

<https://mobilenurses.ca> Privacy Policy

Type of website: Healthcare Services Effective date: 12th day of February, 2024

<https://mobilenurses.ca> (the "Site") is owned and operated by Mobile Nurses SOS Inc.. Mobile Nurses SOS Inc. is the data controller and can be contacted at:

info@mobilenurses.ca
(514) 488-8817

This privacy policy describes how personal information are collected, used and stored to enable us to provide care nurses qualified with superior quality. We are using a clinical cloud- based and administrative management platforms to manage our clinical behind the scenes. We refer to clinic , our platforms cloud- based , our websites and our web resources as “Services”.

In this policy, we use the word “customer” to designate all person who has or is looking to make an appointment with Mobile Nurses SOS. We use the word “ you ” to refer to any user individual of our services, such as one practitioner or a member of staff, a person sailing or using our websites and our web resources .

For what Mobile Nurses SOS collects personal information

Mobile Nurses SOS collects personal information for you provide our services, to communicate with our health professionals _ partners in our team and any third - party healthcare providers you ask and give your consent for us to communicate with. We are using also your information for you provide information _ appropriate information about our services, including billing. We only collect the minimum amount of personal information necessary for these purposes. We do not sell neither let's not exchange personal information, and we will not share your personal information with third parties than with your consent and in the manner described in this Privacy Policy.

Information that Mobile Nurses SOS Collect From You. Contact Details.

We let's collect uniquely your contact details that you choose to provide, such as your name, your address, email, number and your personal health number, your date of birth, etc. , when you fill our forms online or configure your account username for our Services. We are using your contact details to activate your account user , give you access to the Services and you send notifications regarding your account user . We can also to use your contact information for marketing purposes, such as promotional emails, direct mailings and sales contacts. You can unsubscribe from our marketing communications at any time by unsubscribing or by contacting us at info@mobilenurses.ca.

Billing Details.

When YOU have finished your first appointment, we collect also credit card information to process payment. Credit card information _ re provided directly to our payment processor and are processed in a manner that complies with the Payment

Card Industry PCI standard. We do not store your credit card information. Note that when credit card information are described as “stored”, this means we have a "token". The token replaces the information sensitive and acts as a space reserved non-sensitive which can be used by the payment processor to reference your credit card information when payments must be treated. What this means really, is that we cannot make purchases in line with your credit card. Information c are triply encrypted like banking services in line and Mobile Nurses SOS cannot see only the last 4 digits of the card number.

Log and Device Information.

When you access and navigate our Services, we collect information about how of which you access our Services, such as your Internet connection or mobile network, your Navigator or the type of mobile device you use (if applicable). We are using these log and device information to identify how of which our services are consulted and used so we can optimize them for types of connections, browsers and devices used. This information is not used for you _ commercialize or you send promotions.

Cookies and Tracking Information.

Our website uses cookies. Cookies are small data files that are _ downloaded to your computer Or device through a website. Your Internet browser you allows you to manage cookies using its “ settings ” or “options” menus . YOU can change the settings of your browser to display a warning Before to accept a cookie or to refuse all cookies. YOU can also delete cookies at any time; however, please note that some cookies must stay in order to to use certain parts of the Services. We are using also web beacons , which are tiny objects graphics embedded in a web page or email that allows us to determine whether a user viewed the web page or the email .

We use cookies and tags Web:

- To learn more about the use of our websites, such as user traffic patterns and the effectiveness of our navigation structure
- To identify rates opening emails in order to devalue the effectiveness of certain communication or marketing campaigns with the clinic.
- For you allow you to connect to secure areas of our Services
- To store your login credentials for easy access to our Services

Social Networks.

If you log in to our Services using a third-party login service, such as Google, Facebook Connect or Twitter, we will receive personal information details of these services, such as your name, your email address and your profile picture to pre-fill our information in line. shapes . We include also buttons for links to networks social media on our websites. These features can collect your IP address and the page you visit our website . They can also set a cookie to enable the feature to work correctly . Your interactions with these features are governed by the privacy policies of the third parties who provide them and not by us.

Customer Data

Mobile Nurses SOS uses clinical and administrative management platforms to collect and store personal information data of their clients and create client files. These files can include name, address, insurance, a client's illness and billing information, medical records, appointment history and other Customer data ("Customer Data").

This information is called "personal health information" and very specific laws on the protection of privacy there are applicable. If you are a customer, customer data is collected with you _ when you create an account with Mobile Nurses SOS via our website or one account configured for you when you call or send an email to make an appointment.

