



Privacy statement and Cookie policy

Post-ICU.

Effective Date: July 27th , 2022

Games for Health, trademark of Game Solutions Lab B.V. (“GFH,” “us,” “we,” or “our”) operates the Post-ICU website (“Site”) and as an online service (this “Service”) to record (emotional) events before, during and after an ICU admission. Recording can be done by the patient, healthcare professional and invitees.

Your hospital offers you the Post-ICU Journal at dagboek.post-ic.nl. We offer you the Post-ICU Journal on behalf of your hospital. As processor, we process your data for the Post-ICU Journal on behalf of the hospital. We have signed a Business Associate Agreement with your hospital for this and implemented administrative and technical measures to ensure your privacy.

We may change provisions of this privacy statement. If we do that, we will let you know. Nevertheless, we recommend that you check from time to time to see whether the privacy statement has been changed. This privacy statement and cookie policy is applicable to the Service. In general the privacy statement of your Healthcare provider (who offers the Post-ICU Journal) is applicable.

We store your personal data on servers in the Netherlands and the Service is intended for EU Citizens. If you are not located in the EU, your local privacy laws may give you certain rights to access information held about you and you may have the right to ask us not to process your personal data.

By using the Service, you agree to the terms of this Privacy and Cookie Policy, and our Terms of Use.

When you use our Service, you may be creating and maintaining a personal, Journal on behalf of yourself or another person (“Journal”) or visiting and posting to a Journal created by someone else. By their very nature, these Journals contain a great deal of personal information about the subject of the Journal and other individuals. For this reason, we allow the Patient and/or Representative of a Journal to control the level of privacy they apply to their Journal.

Which personal data do we process and why?

There are a number of ways we can collect your personal data. In this section we explain which personal data we may collect from you. The personal data is sorted according to the different processing purposes. Next to each purpose is stated how long the personal data will be stored for that purpose. If changes occur in legal retention periods, they will take precedence over the retention periods referred to in this privacy statement.

Our website

On our website we use Google Analytics to improve our website. When you visit and use our website, we process:

- a user ID assigned to you;
- the device ID of your device;
- the operating system and device information you use, and;
- the use of our website and the page from which you came.

We also process this data from you if you do not use the Post-ICU Journal, but only visit and use the website.

We keep this data for a maximum of 2 years after the data has been collected.

We process this personal data on the basis of a legitimate interest. If you do not want us to process this data, you can disable Google Analytics by adjusting your cookie preferences on our website.

Our Service

On our service we collect the following data:

- Name
- E-mailaddress
- Password
- Generator User-ID
- Self-posted journal entries (text and images)
- Mobile number (in case of Multi factor authentication via SMS)

This is the minimum data we need in order to provide you the service.

We use “cookies” and other web technologies to collect information and support certain features of the Service on our Site. For example, we may use these technologies to:

- Collect information about the ways people use the Service - which pages they visit, which links they use, and how long they stay on each page;
- Estimate the number of visitors using the Service;
- Recognize when you return to use the Service;
- Support the features and functionality of the Service - for example, to

save you the trouble of reentering information already in our database or to prompt the settings you established on previous visits; and • Personalize your experience when you use the Service.

Some of these cookies are strictly necessary cookies. These cookies are required for the service to function. The service will not function properly without them. These cookies include session or persistent cookies. Other cookies are not required for the site to operate but provide information that helps us understand usage of our site to provide a better user experience.

Types of cookies we use:

- Session cookies: Session cookies are stored on the user's device temporarily and are deleted when the user ends their session. We use session cookies to pass information back and forth between pages of our application only.
- Persistent Cookies: Persistent cookies are stored on the user's device until they expire, even after the browser is closed. We use persistent cookies for authentication and remember me capability to keep a user from having to login every time they use the site.

The information we collect using these web technologies does not identify you personally. If, however, you have created a user identity, for example by registering, we may link the information we collect using these web technologies to other information that identifies you personally.

If you do not wish to receive cookies, you may set your browser to reject cookies or to alert you when a cookie is placed on your computer. You may also deactivate our cookies as soon as you leave the Service. Although you are not required to accept our cookies when you visit the Service, if you set your browser to reject cookies, you will not be able to use all of the features and functionality of the Service.

Contact us

If you have any questions about Games for Health or the services we offer, please contact us. You can contact us by email. Consult our contact page for current contact details.

When you send us an email, we process your email address and the data that you send us for as long as necessary to handle the question and up to 6 months after the last contact moment. The basis for this processing is our legitimate interest to be able to respond to contact requests.

Sharing personal data

We do not share your personal data with others unless we are required to do so by law or you give your consent. However, we can ask companies to assist us in providing our services. We call these companies "processors." Because we are a processor ourselves, these companies are "sub-processors." We sign

processor agreements with these (sub) processors. We agree that they may only use your personal data on our instructions and for the provision of our services. They are not allowed to process your personal data for their own purposes.

We use the following types of (sub) processors:

- storage of (personal) data and database management and maintenance;
- a platform for developing the website;
- research agencies and analytical software to improve our website (including privacy-friendly Google Analytics, so that no personal data is shared with Google), and;
- hosting provider (s).

Security

We take appropriate security measures to protect your personal data and also require parties that process personal data on our behalf. In this way we ensure that only persons have access to your data who must necessarily have access to it and that access to your personal data is protected. All our employees are bound by nondisclosure agreements.

The (sub) processors that we engage meet strict security standards.

