

Privacy Policy

Last updated: July 01, 2025

Rehealth Software Solutions B.V. is a software company based in LEIDEN, Netherlands providing home patient care/telemedicine services. Rehealth's office is located at Langegracht 70 2312 NV LEIDEN. If you would like to contact us, you can send an e-mail to info@rehealth.nl

By using the Rehealth Websites and/or Platforms, you expressly agree to these Terms and Conditions. If you do not agree to these Terms, you should immediately cease all use of and access to all of the Websites and Platforms.

1- Introduction

Rehealth on its own behalf and on behalf of its subsidiaries and/or subsidiaries, it provides you with certain information related to telehealth and/or facilitates your access to telemedicine and specialist medical services. Rehealth owns and operates several publicly accessible websites and a variety of web-based and mobile applications that require you to create an account to use the Rehealth platform.

Rehealth is committed to making patient care more accessible and efficient through its app by facilitating online consultations and integrating medical devices that measure vital health parameters and provides the basic requirements for home care/telemedicine. Our services allow healthcare providers to securely manage your medical history and provide continuous care.

Privacy-sensitive data, or personal data, are processed via Rehealth Software. Rehealth considers careful handling of personal data to be of great importance. Personal data are therefore carefully processed and secured by us.

This is done using online dialogue sessions between you and your doctor or nurse and/or with features of the software that facilitate the management of home care processes.

For more information about Rehealth platform go to <https://rehealth.nl>

2- Terms of Use (General Conditions)

Registration & Acceptance of Terms

The user (patient) must read these General Terms carefully. By proceeding with the reservation or registration process, the user declares that he/she has obtained all information and accepts the content.

Scope of Services

The service provided by Rehealth allows patients to find a physician, access the registered physician's consultation hours, request an appointment for medical purposes, conduct video consultations, receive appointment confirmations, receive reminders about upcoming appointments, and store medical information related to the patient's request. It also allows the physician to manage and organize the appointment schedule and follow-up services and to provide feedback about appointments.

Rehealth itself does not offer medical consultations. Rehealth acts as an intermediary between the patient and the practitioner, enabling them to conduct remote consultations through video transmission and related communications.

The physician conducts the video call completely independently and in accordance with his ethical and legal obligations. Video calling takes place under the exclusive responsibility of the patient and the practitioner.

The user agrees that Rehealth has no responsibility to respond to any emergency. In an emergency, Rehealth recommends calling local emergency services.

Patient Responsibilities

The patient declares that the information provided, whether about his/her personal identity or others, is truthful and genuine. The patient acknowledges in advance that using a false identity and disseminating incorrect information may result in legal and/or criminal prosecution. The use of Rehealth services is intended for adults only. Minors cannot use the service without the consent of their legal guardian.

The patient provides the technical infrastructure (suitable internet, telephone, microphone, etc.) suitable for video calls before the video consultation and gives video and audio permissions for the video consultation service. In the event that the environment, equipment or permit conditions are not met, the practitioner can terminate the video consultation and, if he deems it appropriate, charge the patient for the costs associated with the procedures previously performed. If the patient feels that they have been adversely affected due to a decrease in performance or quality during the video consultation, they are obliged to inform the practitioner of this.

Video Consultations Rules

Neither the patient nor the practitioner may record, copy or publish any content or excerpts of content related to the Video Consultation by any method, medium, process or purpose.

Fees & Billing

By clicking on the "Book Appointment" button, the patient enters into an agreement with the relevant physician and undertakes to pay the service fee. For paid services, the contract is concluded exclusively between the patient and the relevant physician/hospital, and invoicing is carried out by the service-providing institution.

Liability Limitations

Rehealth declares that it bears no responsibility for the accuracy of information provided by the user regarding the date and time of the appointment or other informations. Rehealth assumes no responsibility for the cancellation of these appointments; such cancellations must be managed directly between the patient and the practitioner.

Complaints & Dispute Resolution

Users must use this service responsibly. Abuses such as fake reservations or dissemination of false information may result in restriction or termination of access. Complaints can be reported to Rehealth via the Help section within the application.

3- Legal basis for processing personal information

To protect the personal data of our users, we have drafted this Privacy Policy to comply with the EU General Data Protection Regulation ("GDPR").

4- Our principle of operation

Rehealth is responsible for managing your personal information in accordance with this privacy policy. Rehealth ensures that your data is processed securely and in compliance with applicable laws.

5- What information do we collect about you?

Information you provide to us:

This relates to information about you that you provide to us by filling in forms on our website or by corresponding with us by phone, email or otherwise. This includes information you provide when you sign up for our newsletter, create an account on the platform, place an order, contact customer service or participate in other (interactive) functions on our Website or mobile platforms.

When you contact us

Whenever you contact us, we may collect information that personally identifies you, including your name, telephone number, email address, or other information ("contact information").

When you visit our Platform

When you visit our Site, we may collect log data that automatically records information about your visits. Such information may be your browser type, operating system, the URL of the page that referred you, the different actions you performed, and the IP address you used to access the site. We may also collect the date and time you accessed or left the Site and which pages you viewed.

Special personal data that you provide to us

This relates to information that you provide to us by using the platform or by filling in forms on our website or by corresponding with us by phone, email or otherwise. This includes information about health, medical history. We collect this data solely for the benefit of doctors.

