

Polly – Slack Based Data Read and Storage Practices

Last Updated: August 20, 2026

The following sheet highlights data that Polly reads and stores from a customer's Slack workspace. Polly only reads and stores information necessary to provide the customer with our services. All data that is transmitted is encrypted with TLS 1.2+ (HTTPS), and all data at rest is encrypted with AES-256 encryption.

Customer Messages in Slack

Polly does not read or store any messages in your Slack workspace – in public, private, or group channels – with the exception of the following:

- Messages where Polly is @mentioned directly
- Messages sent with a Polly owned Slash command (i.e. "/polly")
- Private messages sent from a user to the Polly app channel
- Messages published by Polly (i.e. a survey, survey results, etc.)

User Information

User information available to Polly is a subset of information that is available in the Slack profile.

More details of what is available to Polly via the Slack API is here:

<https://api.slack.com/methods/users.info> using the scope **users:read** and **users:read.email**

Data Item	Read	Store	Purpose
Name (Full name + display name)	✓	✓	Attribution of authors, votes, comments, and other actions
Email Address	✓	✓	Used as foreign key connecting users to automation (i.e. creating a survey trigger tied to Jira)
User Timezone	✓	✓	Display date/time information to user in local timezone in Slack
Slack Avatar URL	✓	✓	Attribution of authors, votes, comments, and other actions
Role (i.e. Slack Admin, User, Slack Guest)	✓	✓	To provide special access to Slack Admins within the Polly app & identify guests so survey authors can exclude them from surveys sent

Slack Channel information

Channel information is read and stored to deliver and update surveys in Slack. By default, Polly has access to post to all the public channels and Polly app channels within a workspace. In addition, Polly gains access to post messages and surveys to private channels if it is invited to the channel.

Polly can also post to private channels it is not invited to, but does not have access to the channel name or ID. In these situations, we are able to post a “Limited Poll”, where we can store the all information related to the poll (votes, comments, questions) but have no access to other functions or information within the channel.

Data Item	Read	Store	Purpose
Public channel names and IDs Scopes: channels:read	✓	✓	Send and update surveys to a channel, without being able to read channel messages
Private channel names and IDs Scopes: groups:read	✓	✓	Send and update surveys to channel where it is invited into, without being able to read any messages
Polly’s DM Channel Information Scopes: im:read, im:write, im:history	✓	✓	Allow Polly to converse with user in the Polly DM channel
Group DMs Polly is invited to Scopes: mpim:read	✓	✓	Allow Polly to know basic DM info to send and update surveys where it is invited, without being able to read any messages
Group DMs Polly creates for Pairings Scopes: mpim:write (elevated)	✓	✓	Allow Polly to open a group DM to introduce matched participants in a Pairings program. Requires separate admin approval — see “Elevated Permission (Elevate) Flows” below.

Workspace Information

Once installed, Polly reads and stores information about your workspace in order to deliver our services.

Data Item	Read	Store	Purpose
Workspace essentials: - ID - Name - Workspace Domain - Enterprise Grid ID Scopes: team:read	✓	✓	Necessary to be able to complete installation and identify workspace
Slack user groups (name, ID, membership) Scopes: usergroups:read (elevated)	✓	✓	Only when User Groups collaboration is enabled by an admin — used to resolve a Slack user group into its members so surveys can be addressed to the group.

Survey Related Information

We read and store all information related to any surveys sent via Polly. This is essential in order for us to be able to offer our services – provide access to results, analytics, and other core parts of the product and services.

Data Item	Read	Store	Purpose
Questions in surveys	✓	✓	Essential to post, update, and provide analytics
Votes, comments, and voter IDs	✓	✓	Essential to provide results and analytics
Timestamps and channel IDs of surveys posted by Polly	✓	✓	Needed to delete or update message posted by Polly

Slack Scopes

Polly requests three categories of Slack permissions:

- Core install scopes — requested once, when Polly is installed into the workspace. These are the minimum set required for Polly to function.
- Optional install scopes — presented at install time as optional. Polly installs and works without them; the features that depend on them stay off until they are granted.
- Elevated (feature-specific) scopes — never requested at install. They are requested later, only when a workspace turns on the specific feature that needs them, and only a Slack admin can approve them. See “Elevated Permission (Elevate) Flows” below.

Core install scopes (bot token)

Scope	What it's used for
commands	Configure the /polly slash command
im:read im:write im:history	Applies to the Polly Direct Message Channel, and allows us to read, write, and view messages that were sent directly to Polly.
channels:read	Allows us to read basic public channel info (name, ID)
chat:write	Lets Polly post a message in a channel
chat:write.public	Scope that allows Polly to post in any public channel
team:read	Gives Polly the minimum information needed to identify and function in a workspace
groups:read mpim:read	Gives Polly the ability to read basic channel information (name, ID) of private channels or multi-person DM channels
app_mentions:read	Allows Polly to read messages where Polly is @mentioned
links:read	Allows Polly to read links relevant to the Polly app, so it can recognize a shared Polly link
users:read	Allows Polly to get basic user information
users:read.email	Allows Polly to get user's email address
workflow.steps:execute	Allows Polly to create and execute a Slack Workflow step

Optional install scopes (bot token)

These are offered as optional permissions during installation. Polly installs and functions without them; the features that depend on them stay off until they are granted.

Scope	What it's used for
links:write	Allows Polly to attach a preview (unfurl) to a Polly link shared in a channel, so the recipient sees survey context inline instead of a bare URL
mcp:connect	Allows Polly to be used through Slackbot AI (Polly's MCP server for Slack) — a user can ask Slackbot to create or check a polly in natural language

User token scopes (web sign-in)

When a user signs in to the Polly web app with “Sign in with Slack”, Polly requests a single user-token scope. It is used only to identify the person signing in and grants no access to workspace content.

Scope	What it's used for
identity.basic	Confirms the identity of the user signing in to the Polly web app

Elevated Permission (Elevate) Flows

Polly deliberately keeps its install footprint small. Permissions that are only needed by a specific feature are not bundled into the install, instead, when a workspace tries to use that feature, Polly shows an in-product prompt explaining which permission is needed and why, with a link that starts a fresh Slack consent screen. Because these are workspace-level bot permissions, only a Slack admin can approve them; a non-admin who follows the link can forward it to an admin instead.

Elevated Scope	Feature that triggers it	Where the request appears	What it allows
reactions:read	Workflow triggers based on an emoji reaction	Polly web app — workflow authoring, when a reaction-based trigger is selected	Lets Polly see that a reaction was added to a message so it can fire the configured workflow. Polly reads the reaction event, not the message content
usergroups:read	User Groups collaboration	Polly web app — Admin ► Settings ► User Groups	Lets Polly resolve a Slack user group into its member list so surveys and reminders can be addressed to the group
mpim:write channels:join	Pairings	Slack — “Permissions Needed” modal shown when a user creates a Pairings program	mpim:write lets Polly open a group DM to introduce matched participants. channels:join lets Polly join the source channel so it can read the member list it draws matches from

Elevated Scope	Feature that triggers it	Where the request appears	What it allows
links:read links:write	Slack link unfurls for Polly links	Slack — prompt posted in the channel where a Polly link was shared without the permission	Lets Polly recognize a shared Polly link and replace it with a rich preview showing survey context
mcp:connect	Polly in Slackbot (Polly MCP server for Slack)	Slack — “Use Polly in Slackbot” modal from the Polly App Home; and Polly web app — Admin ► Settings ► AI	Lets Slack’s AI assistant connect to Polly’s MCP server so users can create, send, and check pollys conversationally from Slackbot

For additional questions please email security@polly.ai