

## Hermes Healthcare Limited Privacy Policy

### Overview - the key information you need to know

**A. \_ Who we are:** We are the **Hermes Healthcare Limited**, the owner and provider of the myAlgos and myAthlos platforms, which are digital health applications that facilitate the collection and integration of patient/student/athlete data from medical databases and patient/student/athlete devices that may be accessed by health/education/sports professionals and organizations. Our company number is **10775217** and our registered office is 71-75 Shelton Street Covent Garden, London, WC2H9JQ , England. **Hermes Healthcare Greece** is a subsidiary of Hermes Healthcare Limited, based at 17 Komnion Street, Thessaloniki, 54624, Greece. Hermes Healthcare Limited & Hermes Healthcare Greece are the controller of your personal information and are responsible for your personal information. All references in this policy to "Company", "us", or "we" refer to Hermes Healthcare Limited, or to its subsidiaries and our group companies, as the case may be. All references to this policy on "our website" are to our website at <https://hermes.health>

**B. \_ Our values and what this policy is:** We value your privacy and want to be *accountable* and *fair to you* as well *transparent about* how we collect and use your personal information.

In line with these values, this privacy policy tells you what to expect when we collect and use personal information about you. We've tried to make it easy for you to navigate so you can find the information most relevant to you and our relationship with us.

We are always striving to improve the information we provide to our customers and contacts, so if you have any feedback about this privacy policy, please let us know using our contact details at [section 13](#) .

**C. \_ To whom this policy applies:** This policy applies to:

1. **Visitors** on our website <https://hermes.health>
2. **Customers** and **employees** of customers
3. **Users** and potential users of the **myAlgos & myAthlos applications and platforms** of Hermes Healthcare Limited and its subsidiary companies
4. **Prospective clients** (to whom we send marketing communications).
5. **Job candidates** who wish to join the Hermes Healthcare team
6. People who contact us about **questions** and
7. **Our suppliers** and **employees** of our suppliers.

Depending on our relationship, we will collect and use your information in different ways.

### **D. What this policy contains:**

This privacy policy describes the following important topics related to your information:

1. How we obtain your personal information;
2. Collection of your personal information and how we use it

3. Our legal basis for using your personal information.
4. How and why we share your personal information with others.
5. How long we store your personal information.
6. Your rights
7. Children
8. Marketing
9. Where we may transfer your personal information;
10. Risks and how we keep your personal information safe.
11. Links to other websites.
12. Changes to this privacy policy and
13. Further questions, and how to file a complaint.

**E. Your rights to object:** You have various rights regarding our use of your personal information, as set out in [section 6](#). Two of the fundamental rights you need to know are that:

1. you can ask us to stop using your personal information for direct marketing purposes. If you exercise this right, we will stop using your personal information for this purpose.
2. you can ask us to consider any valid objections you have about the use of your personal information where we hold your personal information based on our legitimate interest or that of another person or organization. You can find more information at [section 6](#).

**F. What you need to do and your confirmation to us:** Please read this privacy policy carefully to understand how we handle your personal information. By participating with us in the ways set forth in this privacy policy, you confirm that you have read and understand this privacy policy in its entirety as it applies to you.

## The detail - the key information you need to know

### 1. How we obtain your personal information

1.1 You may provide us with your personal information voluntarily. We may also receive information about you from third parties, such as marketing companies, market research companies, our suppliers, contractors and consultants, group companies, public websites and public services, referred to as "third party sources" or "suppliers" throughout the duration of this policy.

1.2 You may provide us with personal information about yourself by using the online forms provided on our website, the **myAlgos & myAthlos** platforms and our applications, by creating an account with us, using notice boards or forums on our website or by contacting us by phone, email or other means. This includes, for example, where you provide us with your personal information in order to receive products, deliveries, information or services from us. If you are a supplier, you may also provide us with personal information about you when you offer or provide services to us.

## 2. Collection of your personal information and how we use it

Go to the section or sections below that best describe our relationship with you to learn about the information we collect about you and how we use that information. We refer to this as "personal information" throughout this policy.

