

**The Care Communication Web Portal** ("CCW") [www.linakcare.com](http://www.linakcare.com) is owned and operated by LINAK A/S, Smedevænget 8, Guderup, DK-6430 Nordborg.

LINAK A/S (hereinafter "LINAK") takes personal data protection seriously and makes sure that your privacy is protected during the use of the CCW. Therefore, we have created these instructions for data processing in which we explain how your data are handled in the caregiver/relative portal.

The CCW consist of three different layers to ensure that the respective user categories (i.e. equipment manufacturer and distributor) can only access technical data and a minimum of personal data, relevant to their role.

LINAK reserves the right to customise the content of these data protection references from time to time. We will inform you in case of changes.

### **What personal data does LINAK collect and how do we use it?**

Adherence to the legal provisions concerning data protection is a matter of course. We will only collect, process or use such personal data that are necessary for the implementation and use of the services of LINAK or that you provide voluntarily.

We need ~~to have~~ the user's e-mail address, as the setup of the user accounts in the CCW are based on the user's email address. The email is used to communicate password and other relevant messages related to system change in the CCW.

Furthermore users have to register their phone number of all persons in their case. The phone number is whitelisted in the system to ensure only authorised people can contact the Person in Care.

The system also allows you to enter additional personal data such as your name and address, however, these are not mandatory fields and should, be replaced with pseudonyms.

The CCW generates a log over all activities made in settings and related to events from and to Care Communication Module ("CCM"). The log is stored for three months.

### **Who do we share your data with?**

Apart from our hosting partner, Microsoft, and our sub-supplier of the infrastructure, Inside M2M GmbH, your data will in no shape, or form be shared by LINAK and our sub-suppliers with any other third parties.

### **For how long do we store your data?**

LINAK stores your personal data only as long as necessary for the provision of services. Due to statutory or legal obligations, an additional permanent data storage may be required.

## **How do we protect your data?**

LINAK has established technical and organisational security measures to protect your data, in particular against loss, manipulation or unauthorised access. We regularly adjust our security measures to the continuous development.

## **How can you see, edit, and delete your data?**

You may always request, free of charge, information about your stored data at LINAK. Should your data be stored incorrectly and wrongly, we will correct, block or delete them. Please also inform us upon changes in your personal data.

Your requests for information, questions, complaints or concerns about data protection should be sent by post to LINAK A/S, Smedevænget 8, Guderup, DK-6430 Nordborg.

If you are of the opinion that we process or have processed your personal data unlawfully, you may lodge a complaint to the Danish Data Protection Supervisory Authority or the supervisory authority of your country of nationality.

(Last updated 14 May 2018).