Role of Mobile Nurses SOS

We maintain control exclusive of customer data and can be called "custodians health information provider," "covered entity" or "controller" in depending on privacy laws . Mobile Nurses SOS is responsible for compliance with laws and regulations governing the use of Customer Data and the determination of the legal basis of a such use. In Quebec, we are governed by [Chapter P-39.1- Information Protection Act personnel in the sector private "](#).

Our team uses Jane App, Microsoft 365, RingCentral to complete processes clinical and administrative aspects of the clinic. These are service providers of Mobile Nurses SOS and can be called "agents" or "subcontractors" of Mobile Nurses SOS. Jane App stores customer data in its data centers secure and makes them available to their users via our clinic management platform . Jane also did not none control over customer data . Jane App will only access customer data on the instructions of Mobiles SOS or its health professionals _ or its associated staff or, in rare cases case, if necessary to prevent Or resolve technical issues or _ if the law or a court order requires it .

Microsoft 365 stores a minimum of customer data entered by Mobile Nurses SOS. Mobile Nurses SOS uses Microsoft 365 and RingCentral to track appointments, send

emails and faxes, communicate within our team, client and with insurers. Microsoft 365 employs security professionals _ dedicated to working to protect your data , including some of the world's leading experts in security computer science . This team innovates constantly and makes the future safer , we protect these external intrusion data as well as internal threats. Additionally, we restrict and monitor closely any internal access to user data . The small group of Microsoft 365 employees having access is subject to measures authentication rigorous, to a logging detailed and activity analysis to detect access inappropriate via log analysis. Additionally, we restrict and monitor closely any internal access to user data . The small group of Microsoft 365 employees having access is subject to measures authentication rigorous, to a logging detailed and activity analysis to detect access ,inappropriate via log analysis.

Storage Location

customer data is stored in Canada or the United States. When that is possible, Mobile Nurses SOS selects options that preserve all the information stored in Canada. Please note that we use US - based service providers for appointment reminders sent by email or SMS and, therefore, customer data contained in appointment reminders will be transmitted and can be stored outside of Canada. All our data centers and service providers maintain a high level of security and are compliant with privacy laws _ applicable here in Canada.

Customer Rights.

Customers have certain rights regarding their customer data, which can include knowledge of the information that Mobile Nurses SOS has on you , the correction of any inaccurate customer data , obtaining a record of your customer data and, in some circumstances , the deletion or removal of your customer data . Please note that Mobile Nurses SOS has strict legal and regulatory obligations regarding customer data and may not always be allowed to delete customer data.

Questions about customer data . If you have questions about your customer data or if you wish exercise other customer rights, please contact our Privacy Officer at dataofficer@mobilenurses.ca .

Sharing Your Information

We do not sell nor do we distribute personal information to third parties to their own commercial purposes or marketing. We will not share personal information data that we collect only in the circumstances following:

Suppliers and service providers . In order to exploit our business and you provide the Services, we may to have need to share a quantity limited personal information data, including Customer Data, with our third-party suppliers and service providers. Before sharing personal information, we ensure that third parties receiving the personal information have provided the guarantees appropriate and that privacy rights are protected and preserved . Some of the areas where we use third - party vendors and service providers include:

- document form creator to help fill out forms.

Fax Services cloud-based so we can communicate with any health team member of interdisciplinary team, customer support services to help us collect feedback and manage our support services.

- tools for communication with customers and staff
- reminder apps for administrative workflow notifications

Payment Processing

Corporate Transactions. We can share personal information in the context of negotiation or the realization of financing or of an acquisition of our company, a merger or a merger with a other business, or of a sale of all or part of the assets of our business. Before sharing personal information, we ensure that appropriate confidentiality and non-disclosure commitments are in place. We will not share customer data in these circumstances.

In accordance with the laws. We can disclose personal information to a third party if we are required to do so by applicable law , a request government , court order or regulatory agency . We can also be required to disclose personal information to enforce our legal rights, to enforce security requirements or to respond to an emergency which, in our opinion, may in good faith, requires us to disclose personal information. In such case, if that is allowed, we will all reasonable efforts to give you as much notice as possible regarding the disclosure of your personal information, what information have summer disclosed and why. We will not disclose customer data unless required by law .

Security

We protect your personal information data, including customer data stored on our cloud platforms, in :

In using industry standard security controls such one end-to - end encryption and a Secure Sockets Layers (SSL) certificate to ensure that information are transmitted via a secure connection between your browser and our web server.