### 2.1 Visitors to our website

a. What personal information we collect about you - we or third parties on our behalf, may collect and use any of the following information about you:

- i your name, including your title;
- ii. Your email address;
- iii. your phone number?
- iv. your employer
- v. the title of your paper,
- vi. your employer's address;
- vii. your date of birth?
- viii. information provided when you contact us;
- ix. if you are a user of the Hermes Healthcare, myAlgos & myAthlos apps or platform  
the relevant information is listed below at [section 2.3](#) .
- X. any updates to the information provided to us;
- xi. the following information is automatically generated and recorded when you visit our website:

A. **Technical information.** This includes: the Internet Protocol (IP) address used to connect your computer to the Internet address; the website address and country from which you are accessing the information, the requested files, browser type and version; browser plug-in types and versions; operating system, and platform. We use this personal information to administer our website, to measure the effectiveness of our systems and to analyze the locations from which users access our websites

B. **Information about your visit and behavior on our website** (for example, the pages you click on). This may include the website you visit before and after visiting our website (including date and time), time and duration of visits to specific pages, page interaction information (such as scrolling, clicks and mouse movements), methods used to page browsing, traffic data, location data, blogs and other communication data and information provided when you request further service or downloads.

b. How we use your personal information - we will collect, use and store the personal information listed above for the following reasons:

- I. \_ to allow you to access and use our website;
- ii . to allow you to provide information about projects you are working on and

- which you would like to ask
- iii . sign up to receive sales or other notifications and materials;
  - iv. to receive inquiries from you through our website about the website, the applications and our related services
  - v. to improve and maintain our website and to provide technical support for our website
  - vi to ensure the security of our website
  - vii. to recognize you when you return to our website, store information; about your preferences and allow us to customize the website accordingly with your personal interests
  - viii. to evaluate your visit to the website and prepare reports or to compile statistics to understand the type of people they use our site more intuitive. Such details will be anonymized as far as possible, and you will not identify the information collected.

## **2.2 Customers and customers' employees**

- a. What personal information we collect about you - we, or third parties on our behalf, may collect and use any of the following information about you:
  - i . your name
  - ii . Your email address
  - iii . your phone number
  - iv . your company name
  - v . the title of your paper
  - vi . your date of birth
  - vii . username and password to access the myAlgos & myAthlos Platforms and/or Applications by Hermes Healthcare
  - viii. information provided when you contact us;
  - ix . any updates to the information provided to us;
  - X. if you are a user of the Hermes Healthcare myAlgos & myAthlos apps and/or platform relevant information is provided below, in section 2.3
  - xi. information about the provision of existing or potential projects or studies they use Hermes applications and platforms Healthcare and the related services that we provide (or may provide) to you, including; (but not limited to):
    - A. information required to provide the services to you or to develop future services (including information about opt-in forms, order details, order history and payment details);
    - B. \_ information about customer / patient / student / athlete / doctor services and health, education and sports professionals in general

C. information customer relationship management and marketing / platform users / health, education and sports professionals

xii . information you provide to help us provide you with improved service, for example if we ask you to complete a survey or questionnaire.

b. How we use your personal information - we will collect, use and store the personal information listed above for the following reasons:

- i. to provide you with our interfaces, which help you manage our services;
- ii. to facilitate the delivery of data, new products and services to you
- iii. to address any questions or issues you may have regarding the Apps and/or **myAlgos & myAthlos** platforms by Hermes Healthcare and the related services you request from us.
- iv. to send you certain communications (including by email or mail) about our products and services, such as administrative messages (for example, by specifying changes to our and your terms of use and conditions inform about our prices and charges).
- v . to perform statistical analysis, product research and feedback and its research market for people who may be interested in its existing or new products and services Hermes Healthcare , and
- vi . if it is in our legitimate interests for business development and marketing purposes, to contact you (Including by phone or mail) to deliver you information about our products and services or about products and services of our suppliers that you either request or that we think will be of interest to you and
- vii . if you are a sole trader or a limited company and you have consented; to contact you by email for information about products and services; of us or our suppliers' products and services that you either request or that we believe that will be interesting to you.

