

# MONSENSO SOLUTION PRIVACY POLICY

## MONSENSO ApS

Version 1.0.3, 23. August 2018



The protection and confidentiality of your personal information is important and Monsenso ApS ("Monsenso") is determined to protect it. Monsenso has, therefore, drafted this document in order to be perfectly clear about our policy on collecting, using and protecting personal data and other information managed by the Monsenso Services.

Below is our privacy policy formulated. If you do not find the answer to your questions in this document, feel free to contact us through this email: [support@monsensos.com](mailto:support@monsensos.com).

Monsenso ApS is a Danish company with registered offices located at Torveporten 2, DK-2500 Valby, Denmark, and is represented by Chief Executive Officer, Mr. Thomas Lethenborg.

Monsenso Solution is designed to enable the Individual (usually a patient in a clinic), the Carer (any person supporting the Individual, for instance relatives or a social worker) and the Care Provider (any professional provider, for instance a clinician or therapist) to share information relating to the treatment and managing of mental wellness of the individual.

The Monsenso Solution may be used in two scenarios. In both scenarios Monsenso is merely making the Solution available to its users. Monsenso will not use any Personal Data uploaded to or generated by the Solution for its own means and purposes unless set out in this Privacy Policy.

### 'CLINIC SCENARIO'

In this scenario the Clinic buys a license to the Solution and invites the Individual, Carer and Care Provider to use the Solution. All users are given access to the Solution by the Clinic.

When you as Individual, Care Provider and Carer have been given access to Monsenso Services in the Clinic Scenario, the Clinic determines the purposes and means of the processing of your Personal Data, i.e. the Clinic acts as a data controller. When submitting your personal data using Monsenso Services, Monsenso is obligated to follow the instructions provided by your Clinic (the data controller) and shall process your personal data only for the purposes of providing you with the Monsenso Services, i.e. Monsenso acts as a data processor. Monsenso have signed a data processing agreement with the Clinic complying with the requirements in the General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 ("GDPR")). If you want to know more about how the Clinic processes your personal data, please contact the clinic.

### 'INDIVIDUAL SCENARIO'

In this scenario, the Individual, Carer and Care Provider signs up for the Solution, and invites other users (i.e. Individuals, Carers and Care Providers) to see its profile.

In the Individual Scenario, when you sign up and use the Monsenso Services and provide Monsenso with your personal data as part of the use of the Solution, you determine the purpose and means of the processing of your Personal Data, i.e. Monsenso does not use your Personal Data for its own means and purposes but only to provide you with the Solution. In this scenario the GDPR does not apply (as Monsenso is neither considered a data processor acting on behalf of a data controller or a data controller). Nevertheless, Monsenso is committed to protecting your personal data and we will process your personal data as if GDPR applied meaning that we will observe strict confidentiality with respect to your personal data processed in the Solution and we will only process your personal data for as long as you are a user of the Solution.

Monsenso will only disclose your personal data with other users (Carer, Care Provider and/or Individual) to the extent that you have instructed us to do so. It is your decision who you want to connect with and share your personal data with. If you no longer want to share your personal data with a user you can simply remove the connection to that user.

You may at any point in time delete your account/personal data stored and processed in the Solution. Please note that Personal Data may be

retained for a period of 6 months after you have deleted your account within the security backups that Monsenso regularly make.

Monsenso goes to great length to protect the data collected in the Monsenso Services. As such:

- Pseudonymisation techniques (hashing) on the telephone numbers you call or text are applied.
- The content of any phone conversations or text messages are not recorded.
- Statistical analysis on messages and voice data is done on the mobile phone before transmitted to Monsenso.

Your data are stored on servers located in Denmark or in another European Community Member State. The personal data collected by Monsenso is protected by organisational, physical and logical security measures and are not communicated to unauthorised persons. Remote access to the servers is highly restricted and controlled.

One of the functionalities of the Solution is to collect behavioural data on the Individual, including, but not limited to, data on location, phone usage, app usage, call frequency, messaging frequency, voice data, and sensor data (accelerometer, GPS, etc.). The Solution will aggregate such data and present this information to the Individual and any users that the Individual has connected to, with the sole purpose of assisting the Individual, the Carer and/or Care Provider in gaining a better insight into the Individual's data. The Solution may also use this data and well as data from self-reported questionnaires to calculate aggregated scores based hereon. Examples of this could be information regarding the Individual's physical- or social activity, mobility or phone usage, and is presented to the Individual and any users that the Individual has connected to in the visualisation section. The data is aggregated for an interpretable value (e.g. Low - High), such as the Physical Activity index. This index indicates how physically active the Individual is, based on information collected from the step counter and the accelerometer of the Individual's smartphone, which outputs a Physical Activity score (a value between 0 - 5). If you have any questions as to how the Solutions works and how your personal data is being processed in the Solution you are welcome to contact us. See below Section 20 for our contact information.

