data storage), in which the retention policy is described as well.

5.2. Sensitive personal data

Sensitive personal data is a category of personal data that needs special handling. The definition of what qualifies as sensitive personal data may differ for different legal areas or industries. Sensitive data may, for example, be information on racial or ethnic origin, political opinions, or bank and credit accounts. Flows is not designed to store and process sensitive personal data.

This applies specifically to the following capabilities:

- Flow: do not store any sensitive personal data inside of the flow itself (nodes or wires configurations, documentation, etc).
- Mission Control: do not use its database or queues to handle or store any sensitive personal data.

5.3. Technical and operational measures

Please refer to https://www.sinch.com/data-protection-agreement/.

5.4. Terminating the service

Upon expiration or termination of the agreement, Sinch destroys or otherwise disposes of any customer data in its possession after 30 days, unless Sinch:

- Is requested to extend the term of the contract, as permitted in the order form to allow the customer to retrieve their data; or
- Receives, no later than thirty (30) days after the effective date of the termination of the agreement, a written request from the customer to receive the most recent backup of the data.

Sinch uses reasonable commercial efforts to deliver the backup to you within thirty (30) days of its receipt of such a written request, provided that you have, at that time, paid all fees outstanding and owed at termination.

Customers pay all reasonable fees and expenses incurred by Sinch in returning or disposing of their customer data.

5.5. Patching

Critical security patches for platform and network devices are deployed immediately without further notice. Other security patches for platform and network devices are deployed during maintenance windows.

6. Support and operations

6.1. Customer onboarding

Access Flows through Sinch's dashboard on https://dashboard.sinch.com, as an option in the left menu under the *Engagement Platform* section. Click on *Flows* to open its menu (Figure 3).

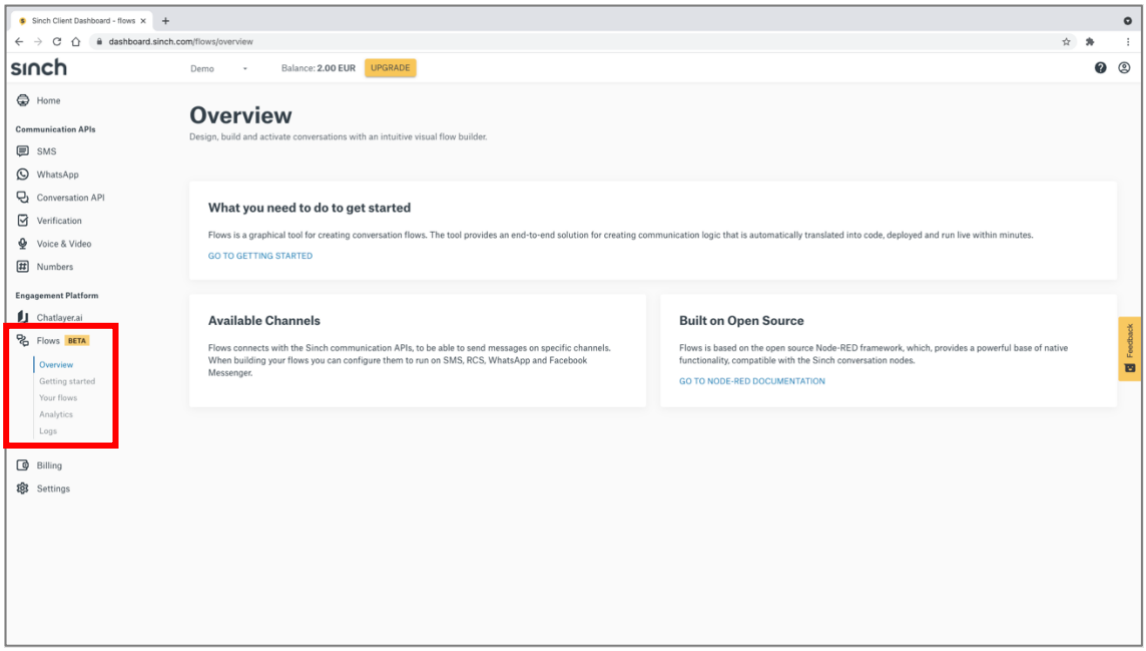

Figure 3: Flows is under the Engagement Platform section in the left menu

Click on *Your flows* (Figure 4) to see your flows. If this is the first time you're using Flows, click on the blue button labeled *Activate*. The activation process takes less than a minute.

