

Health with Heart

Frequently Asked Questions

Employee Wellbeing Dashboard

For use on www.corporate.healthwithheart.co.za and the Employee Wellbeing Dashboard app

Getting started & understanding your wellbeing score

The sections below cover common questions across your dashboard — your wellbeing score, confidential mental health support, financial wellness, and learning content.

What is my wellbeing score?

Think of your wellbeing score as a simple snapshot of your overall wellbeing, summarised in a score from 1 (Low) to 100 (Excellent). It uses information such as your digital health scan results, your age and gender, plus any data you choose to share from connected health apps, to give you a dynamic picture of your health right now. It helps you understand where you stand and highlights areas you might want to focus on.

Score ranges:

- Poor: 0 – 20
- Fair: 21 – 40
- Average: 41 – 60
- Good: 61 – 80
- Excellent: 81 – 100

What information do I need to provide to get my score?

To generate your wellbeing score, you'll complete a short digital health scan using your device's camera, and provide a few basic details such as your age and gender. You can also choose to connect other health apps or wearables to add more data to your profile — this is entirely optional and can be managed from your profile settings at any time.

What data goes into my score?

Your score is generated using the results of your digital health scan (including estimated wellness indicators such as heart rate and blood pressure), your age and gender, and any additional data you choose to share from connected apps or devices. It does not use information about your role, performance, or any data your employer holds about you.

How often does my score change?

Your score updates each time you complete a new health scan or sync new data from a connected app or device. We'd suggest rescanning periodically to track how your wellbeing trends over time — there's no fixed requirement, and it's entirely up to you how often you check in.

How can I improve my score?

Your score reflects everyday lifestyle factors picked up through your scan and any connected data — so improvements generally come from things like regular movement, sleep, nutrition, and stress management. The Learn section of your dashboard has content and resources to help guide you, and your score will reflect these changes over time as you continue to check in.

How does my score compare to others?

Individual scores and results are never shown to or compared against other employees, and are never visible to your employer. Your employer may only see anonymised, aggregated trends across the whole employee group — never your individual score, result, or any information that could identify you.

Mental health & confidential support

What support is available if I'm struggling?

Your dashboard gives you access to confidential counselling and support, provided by a dedicated, appropriately licensed service provider. You can reach out for support with things like stress, anxiety, relationship difficulties, grief, or anything else that's affecting your wellbeing — you don't need a specific diagnosis or reason to make contact.

Is it confidential?

Yes. Conversations with your counsellor are confidential and are not shared with your employer or with Health with Heart. Your employer only ever sees anonymised, aggregated usage trends across the whole employee group — for example, how many people accessed support this month — never who accessed it or what was discussed.

Is this a substitute for emergency care?

No. This support is intended for general wellbeing and everyday mental health support, not emergency or crisis care. If you are in crisis or experiencing a mental health emergency, please contact your local emergency services or a crisis helpline immediately.

Suicide Crisis Line on 0800 567 567 or SADAG Mental Health Line 011 234 4837

How do I access counselling?

You can request support directly through your dashboard. Depending on your needs, this may take the form of a phone call, video session, or in-person referral — your counsellor or the support team will guide you to the right option.

Is there a cost to me?

No. This support is provided as part of your employer's wellbeing programme, at no direct cost to you.

Can my employer see that I've used this service?

No. Your individual use of the counselling and support service is never disclosed to your employer. Only anonymised, aggregated usage trends are shared, in line with our Disclaimer Notice and Privacy Policy.

Financial wellness

What financial wellness support is available?

Your dashboard includes financial education content and coaching resources to help you build practical money skills — covering things like budgeting, debt management, savings, and planning for the future.

Is this financial advice?

No. This content is provided for general informational and educational purposes only and does not constitute financial, investment, tax, or legal advice. You should consult a suitably qualified and licensed financial advisor before making any financial decisions.

Who provides this content?

This content and coaching is delivered by a dedicated financial wellness provider integrated into your dashboard. Health with Heart selects and manages this provider carefully, though the provider remains responsible for the accuracy of their own content.

Is my financial information confidential?

Yes. Any information you share as part of your financial coaching is kept confidential and is not shared with your employer. As with the rest of the dashboard, only anonymised, aggregated trends are ever shared, never your individual information.

Learning & wellbeing content

What is the Learn section of my dashboard?

The Learn section gives you access to bite-sized content and courses across the four pillars of your wellbeing — physical, mental, financial, and social — so you can build knowledge and practical skills at your own pace.

Do I get a certificate for completing courses?

Some content may include a certificate of completion, depending on the course. Details are shown alongside each course in the Learn section.

Is my learning activity visible to my employer?

Your employer may see anonymised, aggregated trends on overall engagement with the Learn section — for example, how popular a topic is across the organisation — but not your individual course activity or progress.

Data & privacy

What data do you store?

We store the registration details you provide, your health scan results, and any additional wellness data you choose to share, for as long as necessary to provide you with the dashboard and in line with our data retention policy.

How secure is my data?

Your data is stored and processed securely, with appropriate technical and organisational safeguards in place to protect it against unauthorised access, loss, or misuse.

Do you follow local privacy regulations?

Yes. We process your personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA) and other applicable South African legislation. Only anonymised, aggregated data trends are ever shared with your employer — your individual health, mental health, and financial information remains confidential. See our Disclaimer Notice and Privacy Policy for full details, or contact our Information Officer with any questions.

Can my wellbeing score diagnose medical conditions?

No. Your wellbeing score, and the health scan it's based on, is intended for general informational and self-management purposes only. It is not a medical device, does not diagnose, treat, cure, or prevent any condition, and should not replace professional medical advice. If you have any health concerns, please consult a qualified healthcare provider.

This score is not a medical device and is not approved by SAHPRA, the FDA, or the MHRA. It does not diagnose or treat any condition — consult a qualified healthcare provider for medical advice.

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