Use state-of-the-art data centers with security and compliance certifications appropriate , such as SOC 2 and EU-US Privacy Shield, which are HIPAA and PIPEDA compliant .

To have our staff (clinicians) and any personnel affiliated with Mobile Nurses SOS, such as accountant CPAs, must sign confidentiality agreements strict to ensure that they understand the confidential nature of the data we process and do not access your account only when that is necessary for the provision of Services.

All staff and affiliated personnel have access to level information of which they have need to do their job in order to provide their Services. All levels access are specifically selected for each staff and affiliate. The people having level access superior to customer data, follow up specialized training on privacy and access secure to data .

All account access for you and our staff requires password protection with a selected password individually user defined only and not shared with anyone. We cannot access or identify your password. The only way to recover a password is to run a reset via the email address or mobile number you use for the Services.

Although we use industry standard measures to protect your information, no electronic communication can ever be completely secure. You share responsibility for protecting your personal information in setting a strong password and keeping your username and password confidential.

Storage Period

We keep the personal information uniquely aa long as necessary to reach our goals declared, or as required by applicable law. For example, contact and billing information are preserved also long as your account is active and for a period reasonable after deactivation in the case that you would like reactivate the account .

Account information and user are preserved. Also as long as necessary to comply with laws regarding storage of and access to customer data. All customer data must be kept for 10 years in Quebec from the date of the last entry or, in the case of minors , 10 years in Quebec from the moment the client would have reached the age of majority (i.e. 18 or 19 years old). Credit card information is never retained or stored on an iPad device, computer , server or a document from Mobile Nurses SOS. All credit card information entered in Jane or Moneris PAYD are transferred instantly to one of our transfer payment processing partners encrypted. Our [PCI Compliant](#) payment processing partners store this information for JaneApp or Moneris PAYD. The default behavior of these partners is to store credit card information so that reimbursements can be treated. Our payment partners have chosen carefully and use the same 128-bit encryption than large banks around the globally. They refer to Jane a key encrypted (a token) that represents the credit card so that Jane can continue to charge to this card if the customer wishes, but note that this token cannot be used apart from Jane. The only ones information that Jane stores on the credit card are the last 4 digits and the expiration date so that the customer knows which card they gave you.

Security of Credit Card Payments in Online / in Person

Credit card information is never retained or stored on an iPad device , computer , server or a document from Mobile Nurses SOS. All credit card information _ entered in Jane App or PAYD are transferred instantly these given to one of our transfer payment processing partners encrypted. Our [PCI Compliant](#) payment processing partners store this information for Jane or PAYD. Our payment partners have chosen carefully and use the same 128-bit encryption than large banks around the world.

They refer to Jane a key encrypted (a token) that represents the credit card so that Jane can continue to charge to this card if the customer wishes but note that this token cannot be used apart from Jane or PAYD. The only one information that Jane stores on the credit card are the last 4 digits and the expiration date so that the customer knows which card they gave you.

Your Rights

The individuals have certain rights in regarding their personal information. These rights are stated below. If you are a customer of Mobile Nurses SOS, please contact our clinic regarding your customer data.

Correction and Deletion.

We will use reasonable efforts to ensure that the personal information data we collect with you are accurate and complete. You can update, correct or delete information from your account at any time you connecting to your account user and modifying your personal information, including your preferences for receiving messages from us. You can also update, correct, or DELETE your personal information by contacting us as indicated below. This will be sent to archive.

Withdrawal of Consent.

When we are pressed on your consent to use your personal information, you have the right to withdraw this consent at any time by contacting us as indicated below.

Furthermore, all our marketing emails contain the option to “unsubscribe ” or unsubscribe automatically from our mailing lists and marketing messages.

Access and Portability.

You have the right to request a recording of personal information that we have collected at your subject and request that the information be provided in an electronic format structured and used (if appropriate and technically feasible). There may be cases where we cannot provide some information you concerning if that would mean disclosure of personal information of a other person Or others information confidential, or if that would compromise our security systems. If you have need to access your personal information, please contact us, we will help you will respond within thirty (30) days following receipt of your request. We can charge fees where permitted by applicable law .

Complaints.

You have the right to introduce a claim with of a supervisory authority. You can also contact ' Chapter P-39.1-Act Respecting the Protection of Personal Information in the Private Sector". or the [Privacy Commissioner of Canada for](#) international matters and interprovincial matters,

Contact Us

If you have questions or concerns regarding our privacy policy and privacy practices, please contact us;

Email: dataofficer@mobilenurses.ca To the attention of the Privacy Officer

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