

Privacy Policy

Valid as of 18 August 2022

By submitting your personal data on the Platform, using our Platform and/or our Services, you accept and agree with this Privacy Policy, as may be applicable from time to time, and accept that we collect and process your health-related data in accordance with this Privacy Policy.

You further accept and agree that these Terms of Service, as may be changed from time to time, will apply to you throughout the validity of the Agreement between you and us.

This Privacy Policy is an integral part of our Terms of Service (https://viveohealth.com/app/uploads/2022/08/Viveo_LV_Terms-of-Service.pdf) and capitalised terms used here have the same meaning as in our Terms of Service. In case of any discrepancies between the Privacy Policy and the Terms of Service, the Privacy Policy prevails. We reserve the right to update and amend our Privacy Policy at any point of time.

Viveo platform is provided and operated by Viveo Health OÜ, an Estonian company registered under the company number 14351223. All references to “Viveo”, “we”, “us”, and “ours” in these Privacy Policy are references to Viveo Health OÜ. If you have any feedback, questions or complaints, please contact us at <https://viveohealth.com/contact/>.

1. Who is processing the Data?

We as Viveo (Viveo Health OÜ) build, operate and provide the Platform to enable access to the Medical Staff, carrying out the Medical Consultation and storing their health-related data on the Platform. All healthcare services are delivered to you by our Partner Clinic(s) and its Medical Staff.

Viveo Health OÜ is the data controller and responsible for processing your personal data when using the Platform, except in case the data is processed in relation to provision of healthcare related services (e.g., Medical Consultation). When the Medical Staff of the Partner Clinic provides healthcare services to you (including preparing for, carrying out and subsequent activities related to the Medical Consultation), the data controllers are both the Partner Clinic and us – (i) the Partner Clinic is the data controller in order to and to the extent required to provide healthcare services to you; (ii) we act as the data controller in order to and to the extent required to build, operate and maintain the Platform and provide the Service, including store your data on the Platform, however, not for the purpose of providing the healthcare services to you.

By starting a Medical Consultation, you accept and agree with the Partner Clinic’s privacy policy.

When you start a Medical Consultation, you authorize and agree to share your personal data with the Partner Clinic and the Medical Staff directly involved in carrying out the respective Medical Consultation.

2. What kind of Data do we collect and handle?

We process the following data about you and the profiles you create under your Account:

Personal details: Your personal details, including first and last name; age or date of birth, email address, phone number, identity code, identification document and other personal details you may have forwarded to us;

Consultation data (special category of personal data): All data related to Medical Consultations, including data provided by you or the Medical Staff before, during or after the Medical Consultation; video or voice recordings of the Medical Consultation;

Health data (special category of personal data): Data you insert on our Platform about your health (such as age, gender, height, weight, blood type, allergies, chronic diseases, medications, vaccines, etc.), data that you share before and during the Medical Consultation (including description of symptoms, health related problem, media and visuals you upload), advice and recommendations given by the Medical Staff on the Platform (e.g., medical assessment or guidance given by the Medical Staff);

Preference and Usage data: Your preferences and usage on the Platform (e.g., language preferences, which features you do and do not use);

Card data: Details of your card, including the first or last 4 digits of your card number, name on your card and its expiry date;

Customer Support data: Communication between you and us (e.g., e-mails, phone calls, messages);

Other data: Other data not listed above, which is generated as a result of or related to using our Platform (e.g., your feedback, comments and complaints regarding the Platform or the Service).

3. Why do we process the Data?

We process your data for you to be able to use the Services with high quality, safely and conveniently. This includes enabling you to receive adequate medical advice during a Medical Consultation and be able to store and access your health-related data you have stored on the Platform.

We collect and handle your personal data for the following purposes:

Contractual purposes: to enter into and perform a contract between you and us, including enable you to use the Platform and the Services. This includes gathering your personal data to identify and verify you, create and manage your account, collect health related data to be able to provide adequate medical advice and healthcare related services on the Platform, to store and process your health data on our Platform;

Quality purposes: To monitor, document and improve our Platform and Services provided thereon, including see that the medical advice given on the Platform is relevant, adequate and precise, bugs and errors occurring on our Platform are fixed, etc.;

Analytical purposes: To gain better understanding of your preferences, how the Service is provided by our partners (including availability and response times of the Medical Staff), use of the Platform and the Service and how to improve the usability of our Service;

Security purposes: To monitor and reduce fraud and security related issues on the Platform.

Upon your consent: We may collect and process some of your data based on consent you give to us.