See the sections **2.8** and **2.9** for more details about how we use your personal information.

c. Source of personal information. We may receive some of your personal information from third parties, such as from other customers or clinicians or organizations where you use the Hermes Healthcare **myAlgos & myAthlos** apps and/or platforms, or another related interface.

d. Special categories of data. Some of the personal information we collect about you or that you provide to us about you or your family members may be special categories of data. Special categories of data include information about physical and mental health, sexual orientation, racial or ethnic origin, political opinions, philosophical beliefs, trade union membership and biometric data.

e. Information we need to provide services to you. We need certain types of personal information so that we can provide services to you and fulfill our contractual and other legal obligations to you. If you do not provide us with such personal information or if you ask us to delete, you may no longer be able to access the Hermes Healthcare **myAlgos & myAthlos** applications and/or platforms to receive Hermes Healthcare services .

### **2.3 Users of the Hermes myAlgos & myAthlos applications and platforms Healthcare**

What personal information we collect about you - when registering or using the Hermes Healthcare **myAlgos & myAthlos** apps and platforms we may collect and use the following information about you (and we may use any of the following information in the ways explained below):

- i . your name and Social Security Number
- ii . your postal address
- iii . Your email address
- iv . your phone number
- v . her your age
- vi . your gender
- vii . your height, weight and other physical characteristics
- viii . your nationality
- ix . information about your mental and physical health and well-being
- x . your medical records and other documents relating to your medical history;
- xi. name, address, telephone number and email address any doctor, care provider or health professional and the relevant organization health care
- xii . your genetics ID card
- xiii username and password to access the Applications and/or Platforms; **myAlgos & myAthlos** by Hermes Healthcare
- xiv . information about Hermes Healthcare digital health services; we provide to you;
- xv . details of your leisure activities and interests;
- xvi . information about your preferences.
- xvii. location data sent by the **myAlgos & myAthlos** applications and/or platforms by Hermes Healthcare .

a. **How we use your personal information** - We will collect, we will use and we will store the personal information listed above for the following reasons:

- i .to provide you with the **myAlgos & myAthlos** applications and platforms of Hermes Healthcare
- ii . to help you manage your profile, preferences and other choices in relation to the Hermes myAlgos & myAthlos applications and platforms Healthcare and related services.
- iii . to communicate with your doctor or health /education/sports professionals who may or may not necessarily work with him, to access and upload your medical records and other documents and information about your medical history and your daily experience in the Hermes Healthcare. **myAlgos & myAthlos** applications and platforms
- iv. to track your activity levels
- v.. record and collect your symptoms, mood, change in any physical or mental or mental feature

- vi . allow named medical or health/educational/sports professionals to access your medical records and other recorded information through the Hermes Healthcare **myAlgos & myAthlos** applications and/or platforms, in order to provide you with care or treatment or any other recommended course of action
- vii . to recommend suitable projects or initiatives managed or developed by Hermes Healthcare or third parties
- viii. for the purpose of anonymizing certain categories of such personal information, aggregating this anonymous data, with the anonymous data of other users of applications and/or the Hermes Healthcare myAlgos & myAthlos platforms and provision of this data to third parties, in order for these third parties to collect, to use and store this data, for research on medical conditions, trends and development compliance and effectiveness of treatments.

See the sections **2.8** and **2.9** for more details about how we use your personal information.

- b. Source of personal information. We receive your personal information from you and your doctor, health/education/sports professionals, IDIKA (Electronic Social Security Administration S.A.) or the health care organization that collects and stores your medical records and related information or from other cooperating organizations, associations, institutes.
- c. Location data. Some Services will use location data sent from any mobile phone or mobile devices that are controlled but not owned by you ("Device"). You can disable this feature at any time by turning off the location services settings for the Hermes Healthcare apps on the device. If you use these location services, you consent to us and Hermes Healthcare affiliates the licensees of the Hermes Healthcare **myAlgos & myAthlos** applications and platforms, to transmit, collect, maintain, process and use location data and queries, to provide and improve location-based products and services. You can revoke this consent at any time by turning off the location services settings on the relevant device.

