

PRIVACY POLICY

As soon as you visit our platform **<https://portal.smartqare.cloud/>** or our **iOS App (weQare)** or you have been registered as a user, we receive information about you. In this privacy statement we explain what we do with that information. We always handle your information with care and store it securely. If you have any questions or want to know what information we have on you, please contact us. We may amend this privacy statement if necessary. We recommend that you regularly review this privacy statement so that you are aware of these changes.

This privacy statement was last modified on 18 September 2024.

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1. When do you apply this privacy statement?

This privacy statement applies to all personal data that we process and to all domains and apps related to us. This concerns the personal data of everyone who has ever made use of our platform or our iOS App (weQare). Personal data is all data that can be traced back to you as an individual, such as your name, telephone number, IP address, customer number or surfing behavior. If you want to know more about personal data, please visit the website of the Dutch Data Protection Authority.

2. Who uses your data?

smartQare B.V. is responsible for the platform <https://portal.smartqare.cloud/> and the **iOS App (weQare)** and therefore the responsible organisation for the use of your personal data as described in this privacy statement. The full details are:

smartQare B.V.
Kapteynstraat 1
2201 BB Noordwijk
The Netherlands
CoC: 70193622

3. Whose data do we use?

We process the personal data of everyone who makes use or has made use of our platform and/or our iOS App (weQare). This only concerns people from whom a user-account or admin-account is created such as healthcare professionals.

4. How do we get your data?

We receive your data as soon as smartQare B.V. or an administrator of a healthcare institution creates an admin-account or user-account for the platform and/or the iOS App (weQare).

5. What data of you do we use?

We use the following data:

- First name
- Last name
- Date of birth / age
- Telephone number
- Email address
- Address
- Health related data and related information
- Information regarding your whereabouts (geographic location)

6. What do we use your data for?

We only use your personal data for the purpose for which we are allowed to use it:

- we have received your permission to use your personal data
- we use your data because that is the way we identify you as a user of our platform and the way we can communicate with you.

7. How long do we keep your data?

We keep your personal data for as long as we are required to do so by law and for as long as necessary for the purpose for which we use your data.

- We store your data according to the statutory retention period of seven years (or twenty years in case of health related data and related information) after the day your account is closed. After that, we only keep your data for statistical purposes and to handle any complaints or legal matters. If you want to know more about how long we store specific data about you, please contact us.

8. Who do we share your data with?

We do not share your personal data with others.

9. Where do we store your data?

We process your data within the European Economic Area. This means that we also store your data within the EEA. If you have any questions about this, please feel free to contact us.

10. How safe is your data with us?

We have done a lot to protect your data as well as possible, both organisationally and technically. We have secured our systems and various means of communication to ensure that your data does not end up in the hands of others. Your data is therefore safe with us. We also ensure that your data is only used by people who have received permission from us. If you have any questions about the specific method of securing, please contact us. When we share your data with others, they are also obliged to treat it with the same care as we do. If you notice that this is not the case, please let us know.

11. What are your rights?

Because we use your personal data, you have various rights. We have listed these rights for you below.

Right to information

We must explain to you in an understandable and clear manner what we do with your data and what control you have over it. That is why we explain in detail in this privacy statement what data we collect from you and how we handle your data.

Right to access

You may always ask us to view the data we hold about you.

Right to correction

You may ask us to have your data corrected if it is incorrect or incomplete.

Right to object

You may object to the processing of your data if you do not agree with the way we handle your personal data. This right applies to the data we use for direct marketing. You can indicate to us that you no longer wish to receive e-mails from us. This also applies to personalized recommendations on our platform.

Right to data portability

If you are a customer of ours or if you have given permission for the use of your data, you may ask us to send you the digital data we have about you. This way you can transfer that data to another organisation if you wish.

Right to restriction

You may ask to limit the use of your data. This means that in certain cases we may only store your data but not use it.

Right to be forgotten

You may ask us to delete all data we have about you. We will then delete all data that can be traced back to you. In some cases we cannot or may not yet delete your data. For example, we have to keep some data for 7 years for the tax authorities.

Right to submit a complaint

You may submit a complaint about the way in which we handle your data. If you have a complaint, we will be happy to resolve it for you. To do so, please contact our Data Protection Officer. You may also submit your complaint to the Dutch Data Protection Authority. Of course we hope that it does not come to that, but if it's necessary you can also go to court. In that case, the court in the place of business of smartQare B.V. is the one which will handle your complaint.

How do I submit a request or complaint?

You can submit your request or complaint to our Data Protection Officer by sending a mail to reinier.vrolijk@smartqare.nl. We process every request or complaint within 30 days. If you submit multiple applications or complaints or if you submit a complex request or complaint, this may take more time. In that case, we will contact you within 60 days at the latest. We may ask you to identify yourself. In that case, we will ask you to submit certain information to ensure that you are the correct person to whom the personal data belongs.

12. What rules apply to this privacy statement?

Our privacy statement must meet several conditions. These conditions can be found in particular in the Dutch General Data Protection Regulation. In addition, the general rules that apply under Dutch law apply to our privacy statement.

13. Which cookies do we use?

We do not use cookies for our iOS App (weQare). We do use cookies to ensure that the platform functions optimally. A cookie is a small text file that is placed on your hardware when you visit our platform. For more information, please refer to the cookie statement on the platform.

14. Do you have a question about this privacy policy?

If you have a question about our privacy policy, please feel free to contact us on reinier.vrolijk@smartqare.nl. We are happy to help.