4. Grounds for processing Data

We process your data under the following lawful grounds (General Data Protection Regulation or GDPR, 2016/679/EC):

Contractual purposes: GDPR art 6 (1) (b), as relevant processing is necessary for the entry into and performance of a contract between you and us;

Quality purposes: GDPR art 6 (1) (f), as we have sufficient legitimate interest to conduct relevant processing – to gain a better understanding of the advice and recommendations and its quality given to our users, also how our partners are performing;

Analytical purposes: GDPR art 6 (1) (f), as we have sufficient legitimate interest to conduct relevant processing – to gain a better understanding of the preferences of our users and how do users interact with our Platform and how we can improve our Platform and Services;

Security purposes: GDPR art 6 (1) (f), as we have sufficient legitimate interest to conduct relevant processing – to monitor and prevent fraud and security related issues on our Platform;

Upon your consent: GDPR art 6 (1) (a), as relevant processing is based on your consent.

5. What kind of Data is used for which purposes?

We process the following data for the following purposes:

Personal Details: Contractual and security purposes, upon your consent

Consultation data: Contractual and quality purposes, upon your consent

Health data: Contractual and quality purposes, upon your consent

Preference and Usage data: Contractual and analytical purposes, upon your consent

Card data: Contractual and security purposes

Customer support data: Contractual, analytical, security and quality purposes

Other data: Contractual purposes, upon your consent

6. How do we collect and process the Data?

We generally collect your personal data, including special categories of personal data, directly from you. You are not obliged to provide any information on our Platform, however, this may help to use some or all Services available on the Platform.

This is collected and processed as you use the Service and insert the data on the Platform. As the Medical Staff examines your personal data and provides medical consultation to you (for example, Medical Staff gives an assessment on your health related question or suggests what kind of health issue you might have), we also receive and process your personal data, including health related data, received from the Medical Staff or a Partner Clinic.

Your data is handled and stored within the European Union. We do not process your personal data for automated decision making and profiling.

7. With whom do we share the data?

We may share your personal data with the following third parties:

- Partner Clinics and Medical Staff
- Payment processors who process your transactions
- Communication service providers who facilitate e-mails, calls, SMS messages and other communication between you and us
- Technical platforms and tools used by us
- Public authorities whom we are obliged to disclose your personal data under the law
- Other parties involved with the provision of the Platform and Services

Your data will not be shared with anyone, unless this is directly required to provide the Services in which case the data is only shared on a need-to-know basis. This means, only those persons can access your data that are crucial for providing the Services. For example, a respective

Medical Staff member or a Partner Clinic can access your personal data only if this is required in relation to providing medical advice or healthcare related services to you (e.g., prepare for and carry out the Medical Consultation).

8. How long is the Data stored?

We store your personal data for the following periods, unless the law prescribes a different period in which case the mandatory period stated by the law shall apply:

Personal details: Deleted shortly after the termination of your Account;

Consultation data: 30 years as of its creation;

Health data: 30 years as of its creation;

Preference and usage data: Deleted shortly after the termination of your Account;

Card data: Deleted shortly after the termination of your Account;

Customer support data: 5 years as of its creation;

Other data: Deleted shortly after the termination of your Account;

Accounting related data: 7 years as of its creation;

After the period stated above ends, we will delete your personal data.

9. Your rights related to Data handling

You do not have any statutory obligation to provide us your personal data. However, in order for us to be able to provide you the Services and access to the Platform, we need to collect and process your personal data. However, please note that you might not be able to access or use the Platform or a part thereof in case you do not provide some or all of the data requested on the Platform or by a Medical Staff member.

In connection with processing of your personal data, you have the following rights:

Right to Information: You have the right to receive the information provided in this Policy. The valid version of this Policy is available on Viveo website (<https://viveohealth.com/legal/>).

Right to Access: You have the right to ask from us to provide you with a copy of your personal data processed by us.

Right to Rectification: You have the right to ask us to rectify your personal data in case the data is incorrect or incomplete.

Right to Erasure: You have the right to ask us to erase your personal data, unless we are obliged to continue processing your personal data under law or under a contract between us, or in case we have other lawful grounds for the continued processing of your personal data. We will, in any case, delete your personal data as soon as it no longer has lawful grounds for processing your personal data.

Right to Restriction: You have the right to ask us to restrict the processing of your personal data in case the data is incorrect or incomplete or in case your personal data is processed unlawfully.

Right to Data Portability: You have the right to ask us to provide you or, in case it is technically feasible, a third party, your personal data, which you yourself have provided to us and which is processed in accordance with your consent or a contract between you and us.

Right to Object: You have the right to object to processing your personal data in case you believe we have no lawful grounds for processing your personal data. For any processing conducted in accordance with your consent, you can always withdraw your consent by sending an email to dp@viveohealth.com, using the email address you used when registering your Account.

Right to File Complaints: You have the right to file complaints regarding processing Your personal data as further described in this Privacy Policy.

You can use all of these rights by contacting us at <https://viveohealth.com/contact>, using the email address you used when registering your Account. We will make our best effort to respond to your application submitted in accordance with this Privacy Policy within 1 week.

Kindly note that under GDPR art 12 (3), we must respond to your application within 1 month. In case it is necessary due to the number and complexity of applications filed with us, we may, under GDPR art 12 (3), also respond to your application within 3 months.