#### **2.4 Prospective customers to whom we send marketing communications**

- a. What personal information we collect about you - we or third parties on our behalf, may collect and use any of the following information about you:
  - i ..your name, including your title,
  - ii . your postal address;
  - iii . Your email address;
  - iv . your phone number?
  - v . information about your preferences.

- b. How we use your personal information

We will collect, use and store the personal information set out above if you have consented or otherwise if it is in our legitimate interests, for business development and marketing purposes, to contact you (including by phone, email or post) to information about our products and services that you request or that we think will be of interest to you (including newsletters);

See the sections [2.8](#) and [2.9](#) for more details about how we use your personal information.

c. Source of personal information. We may receive some of your personal information from third parties, such as marketing companies;

### **2.5 Job candidates who wish to join the Hermes team Healthcare**

a. What personal information we collect about you - we or third parties on our behalf, may collect and use any of the following information about you:

- i. your name, including your title;
- ii . your postal address;
- iii . Your email address;
- iv . your phone number?
- v . CVs and information about your work history
- vi . contact details of referees.

Depending on the nature of the role and the applicable jurisdiction, from time to time, we may also collect sensitive personal information about you, such as your health information, background check information, including criminal history, and whether you are a member of any professional or trade associations .

b. How we use your personal information

We will collect, use and store the personal information listed above if you have consented or, otherwise, if it is in our legitimate interest to assess your suitability for any vacancies, to contact you (including by telephone, email or post) with information about our company, our products and services, the recruitment process and the progress of your application that you either request or that we believe that will interest you.

*See the sections [2.8](#) and [2.9](#) for more details about how we use your personal information.*

c. Source of personal information. We may receive some of your personal information from third parties such as recruitment agencies or through referrals.

d. Special categories of data. Some of the personal information we collect about you or that you provide to us about you may be special categories of data. The special categories data include information about physical and mental health, information about background check, including criminal history and union membership;

### **2.6 People who contact us with questions**

a. What personal information we collect about you - we or third parties on our behalf, may collect and use any of the following information about you:

- i . your name, including your title;
- ii . your postal address;
- iii . Your email address;
- iv . your phone number?
- v . information provided when you contact us;
- vi . any updates to the information provided to us.



b. How we use your personal information

We will collect, use, and store the personal information listed above to address any questions or concerns you may have about our products and services, including any questions you may have about how we collect, store, and use personal information. your details or any requests made by you for a copy of the information we hold about you. If we do not have a contract with you, we may process your personal information for these purposes where it is in our legitimate interests for customer service purposes. See the sections **2.8** and **2.9** for more details about how we use your personal information.

**2.7 Our suppliers and employees of our suppliers**

a. What personal information we collect about you - we, or third parties on our behalf, may collect and use any of the following information about you:

- i . your name, including your title;
- ii . work contact information (phone number, postal address, address mailing address, email address )
- iii . your job title
- iv . information provided when you contact us;
- v . any updates to the information provided to us;
- vi . personal information we collect about you from third party sources such as LinkedIn
- vii . resumes, competition information
- viii . proof of identity and address;
- ix . visa or work permit documentation;
- x . compensation details, expense claims and bank details;
- xj. information required to access corporate systems and applications (eg the system ID).

b. How we use your personal information - we will collect, use and store the personal information listed above for the following reasons:

- i . so that we can purchase and receive products and services from you (including supplier due diligence, payments and expenses and financial controls);
- ii . to deal with inquiries from you.
- iii . to confirm information on CVs and performance checks; to assess you or your employer's suitability to work for us.
- iv. to monitor equal opportunities;
- v. for records and health and safety management and
- vi. for a security and criminal record check (where required and permitted by which law). See the sections **2.8** and **2.9** for more details about the way we use your personal information.

c. Source of personal information. We may receive some of your personal information from third-party sources, such as your employer or your employer 's company website . We may also collect this personal information from publicly available sources, such as LinkedIn .

