

Privacy Policy

Norgine respects your privacy (“you”, “your”) as a user of our app LiverSync (“the App”), LiverSync web platform (“site”) and collectively (“the Service”).

This Privacy Policy (together with our terms of use) explains how Norgine and its group of companies (“Norgine” “We”, “us”, and “our”) collects, uses, shares and processes any personal data we collect from you, or that you provide to us. Please review the policy and if you have any questions, contact us.

This Privacy Policy provides information on:

- Who we collect personal data from;
- What information we collect;
- Legal basis and purpose for Collection;
- Sharing, storing and protecting your Personal data;
- Your rights;
- Contact us.

Who we collect personal data from

We collect personal data from different data subjects depending on your relationship with Norgine. The categories of data subjects are:

- Patients under treatment;
- Carers of patients under treatment
- HCPs

What information we collect

When you are using the App:

We collect and process data depending on the operation as follows:

1. When you register to use the service, update or add information to your profile:

- Name;
- email address; and
- password.

2. When you complete tests on the App:

For each test you complete we collect:

- the time taken; if applicable
- the faults made during the test;
- cancellation of alerts; and
- comments in relation to the cancellations of alerts

The results are compared against previous results and a calculation will provide an alert if you need to seek medical help. When cancelling an alert, we receive any comments you add.

2. When you connect with doctors, nurses or carers:

When you connect to another person, we collect the following:

- the name you give them;
- their relationship to you; and
- their email.

We collect additional information from individuals you connect to your App:

When you connect with doctors or nurses - When healthcare professionals register to the Service, we ask the healthcare professional to provide details to confirm they are a registered doctor or nurse. When a healthcare professional submits patient information through the Service, based on permissions from both the patient and the healthcare professional, we receive patient profile information including: name, email address, telephone number and a number submitted by the healthcare professional. EEA-user data entered by healthcare providers is independently controlled by the healthcare provider and Norgine, and is subject to the healthcare provider's privacy policy in addition to this Privacy Policy. All other EEA-user data collected through the Service is governed by this Privacy Policy for which Norgine is the Data Controller.

When You Contact Us:

When you contact Norgine directly, such as when you contact our Customer Support team, we will receive the contents of your message or any attachments you may send to us, as well as any additional information you choose to provide.

The services and information available on our Service are intended for persons 18 years of age and older. We will not knowingly collect, use or disclose data from a person under the age of 18.

We also collect personal data when you report a possible incident, side effect or adverse event associated with one of our products, which may include your gender, date of birth and information about your health.

Use of your personal information

In accordance with data privacy law, we can collect and use your personal data in the following situations:

- To provide our Service to you, to communicate with you about your use of our Service, to respond to your inquiries, and for other customer service purposes.
- To research and develop new products and features, to the extent permitted by law and, where required, with your consent.
- To better understand how users access and use our Service, on an aggregate or anonymous basis, in order to improve our Service and respond to user desires and preferences, and for other analytical purposes.

- To comply with legal obligations, as part of our general business operations, and for other business administration purposes.
- Where we believe necessary to investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person or violations of this Privacy Policy.
- For legitimate business purposes: We use your personal data to make our communications more relevant and personalised to you, and to make your experience of our services more efficient and effective.

Storing and protecting your personal information

We will retain your personal data for the period permitted by law and where we need to do so in connection with a legal action or an investigation. Otherwise, we will keep your personal data for as long as required to provide you with access to services you have requested, or for as long as necessary to allow us to respond to your question or request. After that period we will retain your data for one year or until you request removal.

Your personal data that we collect may be processed by Norgine, its affiliated companies and its trusted third parties. In some cases, we may transfer personal data to third countries outside the EU. Data privacy laws in the countries to which your personal data is transferred may not be equivalent to, or as protective as, the laws in the EU. In each case, we will implement appropriate measures to ensure that your personal data remains protected and secure when it is transferred outside of the EU, in accordance with applicable data privacy laws. By submitting your personal data, you agree to this transfer, storing or processing.

Once we have received your information, we will take all steps reasonably necessary to ensure that your personal data is treated in accordance with the requirements of applicable law and in accordance with this Privacy Policy.

We use a variety of security measures and technologies to help protect your personal data from unauthorised access, use, disclosure, alteration or destruction in line with applicable data privacy laws. We have implemented technical and organisational measures to secure your data. We use encryption technologies on our App. You can recognise that you are browsing on a secured website by the lock-symbol in the address bar of your browser and by the address bar starting with https://.

How we share your information

We may share your information, including personal information, as follows:

- ***Your connected individuals including doctors, nurses or carers*** - With your consent, we will share your information, including test completion status, results and alerts with your connected healthcare providers and/or carers that you designate to receive your information. This connection can be revoked at any time in the carer screen. Healthcare professionals will have to confirm the request before your data is removed from their view.

- **Aggregate and De-Identified Information** - We may share aggregate or de-identified information—so that it cannot reasonably be used to identify an individual—with third parties for research or similar purposes.
- **Health Researchers** - We may share data collected through the Service with healthcare researchers and other research organizations, including de-identified profile information and data collected. We will not share your name or other information that could identify you.
- **Affiliates** - We may disclose the information we collect from you to our affiliates or subsidiaries; however, if we do so, their use and disclosure of your personal information will be subject to this Policy.

Your rights:

Under data privacy laws, you have a number of rights with respect to your personal data as established under the GDPR. You may:

- ask us for confirmation or a copy of the personal data we hold about you;
- request the correction and/or deletion of your personal data;
- request the restriction of the processing of your personal data;
- request that we transfer your data to another company or back to you in a .csv or .pdf file;
- object to the processing of your personal data;
- withdraw your consent to the processing of your personal data;
- complain to your local supervisory authority if you consider the processing of your data infringes data privacy laws.

We will respect your requests in accordance with our legal obligations. You can exercise these rights at any time by [contacting us](#).

Links:

Links to other websites from this site are provided for your information only, and do not imply our endorsement or affiliation with the providers of those websites. We have no control over the privacy policies of those websites, accept no responsibility for them and we disclaim liability for any loss or damage that may arise from your use of them.

Contact us

If you have any queries regarding this policy please contact us at contact@norgine.com.