
	<b>Privacy Term</b>	<b>Approval Date:</b>  7/6/2022
<b>Document Code:</b>  6/2022	<b>Data Privacy</b>	

1. INTRODUCTION.....	2
1.1. Services.....	2
1.2. Amendments.....	2
2. DATA WE COLLECT.....	3
2.1. Data Provided.....	3
2.1.1.1. Epimed Monitor and its applications.....	3
2.1.1.2. Communications.....	3
2.1.1.3. Service Use.....	4
3. WHY WE COLLECT AND HOW WE USE YOUR DATA.....	4
3.1. Services.....	4
3.2. Communication.....	4
3.3. Support.....	4
3.4. Marketing.....	4
3.5. Surveys and other questionnaires.....	5
3.6. Geographic Location.....	5
3.7. Audit.....	5
4. HOW WE SHARE YOUR INFORMATION.....	5
5. HOW LONG YOUR DATA WILL BE STORED.....	6
6. RIGHTS AND DUTIES.....	6
7. DATA PROTECTION.....	6
8. OTHER IMPORTANT INFORMATION.....	7
8.1. Security.....	7
8.2. Direct Marketing.....	7
9. HOW TO CONTACT EPIMED SOLUTIONS.....	8

	<b>Privacy Term</b>	<b>Approval Date:</b>  7/6/2022
<b>Document Code:</b>  6/2022	<b>Data Privacy</b>	

## 1. INTRODUCTION

### 1.1. Services


This Privacy Instrument applies to the Epimed system, applications, communications, and services related to:

- Adult/Neonatal and Pediatric Intensive Care Unit;
- Performance;
- Epimed Monitor Infection Control System (CCIH);
- Patient Safety; and
- Nursing Activities Score (NAS).

### 1.2. Amendments

**Epimed** may change its Privacy Policy at any time if it deems necessary. If material amendments occur, you will be informed so that amendments can be evaluated before they take effect. If you do not agree with an amendment, you may request the termination of your user account. In this case, **Epimed** will inform the person responsible for using the **Epimed system** in your hospital about your request.

By clicking "Agree," you accept this **Privacy Term**.

	<b>Privacy Term</b>	<b>Approval Date:</b>  7/6/2022
<b>Document Code:</b>  6/2022	<b>Data Privacy</b>	

## 2. DATA WE COLLECT

### 2.1. Data Provided

#### 2.1.1. Epimed Monitor and its Applications

To create an account to access Epimed Monitor and its applications, you, or the person responsible for the use of Epimed Monitor in your hospital will provide the following data:


- Name;
- Email address (we recommend using a corporate email address);
- Name of the institution where you work;
- Profession; and
- Position held.

You must create your password to access our services after receiving an automatic email from our system with a secure token, valid for an established period. Your password is protected with encrypted data. You are responsible for not sharing your password with any third parties.

Your password will expire within an established period, which will require you to change it periodically.

#### 2.1.2. Communications

When we send you communications, we will collect data related to viewing the message and clicking on the links contained in the email. The data will be collected when you fill out a form or survey.

	<b>Privacy Term</b>	<b>Approval Date:</b>  7/6/2022
<b>Document Code:</b>  6/2022	<b>Data Privacy</b>	

### **2.1.3. Service Use**

We record data for use when someone accesses our web pages, but not in a personalized manner. This record is merely quantitative, and information is registered such as: number of visitors, pages visited, keywords searched, browser used to access, and origin of the visit.

## **3. WHY WE COLLECT AND HOW WE USE YOUR DATA**

### **3.1. Services**

We use your data to authorize your access to the Epimed system.

### **3.2. Communication**


We use your data to communicate, via e-mail, updates on the Epimed system, usage tips, events, and any other topic of interest regarding the use of our services.

### **3.3. Support**

We use data provided by you via email or telephone to investigate, respond to, and resolve questions, problems, or suggestions for improvement in our services.

### **3.4. Marketing**

We use your data to target information and/or promote products and services according to your profile.