- d. Special categories of data. Some of the personal information we collect about you or that you provide to us about you or your employees may be special categories of data. Special categories of data include information about your physical and mental health, sexual orientation, racial or ethnic origin, political opinions, philosophical beliefs, trade union membership and biometric data.
- e. Information we need to provide services to you. Please note that we need certain types of personal information so that you or your employer can provide services to us. If you do not provide us with such personal information, or if you or your employer ask us to delete it, you may no longer be able to provide services to us.

### **2.8 General Uses of Your Personal Information**

Regardless of our relationship with you, we may also collect, use and store your personal information for the following additional reasons:

- a. to deal with any queries or issues you have about how we collect, store and use your personal information or any requests you have made for a copy of the information we hold about you. If we do not have a contract with you, we may process your personal information for these purposes where it is in our legitimate interests for customer service purposes.
- b. for internal corporate reporting, business administration, ensuring adequate insurance coverage for our business, ensuring the security of corporate facilities, research and development, and to identify and implement business efficiencies. We may process your personal information for these purposes where it is in our legitimate interests to do so.
- c. to comply with any processes, laws and regulations that apply to us - this may include where we reasonably believe it is in our legitimate interests or the legitimate interests of others to comply, and where we are required by law to do so; and
- d. to establish, exercise or defend our legal rights - this may include where we reasonably believe it is in our legitimate interests or the legitimate interests of others, and where we are required by law to do so.

### **2.9 Further Processing**

Before we use your personal information for purposes other than those mentioned in [section 2](#), we will carry out an analysis to ascertain whether our new use of your personal information is compatible with the purposes set out in [section 2](#) . Please contact us using the details at [section 13](#) if you would like more information about the analysis we will undertake.

## **3. Legal basis for the use of your personal information**

3.1 The legal bases for the use of your personal information as set out in this policy privacy are the following:

- a. the use of your personal information is necessary to fulfill our obligations under any contract with you (for example, to comply with the terms of use of our applications, platforms or website that you accept by registering with the **myAlgos & myAthlos** applications and platforms or browsing our website).
- b. the use of your personal information is necessary to comply with our legal obligations (for example, for health and safety reasons).

c. where neither (a) nor (b) applies, the use of your personal information is necessary for our legitimate interests or the legitimate interests of others (for example, to ensure the security of our website). Our legitimate interests are:

- i . to run, develop and grow our business (as well as businesses of our group companies).
- ii . to operate and improve our website and myAlgos & myAthlos applications and platforms; by Hermes Healthcare
- iii . to select suitably qualified and competent suppliers
- iv . to ensure a safe environment for employees, users and our suppliers
- v . to carry out marketing, market research and business development
- vi . to define, monitor and ensure the execution of orders with them our suppliers. and
- vii . for administrative purposes within the company

Where we rely on our (or another person's or organization's) legitimate interests to use your personal information, we will carry out a balancing test to ensure that our (or the other person's) legitimate interests are not outweighed by your interests or fundamental rights and freedoms that require protection of personal information. You can ask us for information about this balance test using the contact details at [section 13](#) .

3.2 We may use your special categories of data (such as health and welfare information) where you have given your consent (which you can withdraw at any time after it has been given, as described below). This includes all data that you or your doctor, healthcare/education/sports professional, IDIKA or healthcare/education/sports organization provide to us to use within the Hermes Healthcare **myAlgos & myAthlos** apps and platforms .

3.3 We may process your personal information in certain circumstances for marketing purposes based on your consent (which you can withdraw at any time after it has been provided, as described below).

3.4 If we rely on your consent to use your personal information in a certain way, but you later change your mind, you can withdraw your consent by contacting us at [privacy@hermes.health](mailto:privacy@hermes.health) and we will stop doing it. However, if you withdraw your consent, this may affect our ability to provide the Hermes Healthcare **myAlgos & myAthlos** Apps and platforms and related services to you (for example, if those services require the use of your special categories of data, such as health information).

#### **4. How and why we share your personal information with others**

4.1 We may share your personal information with our group companies where it is in our legitimate interests to do so for internal administrative purposes (for example, corporate strategy, compliance, auditing and monitoring, research and development, machine learning and assurance quality).

