

PhysioAssist processes your data to help you improve your health, taking care of your data.

As Data Controller, PhysioAssist (PhysioAssist SAS, 31 parc du Golf - CS90519, 13593 Aix-en-Provence France privacy@physio-assist.com) undertakes to pay the utmost attention to the security and protection of your privacy. PhysioAssist processes your personal data in compliance with the applicable laws and regulations on the protection of privacy and personal data, and in particular with the French Data Protection Act n°78-17 of 6 January 1978 as amended by Act n°2018-493 of 20 June 2018 and Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (RGPD) which came into force on 25 May 2018. Our privacy policy ("Privacy Policy") explains how your personal data is treated when you use our products and services (website, e-commerce & e-learning).

Owner & Publisher

This Website is owned and published by Physio-Assist SAS, whose registered office is located at 31 Parc du Golf - 13100 Aix-en-Provence - France. Physio-Assist is a SAS registered with the RCS of Aix-en-Provence.

Host

This Website is hosted by the company OVH, 2 rue Kellermann - 59100 Roubaix - France.

What information do we collect and when?

What information do we collect?

On our website www.physioassist.com, www.simeoxacademy.com the following data may be collected :

- **Data relating to your identity** enabling you to be identified when creating your account or when requesting customer support or a quote, such as :
- Your username, e-mail address, date of birth, first and last names, telephone number, postal address. Consent is needed for any medical information collected.
- **Health data:** If you voluntarily share medical information with us, in particular your status as a "patient", this health data is stored at "Sigma" HDS host: more information in the paragraph below "personal data storage and security". The "patient" status allows PhysioAssist to differentiate its "private individuals" customers from "health professionals".
- Indeed, only private individuals who have use of the Simeox device are authorised to order on our e-commerce page.

In the case of the purchase of Products on our website www.physioassist.fr (only available in France), your bank details are processed. They are only used for verification purposes and are not stored. The service provider Stripe processes

these data and ensures their online security: Stripe has been audited by a PCI certified auditor and is PCI Service Provider Level 1 certified, the strictest level of certification available in the payment industry. The request for a quote does not require any bank or payment details.

Stripe: Encryption of sensitive data and communications

All card numbers are encrypted at rest with AES-256. Decryption keys are stored on separate machines. None of Stripe's servers and internals can obtain card numbers in clear text; they can simply request that the cards be sent to a service provider on a static white list. Stripe's infrastructure for the storage, decryption and transmission of card numbers operates in a separate hosting infrastructure and does not share any identification information with Stripe's main services (API, website, etc.).

Detailed policy of the STRIPE payment service <https://stripe.com/fr-no/privacy>

At what times?

- **When you create a PhysioAssist account**, you must provide us with some of your personal identifying information. This account is the central element of our Products and Services as it allows you to access and control your personal data.

The creation of an account is effective in the following cases: The use of our online training platform for monitoring training in the use of the Simeox device "SimeoxConsult". The use of our online training platform for health professionals (information is then required to ensure your professional status) "SimeoxAcademy". For purchases on our E-commerce, in France only, the creation of an account is optional.

- **When you contact customer support**, some of your personal data stored in your PhysioAssist account can be momentarily accessible to our teams until the problem is resolved.

For what purposes do we process your personal data?

Data collected through PhysioAssist's Digital Products and Services is processed for the purposes indicated below. Different purposes may apply simultaneously.

- **Provision of Products and Services** Data collected by PhysioAssist is stored on the secure PhysioAssist server.
- **Accounts.** It is necessary to create a PhysioAssist account in order to use our free training services "Simeox Academy" and "SimeoxConsult". This account also allows you to log in and access your content and preferences. For purchases on our E-commerce page (only available in France), the creation of an account is optional.
- **Communicating with you.** When you contact our customer service department to resolve a problem you have reported, our staff may need to process your personal data. They cannot access your medical data.

- **Marketing, advertising and recommendations.** Your personal data may be used to offer a newsletter & events in which you are free to participate. We may provide you with information about our Products, such as alerts, changes, new features or to announce new Products to you.
- **Anonymised Data.** Your data once anonymised, may be aggregated with others to extract statistics on the use of our online services (website, online training).

Do we share your personal data?

Your personal data is not published, communicated, exchanged or transferred to third parties in any way whatsoever. Only if PhysioAssist and its rights are acquired would your data be passed on to the eventual purchaser, who would in turn be bound by the same obligation to protect your data.

