

# PERSONAL DATA POLICY

In connection with the new EU regulation GDPR, which came into effect on 25 May 2018, we have updated our handling of personal data, which means enhanced protection for you as a private individual. This means that you, as a private individual, have a greater opportunity of gaining an understanding into how we as a company use your personal data, an initiative that we at WeCare AB are fully behind.

The purpose of this personal data policy is to describe in the clearest and most transparent manner possible how we collect and use personal data.

## 1 Background

Our client, i.e. the hospital/healthcare facility that ordered our surveys is the personal data controller, which means that it is ultimately responsible for how your personal data is processed and that your rights are protected. The organisation that is the personal data controller for your particular personal data is stated in each enquiry or questionnaire that we send to you.

Through agreements with our clients, WeCare AB has been commissioned and is committed to collect and process personal data on their behalf acting as a personal data assistant.

We never process more personal data about you than is needed for the purpose, and we always strive to use the least integrity-sensitive data.

## 2 Purpose

We safeguard your privacy. You should feel reassured when you entrust us with your personal data. We have therefore established this policy that is based on the applicable data protection legislation and clarifies how we work to protect your rights and your privacy.

The purpose of this policy is for you to understand how we process your personal data, what we use it for, who gets to be privy to it and under what conditions, and how you can protect your rights.

## 3 Guidelines

*What personal data do we process?*

We only process personal data when we have a legal basis and have been expressly commissioned by our clients to do so. We do not process personal data other than when it is needed to fulfil our obligations as per agreement and applicable law.

As the starting point when you consent to the processing of your personal data for mailing questionnaires and issues relating to your participation in the development of healthcare, we only process the following personal data:

- Email address and/or telephone number

If you, in connection with answering a specific questionnaire, give your explicit consent to extended processing, data that you yourself have voluntarily provided including data about your health and care and treatment (known as sensitive personal data) may also be processed.

#### *How do we gain access to your personal data?*

We always obtain your consent before we start processing your personal data. You agree to the processing once you submit your contact details in KeyForCare's questionnaire or, in the case of extended processing, when you answer an individual questionnaire.

You have the right to revoke your consent at any time. We will then no longer process your personal data or collect new data.

#### *Is your personal data processed in a secure way?*

We have routines and working methods in place to ensure that your personal data is handled securely. The starting point is that only persons within the organisation who need the personal data to perform their work duties and WeCare AB's commitments are to have access to it.

Our security systems are developed with your privacy in focus and are designed to a very high degree to protect against intrusion, destruction and other incidents that could pose a risk to your privacy. We have agreements in place with our IT providers regarding IT security to ensure that your personal data is processed safely.

We do not transfer personal data to third parties other than those explicitly stated in this policy and we never transfer personal data outside Sweden's borders.

#### *When do we disclose your personal data?*

We may not disclose your personal data to anyone other than the hospital/healthcare facility that is the personal data controller for your particular personal data unless you have consented to it, or if it is necessary to fulfil our obligations as per law or our agreement with the personal data controller.

### *Revoking consent*

To the extent that the processing of your personal data is based on you giving your consent, you are entitled to revoke your consent at any time. Upon revocation, we will delete your personal data and cease all processing covered by the consent. In some cases, our processing may be based on legal grounds. This means that even if you revoke your consent, the personal data may still be held by us for other purposes that have a legal basis.

### *Request for correction or deletion*

You are entitled to request that incorrect personal data we hold on you is corrected. If the personal data is no longer necessary for the purpose it has been collected or you for which you have revoked your consent on which the processing is based. You are also entitled to request that the personal data is deleted.

### *Request for an excerpt from the register*

You are entitled to request information about the data we have registered about you along with the purpose for doing so. Following a request for information on the data we have registered, we will ask you to confirm your identity in order to protect your privacy.

### *Routines for deselecting*

We save your personal data in line with the instructions we receive from the personal data controller. We never save your personal data for longer than 12 months from the time you give your consent. The purpose of saving your data for this period is that our clients, the personal data controllers, should be given the opportunity of developing their activities based on the feedback they received from you in connection with your responses to our various questionnaires.

## **4 Assistants**

WeCare AB is a personal data assistant. In cases where we use personal data assistants we have corresponding agreements in place with these parties.

## **5 Changes to the personal data policy**

This privacy policy may be updated from time to time. The latest version can always be found on this page. However, we will notify you if we make any substantial changes that require your consent.