4.2 We will share your personal information with the following third parties or categories of third parties and data controllers:

- a. Microsoft Azure Cloud Services , which hosts and provides the Hermes Healthcare applications and platforms to you on our behalf
- b. we may share anonymous and aggregate statistics with our suppliers to show what interest there has been in any marketing campaign we have assisted our suppliers in running

- c. we may also share **anonymous data** collected through the Hermes Healthcare **myAlgos & myAthlos** applications and platforms, in combination with the anonymous data of other users of the Hermes Healthcare myAlgos & myAthlos applications and platforms, with third parties, such as life sciences companies , health, education, sports organizations, government agencies and insurance companies, in order for the third parties to collect, use and store this data for research into medical conditions, trends and development, compliance and effectiveness of treatments
- d. our other service providers and subcontractors, including payment processors, utility providers, technical and support service providers, insurers, logistics providers and cloud service providers ;
- e. public and emergency services
- f . companies that help with marketing, advertising and promotional activities, such as marketing automation platforms.
- g. search engine analysts and providers that help us improve and optimize our website;

4.3 We will always ensure that any third parties with whom we share your personal information are subject to confidentiality and security obligations in accordance with this privacy policy and applicable laws.

4.4 We will also disclose your personal information to third parties:

- a. where it is in our legitimate interests to do so, to grow and develop our business;
  - i . if we sell or buy any business or asset, we may disclose your personal information to the prospective seller or buyer; of such or business or assets.
  - ii . if substantially all of our assets or any of Hermes ' subsidiaries or other companies Healthcare is acquired by a third party, then your personal information held by us will be one of the transferred assets.
- b. if we are under a duty to disclose or share your personal information in order to comply with any legal obligation, any lawful request by government or law enforcement officials and as necessary to meet national security or law enforcement requirements or to prevent illegal activity
- c. to enforce our terms of use, customer terms and conditions or any other agreement or to respond to any claims, to protect our rights or the rights of others, to protect the safety of any person or to the prevention of any illegal activity the
- d. to protect the rights, property or safety of Hermes Healthcare , of our staff, our customers or other people. This may include exchange personal information with other organizations for the purpose of fraud protection and reduction of credit risk.

4.5 We may also disclose and use anonymous, aggregated reports and statistics about users of the **myAlgos & myAthlos** platforms and applications or of the website or our related services for the purposes of internal reporting or reporting to our team or third parties and for marketing and promotional purposes. **None of these anonymous, aggregated reports or statistics will allow our users to be personally identified .**

## 5. How long we store your personal information

We retain your personal information for no longer than is necessary for the purposes for which the personal information is processed. The length of time we retain your personal information depends on the purposes for which we collect and use it and/or as required to comply with applicable laws and to establish, exercise or defend our legal rights.

## 6. Your Rights

6.1 You have specific rights in relation to your personal information. If you would like more information about them or want to exercise any of them, please contact us by email at [privacy@hermes.health](mailto:privacy@hermes.health) anytime. You have the following rights:

- a. Right of access. You have a right to access any personal information we hold about you. You can ask us for a copy of your personal information, confirmation of whether your personal information is being used by us, details of how and why it is being used and details of the safeguards in place if we transfer your information outside the European Economic Area ("EEA").
- b. Right to update your information. You have the right to request an update to any of your personal information that is out of date or incorrect.
- c. Right to delete your information. You have the right to ask us to delete any personal information we hold about you in certain circumstances. You can ask us more information about these specific cases by contacting us using the details at [section 13](#) . We will forward your request to other recipients of your personal information, unless this is impossible or involves a disproportionate effort. You can ask us who the recipients are by using the contact details at [section 13](#) .
- d. Right to restrict the use of your information : You have the right to ask us to restrict the way we process your personal information in certain cases. You can ask us for more information about these specific cases by contacting us using the details at [section 13](#) . We will forward your request to other recipients of your personal information, unless this is impossible or involves a disproportionate effort. You can ask us which recipients use the contact details at [section 13](#) .
- e. Right to stop marketing : You have the right to ask us to stop using your personal information for direct marketing purposes. If you exercise this right, we will stop using your personal information for this purpose.
- f. Right to data portability : You have the right to ask us to provide your personal information to a third party service provider. This right only applies when we use your personal information based on your consent or the performance of a contract. and where the use of your information is by automated means.
- g. **Right to object . You have the right to ask us to consider any valid objections you have about our use of your personal information where we process your personal information based on our legitimate interest or that of another person or organization.**

