

Data Protection Information Contact Form, hiToco®-UK

When you contact us via our contact form for the hiToco® app, MEDICE UK Ltd and salesforce.com Germany GmbH, on behalf of MEDICE Arzneimittel Pütter GmbH & Co. KG, as the parent company of MEDICE UK Ltd, collect and process your personal data.

As an alternative to telephone calls, we use the Microsoft Teams tool from Microsoft Deutschland GmbH to conduct our information sessions. This involves the processing of your personal data by Microsoft Deutschland GmbH. The parent company of Microsoft Deutschland GmbH is based in the USA.

Please note: If you visit the Microsoft Teams website, the provider of Microsoft Teams is responsible for data processing. However, visiting the website is only necessary for using Microsoft Teams in order to download the software for using Microsoft Teams.

If you do not want to or cannot use the "Microsoft Teams" app, you can also use "Microsoft Teams" via your browser. In this case, the service is also provided via the "Microsoft Teams" website.

The following personal data is collected:

Contact form:

- ✓ Contact details (first and last name, email address, telephone number if applicable)
- ✓ Job title
- ✓ Information about what you would like to learn about hiToco®
- ✓ Time of the appointment where applicable (date, time)

Additionally, in the case of an informational meeting via Microsoft Teams:

- ✓ User details: e.g. display name, email address (if applicable), profile picture (optional), preferred language
- ✓ Meeting metadata: e.g. date, time, meeting ID, telephone numbers, location
- ✓ Text, audio and video data: You may have the option of using the chat function in an "online meeting". In this respect, the text entries you make will be processed in order to display them in the "online meeting". To enable the display of video and the playback of audio, the data from the microphone of your device and from any video camera on the device will be processed for the duration of the meeting. You can switch off or mute the camera or microphone yourself at any time using the "Microsoft Teams" applications

To participate in a Teams meeting or enter the "meeting room", you must provide at least your name.

The **legal basis** for the processing of your personal data is your informed, voluntary consent in accordance with Art. 6 (1) (a) of the EU General Data Protection Regulation (GDPR)/UK GDPR, the fulfilment of the services contractually agreed with you in accordance with Art. 6 (1) (b) GDPR/UK GDPR, and our legitimate interest in marketing activities in accordance with Art. 6 (1) (f) GDPR/UK GDPR.

Responsible body for data protection under the GDPR/UK GDPR:

MEDICE UK Ltd

Address: Ground Floor, Unit B, The Chase, Foxholes Business Park, Hertford, Hertfordshire, SG13 7NN

Telephone: 0204 582 2845

Email: enquiries@medice.co.uk

The personal data collected may be processed for the following purposes:

- ✓ To arrange an appointment and conduct an informational meeting about the hiToco® app (by telephone or via Microsoft Teams)
- ✓ For communication purposes
- ✓ **Optional:** to send newsletters and additional information about our offers relating to the hiToco® app and new products advertised by MEDICE UK Ltd from the MEDICE Health Family's mental health product range

Your personal data is collected via the contact form. From there, your data is encrypted and forwarded to the servers of the service provider salesforce.com Germany GmbH (Erica-Mann-Str. 31-37, 80636 München, Germany hereinafter referred to as "Salesforce") in Frankfurt am Main for further processing and storage.

Only the relevant authorised employees of MEDICE UK have access to and can process your personal data.

The content exchanged during the information meeting and your personal data will be treated confidentially. It will not be passed on to third parties unless you have expressly consented to this or there is a legal obligation to do so. No content from the meeting will be used for marketing or analysis purposes.

Your personal data will be stored by the parties involved until the above-mentioned purposes have been fulfilled/until you revoke your consent and will then be manually deleted by the parties involved.

Your data may be transferred to the following third parties:

- ✓ IT service providers subject to the instructions of MEDICE Arzneimittel Pütter GmbH & Co. KG (Microsoft Deutschland GmbH, salesforce.com Germany GmbH)

To this end, there are corresponding contractual agreements for data processing on behalf of our parent company MEDICE Arzneimittel Pütter GmbH & Co. KG and the service providers Microsoft Deutschland and Salesforce in accordance with Art. 28 GDPR/UK-GDPR.

Furthermore, there is a corresponding contractual agreement on data processing under joint responsibility in accordance with Art. 26 GDPR/UK GDPR between us and our parent company MEDICE Arzneimittel Pütter GmbH & Co. KG.

The IT service providers used, salesforce.com Inc. and Microsoft Corporation, as the parent companies of Microsoft Deutschland GmbH and salesforce.com Germany GmbH, are US companies. MEDICE Arzneimittel Pütter GmbH & Co. KG only uses US companies that are certified under the EU-US Data Privacy Framework, meaning that the adequacy decision of the EU Commission pursuant to Art. 45 GDPR applies (i.e. an adequate level of data protection exists) and that data processing takes place exclusively on servers within the EU. In order to protect your data, agreements on order processing based on the European Commission's standard contractual clauses have also been concluded with the service provider.

MEDICE UK Ltd. assures that it will only pass on personal data to entities that can demonstrate an appropriate data protection concept in accordance with the applicable regulations and laws and with which, if necessary, appropriate contractual agreements pursuant to Art. 26 or Art. 28 GDPR exist.

When processing your personal data, it is our goal to guarantee your rights as a data subject at all times.

You can exercise the following rights in relation to your personal data:

- ✓ You can request **information about the processing** of your data.
- ✓ You can request the **correction of your personal data** if it is incorrect or incomplete.
- ✓ You may request the **restriction of the processing of your personal data: (1)** for the duration of the verification of the accuracy of the data, **(2)** if the processing is unlawful and you refuse to have it deleted, **(3)** if the data is no longer required by the controller for the purposes of processing, but you need it to assert, exercise or defend legal claims, **(4)** In the event of an objection to data processing, as long as the corresponding balancing of interests has not been clarified.
- ✓ You may request that the data collected about you **be transferred to you or to a body designated by you.**
- ✓ If there are grounds for complaint, you may lodge a **complaint with the competent data protection authority.**

You can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

- ✓ You may request the **deletion of data collected about you.**
- ✓ You may **object to the processing of your personal data** at any time for reasons arising from your particular situation, without providing any reasons. If the processing is based on Art. 6 (1) (e) or (f) GDPR.
- ✓ You may **revoke** your **consent to data processing** at any time without giving reasons.

You will not suffer any disadvantages if you object/revoke your consent. The objection shall apply with effect for the future; previous data transfers remain lawful. From then on, your data will only be processed by all parties involved to a limited extent if this is required by the relevant legal provisions under Art. 6(1)(c) and our legitimate interest under Art. 6(1)(f) GDPR/UK GDPR.

If you have any further questions about the handling of your personal data or would like to exercise your other rights, please contact us at enquiries@medice.co.uk or **0204 582 2845**.