### PROCESSING ACTIVITIES WHERE MONSENSO IS THE DATA CONTROLLER

In some situations, Monsenso will use your personal data for its own means and purposes, meaning that Monsenso will act as the data controller. Below you can read more about when Monsenso is a data controller and how Monsenso will process your personal data as a data controller.

### 2. PROTECTION OF PERSONAL DATA ACCORDING TO LAW

Monsenso's collection and processing of Personal Data, when you use the Monsenso Service, are carried out according to the GDPR and the Danish Data Protection Law no. 502 of 23 May 2018.

### 3. THE PERSONAL DATA THAT MONSENSO COLLECTS, THE PURPOSE AND LEGAL BASIS FOR PROCESSING

When you interact with us through the Monsenso Services, Monsenso process different types of Personal Data, as detailed below.

Note that when you as Carer or Care Provider use the Monsenso Services, Monsenso's collection of Personal Data is limited to the following types of Personal Data: Identity Data, Technical Data and Communication Data (see the description below). In this case Monsenso does not collect any other Personal Data, including sensitive Personal Data such as Health Data.

**Technical Data:** Monsenso gathers technical data through browsing and app usage information. Monsenso also collects technical information associated with your mobile phone and computer (such as IP addresses, access provider, usage data, hardware configuration, software

configuration, country of origin, etc.), or associated with the Mosenso Services (such as log and history of all data exchanges, log and history of connections). The purpose of the processing is to provide the Mosenso Services to you. We also use Technical data to improve our products and services and ensure the availability of our platform. The legal basis for processing is GDPR art. 6(1)(b) and (f). Processing is necessary to perform a contract with you and for our legitimate interest to ensure the running of our business, provision of administration and IT services and network security. Other than described above, Mosenso never work with your Technical Data when it identifies you directly unless you have given us your consent, for example in order to resolve a problem that you have pointed out to us.

**Identity Data:** Mosenso collects Personal Data when you create an Account to use Mosenso Solution. This data may include information about your identity (such as name, address, email, etc.), demographic (such as age, gender, occupation, etc.). Mosenso will use your Identity Data to provide you with access to and use of the Mosenso Service. This includes engaging Individuals in self-care, engaging Carers in informal care to support Individuals, and giving Care Providers a remote monitoring tool to make better clinical decisions. Processing of Personal Data for this purpose is necessary for the performance of the Mosenso Service. The legal basis for processing is GDPR art. 6(1)(b) and (f). Processing is necessary to perform a contract with you and for our legitimate interests to deliver our services.

Mosenso may also process your Identity Data in order to offer surveys, competitions, discount coupons or events in which you are free to participate. We may also use your Identity Data to provide you information on our products, such as new features, sale offers from Mosenso or our partners, or to announce new products. The legal basis for processing is GDPR art. 6(1)(f). Processing is necessary for our legitimate interests to develop our business and to market our services.

**Health Data:** If you are an Individual, Mosenso collects Personal Data about your health when you create an account or use the Mosenso Services. Health data include information such as diagnosis, medication, hospitalisations, etc. Mosenso does not use the health data for any other purpose than to anonymize it in order to produce statistics and/or aggregated data analysis. Mosenso firmly believes that data can serve the collective interest. Personal Data will be anonymised through generalisation before data processing to assure your privacy to be protected. Data is used in particular to: (i) improve Mosenso's products and services through continued research and development; (ii) demonstrate, document, and publish the effectiveness of personal health technology for mental health; (iii) health research into clinical evidence for treatment and care of mental health. We will only anonymize your health data based on your explicit prior consent, c.f. GDPR art. 6(1)(a). You may at any time withdraw your consent. Please note that such withdrawal will not affect any anonymization of health data already performed.

**Record of operations conducted in log form.** We are required by law to retain a full transaction log. The legal basis for processing is GDPR art. 6(1)(c). Processing is necessary to comply with a legal obligation.

## 6. DISCLOSURE OF PERSONAL DATA TO THIRD PARTIES

Personal Data will not be sold, leased, transferred, shared, or otherwise accessed by or to any third parties other than to Mosenso who processes the data.