Data Retention

We will retain your information for as long as your account is active or as needed to provide you services. If you wish to deactivate or delete your account or request that we no longer use your information to provide you services, contact us at help@post-ic.nl If you provide, enter, upload, or create any information on our Service, it may be difficult if not impossible, to deactivate or delete this information if you later desire to remove the data. By providing this information in any form, you consent that this information loses its right for future deletion. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Sensitive Personal Data

Sensitive personal data is a subset of personal data which includes, but is not limited to, information revealing race, ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, or information that concerns health, sexual orientation, genetic, biometric data or criminal allegations (convictions or otherwise). In general, Games for Health will not collect sensitive personal data from its users unless you voluntarily provide such information as part of your use of the Service, eg in a Journal Entry. Providing sensitive personal data is entirely optional. By providing your sensitive personal data, you consent to our collection of such data. Our lawful basis for collection of this data

is with your consent. If you provide this information, it may be difficult, if not impossible, to delete this information if you later desire to remove the data. By providing this information in any form, you consent that this information loses its right for future deletion.

What Steps Do We Take to Safeguard Personal Information?

We maintain reasonable administrative, physical and technological measures to protect the confidentiality and security of your personal information. For example, we use industry standard Secure Sockets Layering (SSL) encryption to protect your profile information, Site creation information, as it travels over the Internet or via wireless transmission. We restrict access to our data center and our databases, and we use a secure server dedicated to protect your personal information. We also have firewall protection in place.

Unfortunately, no website, server or database is 100% secure. Therefore, we cannot guarantee its absolute security. If information on an Individual Site is made public, we cannot safeguard or protect that information. For this reason, you should use care and discretion when you post content on a Site and never post information that can be used for identity theft purposes, such as social security numbers, bank account numbers, or credit card numbers.

Protecting Children Under the Age of Sixteen

A Journal may include friends and family of all ages. Special care must be taken to protect children under the age of 16. For this reason, Games for Health does not permit children under the age of 18 to create or maintain a Journal, or children under the age of 16 to register as users.

Privacy Notices and Privacy Policy Changes

This Privacy Policy describes current policies and practices regarding the personal information we collect through the Service. Periodically, we will update or revise this Privacy Policy. If we make any changes, we will notify you by posting the revised version of this Privacy Policy behind the link marked "Privacy Policy." We will also update the "Effective Date" at the top of this page.

Links to Other Sites

This Service, may provide links to other websites operated by third parties. Because we have no control over third-party websites, we are not responsible for the availability of those websites and do not endorse and are not responsible or liable for any content, advertising, services, products, or other materials on or available from such websites. Games for Health shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any content, advertising, services, products, or other materials on or available from

such websites. This Privacy Policy does not apply to your use of third-party websites; your use of such websites is subject to the terms and policies of the owner of such websites.

Your Data Subject rights

Privacy legislation gives you certain rights with regard to your own personal data. The rights that we describe below are not absolute rights. We will always consider whether we can reasonably meet your request. If this is not possible, or if it would, for example, be at the expense of the privacy of others, we can refuse your request. If we refuse a request, we will let you know with our reasons.

Right of insight

You have the right to request which of your personal data we process. You can also ask us to provide insight into the processing purposes, categories of personal data concerned, the (categories of) recipients of personal data, the retention period, the source of the data and whether or not we use automated decision-making.

You may also ask for a copy of your personal data processed by us. Do you want additional copies? Then we can charge a reasonable fee for this.

Right of rectification

If the personal data we process about you is incorrect or incomplete, you can request us to adjust or supplement the personal data.

If we grant your request, we will, insofar as this is reasonably possible, inform the parties to whom we provide data

Right to delete

Do you no longer want us to process certain personal data about you? Then you can request us to erase certain (or all) personal data about you. As a controller we only process personal data on the basis of legitimate interest, we only delete your data if your interest outweighs ours. We will make this assessment.

Have we accidentally processed data unlawfully or does a specific law prescribe that we must delete data? Then we will delete the data. If the data is required for the settlement of a legal procedure or a (legal) dispute, we will only delete the personal data after the procedure or dispute has ended.

If we grant your request, we will, insofar as this is reasonably possible, inform the parties to whom we provide data.

Restriction of processing

If you dispute the correctness of the personal data processed by us, if you believe that we have processed your personal data unlawfully, if we no longer

need the data or if you have objected to the processing, you can also request the restrict the processing of that personal data. For example, during the time that we need to assess your dispute or objection, or if it is already clear that there is (no longer) a legitimate basis for further processing of that personal data, but you still have an interest in us not deleting the personal data yet. If we restrict the processing of your personal data at your request, we may still use that data for the settlement of legal proceedings or a (legal) dispute.

Right to transfer

At your request, we can transfer the data that we process based on the agreement or on the basis of your consent and that are automatically processed to you or another party to be designated by you. You can make such a request at reasonable intervals.

Automated individual decision-making

We do not make decisions based solely on automated processing.

Right of objection and withdrawal of consent

We process your data on the basis of a legitimate interest. You may object to this.

Exercising your rights

You can send a request for access, correction, deletion, data transfer of your personal data or objection to the processing of your personal data to help@post-ic.nl.

To prevent misuse, we ask you to identify yourself adequately with a written request for access, adjustment or removal. You can do this by sending a copy of a valid ID. Do not forget to shield your SSN, MRZ (Machine Readable Zone) and passport photo on the copy.

We aim to process your request, complaint or objection within one month. If it is not possible to make a decision within one month, we will inform you of the reasons for the delay and when the decision is expected to be provided (no more than 3 months after receipt).

Contact

If you have any questions, problems or comments about this privacy statement or our data processing, please contact us by e-mail at help@post-ic.nl.