This data is used to enable the institution or its employees using the platform to provide you with online consultations or to provide home care services without any problems.

In addition to medical data, we also process personal data that you provide in the context of special promotions and campaigns.

6- How do we use your personal information?

The platform allows doctors who are members of the platform to perform their work independently of Rehealth and without being responsible in any way for the nature and/or quality of the services provided by Rehealth. For the purpose of requested online consultations, Rehealth collects your (medical) personal data for doctors. This data resides in a secure environment on Rehealth's servers. These doctors, who are independently responsible for data processing, have access to the relevant personal and medical data and your past medication use.

7- Provision to third parties

We share your personal data with third parties to fulfill and verify our obligations, including services and payments.

In addition to our own applications, we utilize third-party software solutions from other organizations to ensure the highest quality services. We carefully select these companies that meet the European Union's strict data protection regulations. We ensure that personal data is used in accordance with Dutch legislation and GDPR compliance. However, while we take great care in choosing our partners, the responsibility for compliance by these third-party providers ultimately rests with them.

For your questions on this subject, you can reach us through our communication channels.

8- Transfer to countries outside the EU

Rehealth has a global technical infrastructure. Although Rehealth tries to avoid this as much as possible, it is possible that your (personal) data may be transferred to countries outside the European Union, where the regulations on the protection of privacy may not provide the same protection as in the European Union. An example of this is if the physician you receive services from is located outside the EU, and your data is transferred outside the EU or when using Google Analytics or Amazon cloud services. You agree that your data may be transferred to other countries outside of Europe to the extent necessary. However, in such cases, Rehealth will take appropriate measures about the use and security of your personal data as are reasonably necessary to ensure that your data is protected as much as possible.

9- How Rehealth Protects Your Data

Rehealth takes comprehensive security measures to protect your data from unauthorized access, loss, or misuse. We use your information securely and in accordance with our policies and the laws and regulations in the Netherlands. We have taken various technical and organizational security measures. These include:

- Encryption of data in transit and at rest.
- Secure HTTPS connections for data transfer.
- Rigorous access controls and logging to monitor data access.
- Firewall-protected servers are used.
- Rehealth data is stored in the EU on certified servers.
- Rehealth uses secure ways of storing data files

10-Data Access and Retention

Data collected from patients are utilized and retained as dictated by applicable laws. For medical-related information, this duration is typically a minimum of five years, unless a different retention period is specified by a contractual agreement or explicitly requested by the customer. Patients have the right to request the deletion of their personal data directly from the Healthcare providers at any time, in accordance with the established procedures for user data rights and deletion managed by these Healthcare providers.

Detailed Information on Data Usage Below, you can find more specifics about how your Healthcare providers handle your data:

- **Purpose:** To enable effective healthcare delivery via our app.
- **Collected Data:** Includes contact details, health status, and medical device data.
- **Data Sources:** Directly from users and through integrated medical devices.
- **Data Recipients:** Healthcare providers involved in your care.

Access to your personal and health data by Rehealth is strictly limited to the Data Protection Officer (DPO) and technical support staff and is only done under the

supervision of the healthcare organization when necessary to maintain or improve the functionality of the application. Strict access controls and logging are implemented to ensure compliance. All personnel accessing personal data are bound by confidentiality agreements and are required to comply with GDPR.

11-Publication

We do not publish your (personal) data.

12-Your Rights

You have several rights under GDPR, including the right to access, correct, delete the data we store, or transfer it to another provider. You also have the right to withdraw consent and to object to certain uses of your data.

- The right to access your personal data

This enables you to receive a copy of the personal data we hold about you and check that we are lawfully processing it.

- The right to rectification

You have a right to a correction that the processed personal data concerning you are incorrect or incomplete. This right enables you to correct any incomplete or inaccurate data we hold about you, though we may need to verify the accuracy of the new data you provide.

- The right to erasure

This right enables you to ask us to delete or remove personal data where there is no good reason to continue processing it. You also have the right to ask us to delete or remove your personal data where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons, which will be notified to you, if applicable, at the time of your request.

- The right to withdraw consent

This right enables you to withdraw consent when we rely on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

13-Reporting (security) incidents, data leaks

If it unexpectedly turns out that, despite the precautions taken, something has gone wrong with the protection of your personal data, or we suspect this, we will report this

to the Dutch Data Protection Authority. If the breach of your personal data may have unfavorable or negative consequences for you, we will inform you of this as soon as possible.

For more details on these rights or to make a request, please contact our DPO.

14-Availability and maintenance

Rehealth will make every effort to deliver the Service and make it available as best as possible but gives no guarantees with regard to its performance and does not guarantee uninterrupted availability of the Service.

Contact If you have any concerns about how your data is handled or wish to inquire further, please reach out to our DPO using the contact email info@rehealth.nl. For any complaints or issues specifically related to health data stored on Healthcare providers servers, we advise you to directly contact the relevant Healthcare providers where your data is stored. They are responsible for managing and safeguarding your health information in accordance with applicable laws.

Updates This Privacy Policy may be amended from time to time. The most recent version of the Privacy Policy can be found on our applications. In the event of changes that may affect you significantly, we will endeavor to inform you immediately.

The Rehealth app does not involve any diagnosis or treatment, nor is it intended to provide medical advice. All contents of the application are provided for informational purposes only to support the cooperation between the healthcare professional and the patient.