6.2 We will consider all such requests and provide our response within a reasonable time (and in any event

within one month of your request, unless we inform you that we are entitled to a longer period under applicable law). Please note, however, that certain personal information may be exempt from such requests in certain circumstances, for example if we need to continue to use the information to comply with our own legal obligations or to establish, exercise or defend legal claims .

6.3 If an exception applies, we will tell you when responding to your request. We may ask you to provide us with the necessary information to confirm your identity before we respond to any request you make

## 7. Children

7.1 If you are under the age of 18, a written consent from your parents or your guardian is required to purchase or use products or services of the **myAlgos & myAthlos** Apps and Platforms .

7.2 Please contact us at [privacy@ hermes.health](mailto:privacy@hermes.health) if you know that we may have inadvertently collected personal information from a child without the consent of their parents or guardian.

## 8. Marketing

8.1 We may collect and use your personal information to carry out marketing by telephone and email .

8.2 We may send you certain marketing communications (including electronic marketing communications) if it is in our legitimate interests to do so for marketing and business development purposes or, if you are a sole trader or limited company if you have consented to receive such electronic marketing information.

8.3 However, we will always obtain your consent for direct marketing communications where required by law and if we intend to disclose your personal information to any third party for such marketing.

8.4 If you wish to stop receiving marketing communications, you can contact us by email at [privacy @hermes. health](mailto:privacy@hermes.health)

## 9. Where we may transfer your personal information

9.1 Your personal information may be used, stored and/or accessed by staff operating outside the EEA who work for us, other members of our team or our suppliers. Further details about where your personal information may be disclosed are set out at [section 4](#) .

9.2 If we provide personal information about you to such non-EEA members of our team or suppliers, we will take appropriate steps to ensure that the recipient protects your personal information adequately in accordance with this privacy policy. These measures may include the following permitted in Articles 45 and 46 of the General Data Protection Regulation:

- a. in the case of US-based entities, by entering into European Commission approved standard contractual arrangements with them or by ensuring that they are registered with the EU-US Privacy Shield (see further [http://www.privacyshield.gov/welcome\\_or](http://www.privacyshield.gov/welcome_or)
- b. in the case of entities based in countries other than the EEA, the European Commission has approved standard contractual arrangements with them.

9.3 Further details of the steps we take to protect your personal information in these circumstances are available from us on request by contacting us by email at [privacy@hermes. health](mailto:privacy@hermes.health) anytime.

## 10. Risks and how we keep your personal information secure

10.1 The main risk from processing your personal information is if it is lost, stolen or misused. This may result in your personal information being in the hands of someone else who may use it fraudulently or disclose information that you would prefer to keep private.

10.2 For this reason, Hermes Healthcare is committed to protecting your personal information from loss, theft and misuse. We take all reasonable precautions to ensure the confidentiality of your personal information, including the use of appropriate organizational and technical measures. We process your data in all phases in a completely confidential manner. We use reasonable physical, electronic and administrative safeguards to protect your Personal Data to prevent loss, misuse and unauthorized access, disclosure, alteration and destruction, taking into account the nature of your Personal Data and the risks involved in processing of the information. We maintain the mandatory obligation of confidentiality in relation to the data in question, in accordance with the provisions of the GDPR & HIPPA, and for this purpose, we use measures of a technical and organizational nature required to ensure the security of the data and to prevent the change, loss, theft or illegal access, depending on the state of technology, the nature of your stored data, including your health data, and the risks to which they are exposed.