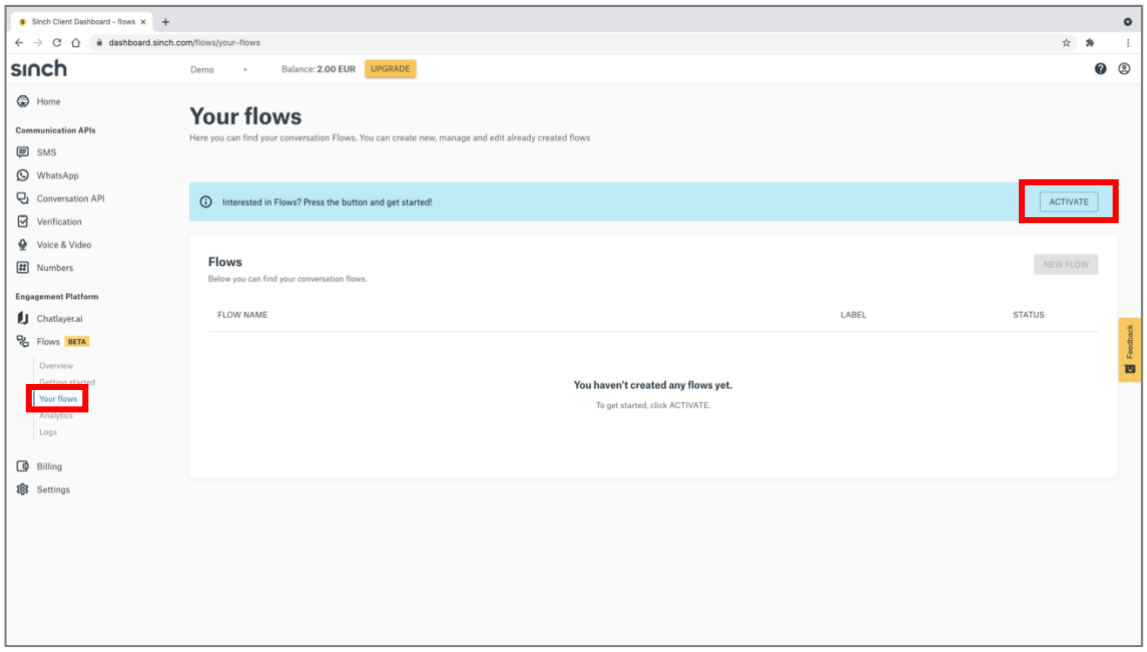

Figure 4: Flows must be activated before you can use it for the first time

Once the activation is complete, a simple "Hello world!" flow will be automatically created for you (Figure 5).

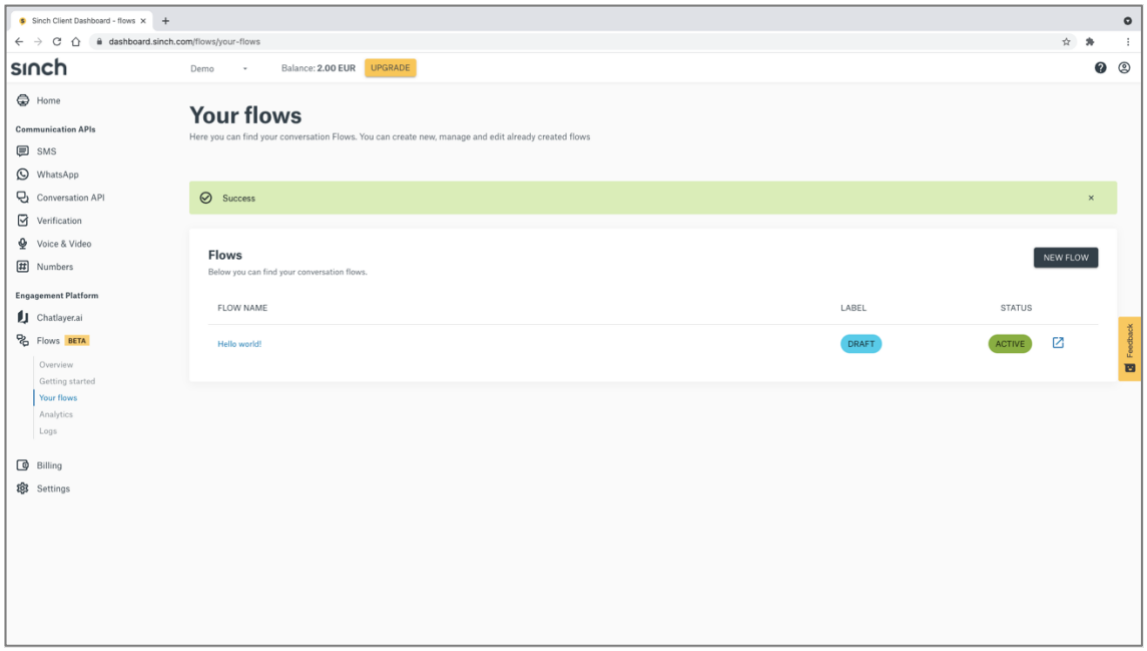

Figure 5: Flows is now active

6.2. Support and service requests

Customers should send support requests to the mailing list flows@sinch.com during the Beta.