	<b>Privacy Term</b>	<b>Approval Date:</b>  7/6/2022
<b>Document Code:</b>  6/2022	<b>Data Privacy</b>	

### 3.5. Surveys and other Questionnaires

To improve and offer our services, as well as to generate opportunities, we carry out surveys or other questionnaires, so completing our surveys or questionnaires is not mandatory.

### 3.6. Geographic Location


Through the browser used by the user, we identify the country from which our services are being accessed in order to direct this user to the most appropriate language within the Epimed system.

### 3.7. Audit

We identify the date and time of your last access to our services, as well as the fields that have been updated for security purposes or to investigate possible fraud or other system violations. This information can be sent to the person responsible for using the Epimed system in the hospital whenever formally requested through our support channels.

## 4. HOW WE SHARE YOUR INFORMATION

We may send data such as your name, access profile, and date of the last log-in to our services to the person responsible for using the Epimed system at the institution with which you are associated in order to keep our user registry updated and prevent users who no longer belong to an institution having access to the data of that institution, or upon formal request of the Institution.

	<b>Privacy Term</b>	<b>Approval Date:</b>  7/6/2022
<b>Document Code:</b>  6/2022	<b>Data Privacy</b>	

## 5. HOW LONG YOUR DATA WILL BE STORED

Your data will be stored in our database for the period of effectiveness of the agreement between **Epimed** and the Hospital, even if you are not using our services on a regular basis. Your access to an account may be canceled at the request of the person responsible for using the Epimed system at the Hospital.

## 6. RIGHTS AND OBLIGATIONS


You may request that your registration be deleted from our database, and to stop receiving communications from us.

You can change your password whenever you want, directly in the Epimed system. To change or update other information, please contact us.

You are responsible for not sharing your password to access the Epimed system.

## 7. DATA PROTECTION

During the development of any activities related to the execution of its services, **Epimed** complies with the legal regime applicable to personal data protection in Europe, notably the General Data Protection Regulation ("Regulation (EU) 2016/679 - GDPR") and in Brazil, with the Law 13709/2018 ("General Data Protection Law - LGPD"), making every effort to process personal data that may prove necessary for the development of the Agreement in strict and rigorous compliance with the Law.

	<b>Privacy Term</b>	<b>Approval Date:</b>  7/6/2022
<b>Document Code:</b>  6/2022	<b>Data Privacy</b>	

## 8. OTHER IMPORTANT INFORMATION

### 8.1. Security

We implement security measures designed to protect your data, such as HTTPS. We monitor our services regularly for vulnerabilities and attacks.

Epimed Solutions' security architecture consists of SAS 70 Type II controls and security measures in facilities, networks, and server infrastructure.

In addition, there are firewalls with dynamic inspection implemented. A firewall with dynamic inspection blocks all incoming traffic, analyzes it, and prevents common Internet attacks.


Application servers are located in a demilitarized zone (DMZ), which is separated from the service's database servers by a firewall.

Only the necessary ports are open between the DMZ and the trusted internal network. In addition, all web traffic is secured by sha256 signature hash encryption.

Epimed Solutions systems are configured to run under SSL, encrypting user sessions.

### 8.2. Direct Marketing

We do not currently share your data with third parties for marketing purposes. We send communications, and you may request your removal from our mailing at any time.

	<b>Privacy Term</b>	<b>Approval Date:</b>  7/6/2022
<b>Document Code:</b>  6/2022	<b>Data Privacy</b>	

## 9. HOW TO CONTACT EPIMED SOLUTIONS

You can contact us through our support channels, whose information is available on our website and on the Epimed system screens, according to your language.

We also have a Confidential Channel, available at <https://www.helloethics.com/epimed/en/main.html>, where you can make inquiries or request rectification, anonymization, deletion, and confirmation.

In addition, we also provide direct contact with our Data Protection Officer through the email [dataprotection@epimedolutions.com](mailto:dataprotection@epimedolutions.com) to deal with any matters involving privacy and data protection.