

Cadence Health Analytics Inc.

Privacy Notice for Patients

Last Updated: 2023-10-20

1. Introduction

Welcome to Cadence ("we," "us," or "our"). We are committed to protecting the privacy and security of your personal information. This Privacy Policy outlines our practices concerning the collection, use, and sharing of personal information and data when you interact with our digital health services, websites, mobile applications, and other online platforms (collectively referred to as the "Services").

By using our Services, you consent to the practices described in this Privacy Policy. If you do not agree with our practices, please do not use our Services.

2. Information We Collect

Personal Information

We collect information that you provide to us, such as your name, contact details, and health information, when you use our services or communicate with us.

Usage Information

We may collect data about your interactions with our services, including log files, device information, and analytics data. This information is collected through cookies and similar technologies.

Health Information

We collect answers to self-assessment questionnaires that you complete. The questionnaires are research-validated, and they are commonly used by the medical community within relevant specialties (e.g., rheumatology). We may also collect information on your disease diagnosis and treatment from your doctor.

Anonymized Data

We may aggregate and anonymize data, removing any personally identifiable information, to create statistical information and insights. This data is used for research, analysis, and improving our services.

3. How We Use Your Information

We use your information, including anonymized data, for the following purposes:

Provision of Services

To provide you with our digital health services, including delivering self-assessment data and analytics to your physician.

Research and Analytics

To conduct research and analysis, including the development of new products and services, and to improve the quality of healthcare delivery.

Improvement

To analyze anonymized data and improve our Services, including enhancing user experience, security, and functionality.

Legal and Regulatory Compliance

To comply with applicable laws, regulations, and legal processes, and to respond to requests from government authorities.

Communication

To communicate with you, respond to your inquiries, and provide updates and notifications related to our services.

Marketing

To send you promotional materials and information about our products and services, where permitted by applicable laws.

4. Sharing Your Information

Your Physician

The purpose of the Cadence platform is to share data with your physician so that they have more information available to make the best treatment decisions for you. Authorized staff within your physician's practice may also have access to your information.

Anonymized Data Sharing

We may share anonymized and aggregated data with third parties, including research institutions, healthcare providers, and pharmaceutical companies, for the purpose of advancing healthcare and research.

Service Providers

We may share personal information with trusted third-party service providers who assist us in delivering our services and improving our operations.

Business Partners

To collaborate with healthcare providers, insurers, and other partners to improve our Services and expand our offerings.

Compliance with Legal Obligations

To comply with applicable laws, regulations, and legal processes.

5. Security

We employ reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorized access, use, or disclosure.

Cadence stores all Personal and Personal Health Information in Canada, with Amazon Web Services (AWS). AWS is hosting all Cadence servers, databases and applications in its' secure cloud. AWS is certified as compliant with ISO Standard 27018 Code of Practice for personal identifiable information (PII) protection in public clouds acting as PII processors.

6. Your Choices

Access and Correction

You have the right to access and correct your personal information. You can review and update your information in your account settings online or by contacting us.

Opt-Out

You can opt out of receiving non-essential communications from us at any time.

Data Deletion

You can request the deletion of your account and associated data, subject to legal obligations.

7. Third-Party Links

Our services may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these third parties. Please review the privacy policies of these websites or services before providing them with your personal information.

8. Changes to this Privacy Policy

We may update this Privacy Policy to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any material changes through our services or other means.

9. Cookies and Tracking

We use cookies and similar tracking technologies to enhance your user experience and collect non-personal information. You can manage your cookie preferences through your browser settings.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

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11. Governing Law

This privacy policy shall in all respects be governed by and interpreted, construed and enforced in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein.

Thank you for choosing Cadence for your digital health needs. We are dedicated to protecting your privacy and providing you with high-quality healthcare services.

Effective Date: 2023-10-20