



Effective: 22 May 2018

This new version will void all the previous versions

# Privacy Policy | Soluvos Medical

## Our Privacy Policy

Soluvos Medical values you and recognizes that privacy is important to you. We want you to be familiar with how we collect, use and disclose data. Soluvos Medical last updated the privacy policy on May 22<sup>nd</sup> 2018. This Privacy Policy applies to all distributed products of Soluvos Medical.

## Why do we collect your data

We use data to develop and improve services and train the users; provide support; send notifications, offers, and promotions.

We use data that can identify you, called personal data, to:

- Enable you to purchase products, obtain access to services and engage in offered activities;
- Provide you with information about our distributed products, and services, and other information you have requested;
- Provide you with messages to inform you on developments;
- Alert you if we determine that your need to be trained or need to have support in using our distributed products;
- Send you newsletters, informative emails or other information regarding Soluvos Medical

We use data that does not identify you, called non-personal data, for several purposes, including to improve our services. In particular, we may use non-personal data to generate aggregate statistical information, and to be able to share the feedback with our suppliers to improve and administer the current distributed products and create new products.

You can be assured that we protect the information we collect. By using our website, distributed products or services, you:

> acknowledge that you have read and understand our Privacy Policy thoroughly, and you acknowledge to accept our privacy policy.

> agree to the collection, use and sharing of your data in accordance with this Privacy Policy. Unless the specific product states otherwise, all distributed products and services of Soluvos Medical are included under this Privacy Policy.

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## How do we collect your data

We collect information in three ways: when you provide us information, when you use our website or products or visit a specific convention and when provided to us by third parties.

## What we collect that can identify you

Like many companies, some of the information we collect, known as personal data, can identify you. An example of personal data might be your name or email address.

Some personal data we collect only when you provide it to us.



This information may include your name, address, email address and telephone number. Some personal data we collect when you use our website or products. This information may include some or all of the following types of information:

- Your Internet Protocol ("IP") address;
- Phone number;
- E-mail address.

Unless we need the data to retain its personally identifiable characteristics, we anonymize the data we collect and store it in a manner that does not identify you.

### **Do we share your data?**

Yes, though when and how we share it depends on whether it is personal data or non-personal data. Soluvos Medical may share non-personal data with third parties. We do not sell or rent your personal data to third parties.

We may share certain personal and non-personal data with:

- Any of our affiliated companies;
- Our suppliers.

Soluvos Medical acts internationally. In order to do business around the world, we may share your personal data across our suppliers which may be in countries with different laws regarding the collection and use of personal data than the country we collected it from. We may share some of your personal data, such as your email address, with suppliers to enable them to contact you on our behalf about products, services or offers we believe are important to you or your business, or to provide you with local technical and customer support.

If we are legally compelled to disclose your personal data to a third party, we will use commercially reasonable efforts to notify you in advance of a disclosure unless legally prohibited. If we are involved in a merger, acquisition or asset sale, we will abide by this Privacy Policy, and any affected users will be informed if we transfer any personal data to a third party or if personal data becomes subject to a different privacy policy as a result.

### **The rights you have over your data**

You have the right to ask us about the personal data we process about you, the purpose and nature of the processing, and to provide information on who we share it with.

You have the right to request that we update, correct, or delete (assuming that this does not impact the services we are providing to you or Directives or Regulations that require us to keep your data) your personal data at any time. Please note that we may reject requests which risk the privacy of others or are unreasonable or repetitive or would require disproportionate effort. Unless you request us to delete your data, please note that we may keep your personal data.

You have the right to opt out of the use or collection of certain data by us or by third parties, including personal data and non-personal data, by following the instructions here.



You have the right to opt-out of receiving our email newsletters or other information at any time by a written reply or the relevant unsubscribe process outlined in the applicable email or newsletter. Please be aware that our emails may include important or useful information about your products you buy from Soluvos Medical.

You have the right to expect us to protect your personal data and keep it safe. We work hard to protect Soluvos Medical and our users from unauthorized access to or unauthorized alteration, disclosure or destruction of the information we hold. In particular:

- We abide by this Privacy Policy at all times with respect to all data that we collect from you;
- We limit the use and disclosure of your personal data, and work to ensure that anyone with whom we share such information treats that information with the privacy and security it deserves; and
- We have put in place industry-accepted physical, technical and administrative practices to safeguard and secure the information we collect.

#### **Changes**

We reserve the right to change this Privacy Policy at any time and will indicate the date the Privacy Policy was most recently updated.

#### **Contact with Soluvos Medical**

If have any questions about this policy or any of the above, please email us at [info@soluvos.com](mailto:info@soluvos.com). You may contact us by mail at:

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