10.3 In the course of providing your personal information to us, your personal information may be transferred over the Internet. Although we make every effort to protect the personal information you provide us, the transmission of information over the Internet is not completely secure. Therefore, you acknowledge and agree that we cannot guarantee the security of your personal information transmitted to our website and **myAlgos & myAthlos** applications and platforms and that any such transmission is at your own risk. Once we receive your personal information; we will use strict security procedures and features to prevent unauthorized access to it.

10.4 Where we have given you (or where you have chosen) a password which enables you to access your online account, or the Hermes Healthcare **myAlgos & myAthlos** applications and/or platforms you are responsible for maintaining the confidentiality of this password. We ask that you do not share your password with anyone.

## 11. Cookies

"Cookie" is a small text file of txt type that is placed in the browser or on a device of the Internet user and is used to remember as well as receive information about the specific place you visited. You may be given a cookie when you visit our Website, Apps / Platform.

There are non-functional cookies that aim to improve the products and services presented on the Website such as: the connection to social media, the configuration of audio and video players adapting the information to the user's personal preferences, statistical analysis cookies (web analytics) regarding the number of visitors to the Website and the number of pages viewed, without direct identification of the user, advertising cookies (advertising cookies) for the purpose of collecting information, examining the websites users see and the links they choose to other websites, as well as the electronic messages from the Website that are opened and the links that they

choose from them by choosing advertisements, only based on data that does not allow the direct identification of the user.

Cookies can be installed with your consent, such as: Google Analytics (Browser agent data, IP address, Advertising Cookies, Web Analytics), but also cookies, without your consent, such as:

- a) "Cookies" that are necessary to recognize and/or maintain content entered by the subscriber or user during a connection (session cookies) to a Website throughout the duration of the specific connection. (such "cookies" are generally necessary when filling out an electronic form by each user). The same category also includes "persistent" cookies that are installed for the same purpose and last for a few hours.
- b) "Cookies" that are installed for the purpose of the security of the subscriber or user, such as for example "cookies" that detect repeated unsuccessful attempts to enter a user's account on a specific Website.
- c) "Cookies" with multimedia content, such as flash player cookies, during a connection (session) to a website, where such are the "cookies" that are installed by viewing a video that is available on the Website you have visited.

You can delete all the cookies that are already on your computer, as well as set most browsers to prevent the installation of cookies. However, in this case, you may need to adjust certain preferences or options yourself, each time you visit our Platform and/or online Applications and also the non-acceptance of some cookies may reduce the functional value of them and of our Website in general. You can easily accept or reject cookies on this Website by selecting one of the following links: [I accept cookies](#) / [I reject cookies](#)".

## **12. Links to Other Sites**

Our website may contain hyperlinks to websites not operated by us. These hyperlinks are provided for your reference and convenience only and do not imply any endorsement of the activities of such third-party websites or any association with their operators. This privacy policy only applies to personal information that we collect or receive from third party sources, and we cannot be responsible for personal information about you that is collected and stored by third parties. Third-party websites have their own terms and conditions and privacy policies, and you should read them carefully before submitting personal information to those websites. We do not otherwise endorse or accept no responsibility or liability for the content of such third-party websites or third-party terms and conditions or policies.

## **13. Changes to our privacy policy**

We may update our privacy policy from time to time. Any changes we make to our privacy policy in the future will be posted on our website and, where required, we will notify you by post or email . Please check back often for any updates or changes to our privacy policy.

## **14. Further questions and how to file a complaint**

14.1 If you have any questions or complaints about the collection, use or storage of your personal information, or if you wish to exercise any of your rights in relation to your personal information, please contact [privacy @ hermes.health](mailto:privacy@hermes.health) We will investigate and attempt to resolve any such complaint or dispute regarding our use or disclosure of your personal information.



14.2 Pursuant to Article 77 of the General Data Protection Regulation ( GDPR ), you may also lodge a complaint with the Information Commissioner's Office or the data protection regulator in the country in which you normally live or work or in the event of an alleged breach of the General Data Protection Regulation. Alternatively, you can seek remedies through the courts if you believe your rights have been violated.

**The practices described in this privacy policy statement are effective as of April 20, 2023**