PhysioAssist does not exchange data with partners and does not transfer your data internationally.

Mandatory disclosures. We may be required by law to disclose your personal data to certain authorities or authorised third parties, for example law enforcement or judicial authorities.

How do we protect your personal data?

We make every effort to ensure the security of your personal data.

- **How do we ensure that children's privacy is respected?** PhysioAssist Products and Services are aimed at patients with chronic respiratory diseases & healthcare professionals. PhysioAssist does not collect information from children under the age of 16 without the prior consent of their parents or legal guardians.
- **How do we address data quality?** We invite you to regularly access your account and check that your personal data is accurate and up-to-date. If you have any doubts about the accuracy of your data, please inform us and we will take the necessary steps to correct or delete inaccurate data.
- **What measures do we take to protect your personal data?** Privacy and security are of paramount importance in the way we create and deliver our Products and Services. We implement our internal policies and guidelines through a selection of appropriate activities, such as proactive and reactive risk management. We take appropriate organisational and technical measures to ensure online security, physical security and eliminate the risk of data loss. Access to our databases is restricted to only authorised personnel with a justified need to access the information.

- **How do we use cookies and web beacons?** PhysioAssist uses cookies, web beacons and other similar technologies to operate and improve our website. We also use cookies to personalize and display advertisements. For more information on the use of cookies by PhysioAssist and how to disable cookies in your browser settings, please refer to our [Cookie Policy](#).
- **What are your rights?** You have the right to unsubscribe from promotional messages and to request that we stop processing your personal data for marketing purposes. We may always continue to send you critical security alerts.

What are your rights and remedies?

You have the right to **access, rectify, erase and oppose any of your personal data**. We help you to access or delete your personal data via your account or customer support [accessible by email, telephone or chatbot](#).

If you wish to exercise your rights with PhysioAssist or to object to a processing operation carried out by PhysioAssist, requests should be sent to PhysioAssist, 939 rue de la croix verte, 34090 Montpellier, France, or by e-mail to privacy@physio-assist.com accompanied by proof of identity. If you exercise your rights with our company, PhysioAssist will provide a copy of the personal data being processed and may require payment of a reasonable charge based on administrative costs for any excessive request from the user.

Complaint to the CNIL. In the event of a dispute, you also have the right to make a complaint to the Commission Nationale de l'Informatique et des Libertés (CNIL) whose registered office is located at 3 Place de Fontenoy, TSA 80715, 75334 Paris Cedex 7.

- **Modifications to this Policy.** PhysioAssist reserves the right to modify this Policy, with or without notice, to block access to this site or services at any time, or to change the conditions of access. However, if this Policy is materially changed, PhysioAssist will post a notice of such change at the top of this Policy and on the home page of this site for 30 days. You are advised to review this Policy on a regular basis to be aware of any changes.

Storage of personal data & security.

Website hosting:

This Website is hosted by the company OVH, 2 rue Kellermann - 59100 Roubaix - France.

OVH is committed to optimal security of its infrastructures, in particular by having implemented an information systems security policy and by meeting the requirements of several standards and certifications (PCI-DSS certification, ISO/IEC 27001 certification, SOC 1 TYPE II and SOC 2 TYPE II certificates, etc.).

Sensitive personal data :

To store your sensitive personal data and protect them PhysioAssist uses the company Sigma hosting company called "HDS" certified according to article L.1111-8 of the public health code, modified by the law n° 2016-41 of January 26, 2016.

The information system is secured by the Sigma service provider. Sigma makes available its latest generation Datacenter in France, ISO 27001 certified, to protect your sensitive data and ensure the continuity of our activity.

In addition, with nearly 20 years of experience in the healthcare sector, SIGMA is certified as a Health Data Hosting (HDS) provider for IS outsourcing and hosting of your e-health applications.

How long do we keep your personal data?

To enable you to use our Products and Services, your data is kept until you request its deletion.

If you wish to delete your data and your account, simply write to us at privacy@physio-assist.com or at : Physio-Assist, 31 Parc du Golf - 13100 Aix-en-Provence - France.

If you request deletion, all your data will be definitively deleted within 30 days of your request.

However, if you have deleted your PhysioAssist account and wish to use our Products and Services again, you simply need to create a new account.