## 7. RIGHT TO BE FORGOTTEN

You may ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

## 8. RIGHT TO ACCESS YOUR DATA

On written request, you are at any time entitled to receive information regarding our processing of your personal data, e.g. which of your data we have registered, the purpose of processing, the categories of personal data concerned and the recipients to whom the data has been or will be disclosed. Please see section 20 for contact details.

## 9. RIGHT TO DATA PORTABILITY

You have a right to receive the personal data provided to us in a structured, commonly used and machine-readable format and to transfer these data to another data controller if our processing of the data, for instance, is based on your consent or the processing is carried out by automated means. Please send a request using the contact details provided section 20.

## 10. RIGHT TO RECTIFICATION

You have the right to have incorrect personal data about you rectified by us without undue delay. If you become aware that there are errors in the data we have registered about you, we urge you to contact us in writing in order for us to rectify the data. Please see section 20 for contact details.

You can also correct the data you have provided when creating an account via log-in to your user profile.

## 11. RIGHT TO RESTRICTION

You have a right to restrict our processing of your personal data, e.g. if you contest the accuracy of your personal data. Please send a request using the contact details provided section 20.

## 12. RIGHT TO OBJECT TO YOUR DATA BEING PROCESSED

You may for legitimate reasons object to your Personal Data identifying you being processed for one or more processing purposes by contacting us in writing, using the contact details provided in section 20.

You also have a right not to be the subject of a decision based exclusively on automated processing, including profiling, which has legal effect on you or similarly affects you significantly.

If you object to the processing, Mosenso will no longer process your Personal Data unless we can demonstrate compelling, legitimate reasons for continued processing which precede your interests, rights and freedoms or the processing is necessary to establish, exercise or defend a legal claim.

## 13. THE RIGHT TO WITHDRAW CONSENT

You are at any time entitled to withdraw your consent to our processing of your Personal Data. If you wish to withdraw consent, please use the contact details provided in section 20.

## 14. THE RIGHT TO COMPLAINT

You are at any time entitled to file a complaint to a supervisory authority about our processing of your personal data. The Danish supervisory authority is the Data Protection Agency (in Danish "Datatilsynet"), find more information and contact details at <https://www.datatilsynet.dk/kontakt/>

## 17. SECURITY

Your data are stored on servers located in Denmark or in another European Community Member State. The personal data collected by Mosenso is protected by organisational, physical and logical security measures and are not communicated to unauthorised persons. Remote access to the servers is highly restricted and controlled.

Data in the Mosenso App on your smartphone can be protected by a PIN code.

All data communication between the Mosenso Services is protected by strong encryption. Hence, data traffic via the Internet between the Mosenso App and the Mosenso servers is encrypted.

Note, however, that your use of an Internet Service Provider (“ISP”) will be subject to the separately-provided terms of use of such services. In particular, note that any data processing and/or transmission of data by the ISP are outside the scope of this policy and not the responsibility of Monsenso.

#### **18. LINKS TO OTHER SERVICES**

This Privacy Policy applies only to the Monsenso Services. The Monsenso Service may contain links to other 3<sup>rd</sup> party services, such as web sites, applications, or apps that are not controlled by Monsenso. This document's privacy rules do not apply to these 3<sup>rd</sup> party services.

#### **19. DELETION OF PERSONAL DATA**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. As an overall ground rule, we retain your personal data as set out below:

Technical data, including the transaction log, is retained for 6 months. Hereafter it is deleted.

Identification Data is retained for as long as you have an active account. Please note that Personal Data may be retained for a period of 6 months after you have deleted your account within the security backups that Monsenso regularly make.

If you do not use Monsenso Services over a consecutive period of 24 months, we will automatically delete the information we have registered about you although we for establishment, exercise of defence of legal claims and in case we are obliged hereto according to law may store certain personal data for a longer period.

As described above we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you. Monsenso applies anonymization through randomisation, which according to “Opinion 05/2014 on Anonymization Techniques” from the EU Data Protection Working Party Article 29 chapter, is an anonymization technique that alters the veracity of the data in order to remove the strong link between the data and the individual.

#### **20. CONTACT INFORMATION**

If you have questions or comments to this Privacy Policy or requests regarding your data, please contact:

Monsenso ApS  
Torveporten 2  
DK-2500 Valby  
Denmark  
E-mail: support@monsensos.com  
Phone: +45 3025 1580

#### **21. CHANGES TO THE PRIVACY POLICY**

Monsenso reserves the right to modify all or part of this Privacy Policy without notice. You will be informed of such changes by a notice on the Monsenso Services. If you have any question whatsoever concerning Monsenso's Privacy Policy, do not hesitate to contact us.