

Hermes Privacy Policy Healthcare Limited

Overview - the basic information you need to know

A. Who we are: We are the **Hermes Healthcare Limited**, the owner and provider of the **AI-Care platform and the myAthlos** platform, digital health applications that facilitate the collection and integration of patient/citizen (**AI-Care**) and student/athlete (**myAthlos**) data from medical databases and patient/citizen/student/athlete devices, which may be accessed by healthcare/education/sports professionals and collaborating organizations. Our company number is **10775217** and our headquarters are at 71-75 Shelton Street, Covent Garden, London, WC 2H9JQ, England. **Hermes Healthcare Greece I.K.E** is a subsidiary company of Hermes Healthcare Limited, with **Tax Registration Number: 801491890** based in Thessaloniki, Greece at Komninon 17 street, TK, 54624. Hermes Healthcare Limited & Hermes Healthcare Greece I.K.E are the controllers of your personal information and are responsible for your personal information/data. All references in this policy to "Company", "our", "us" or "we" refer to Hermes Healthcare Limited, or its subsidiaries and our group companies, as the case may be. All references **in this policy to "our website" refer 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 as 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 have tried to make your navigation easier so that you can find the information that is most relevant to you and our relationship with you.

We are always trying to improve the information we provide for our customers and contacts, so if you have any comments about this privacy policy, please let us know using our contact details at **section 13**.

C. For Who does this policy apply to? This policy applies to:

1. **Visitors** on our websites: <https://hermes.health>, <https://ai-care.health>, <https://sports.myathlos.net>
2. **Customers** and workers of **customers**
3. **Users** and **potential users** of the **AI-Care & myAthlos** applications and platforms of Hermes Healthcare Limited and its subsidiary companies
4. **Potential customers** (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 our suppliers' **employees**.

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 issues related to your information:

1. How we obtain your personal information;
2. Collection of your personal information and how it is used
3. Our legal basis for using your personal information.
4. How and why, we share your personal information with others.
5. How long do we store your personal information?
6. Your rights
7. Children
8. Marketing
9. Where may we 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 should 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 under our legitimate interest or that of another person or organization. You can find more information in [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 completing your registration on the AI-Care and/or myAthlos platforms, you consent to the terms set out in this Hermes Healthcare privacy policy and you confirm before completing your registration process that you have read and understood this entire privacy policy as it applies to you.

The detail - the basic 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, suppliers, our contractors and

consultants, group companies, public websites and public services, which are referred to as "third party sources" or "suppliers" throughout this policy.

1.2 You may provide us with personal information about yourself by using the online forms provided on our websites, the AI-Care & myAthlos platforms and our applications that connect to and operate within the platforms, by creating an account with us, by using bulletin 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 to receive products, deliveries, information or services from us. If you are a supplier, you may also provide us with personal information about yourself when you offer or provide services to us.

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

Please 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 do 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 work,
- vi. your employer's address;
- vii. your date of birth?
- viii. information provided when you contact us;
- ix. if you are a user of Hermes Healthcare's AI - Care & myAthlos applications or platforms, the relevant information is listed below in [section 2.3](#) .
- X. any updates to the information provided to us;
- x j. The following information is automatically generated and recorded when you visit the 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 accessed the information, the files requested, browser type and version, types and

browser plug-in 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 navigate from the page, 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 enable you to access and use our website
- ii . to allow you to provide information about projects you are working on and about which one would you like to ask?
- iii. sign up to receive sales or other notifications and materials
- iv. to receive questions from you through our website about the website, the our applications and 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, to 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 compile statistics to understand the type of people who use our website more intuitively. Such details will be anonymized to the extent possible. and you will not identify the information collected.

2.2 Customers and customer employees

a. What personal information do 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 work
- vi . your date of birth
- vii . username and password to access the Hermes Healthcare's **AI-Care and myAthlos** applications and/or platforms
- viii . information provided when you contact us;
- ix . any updates to the information provided to us;
- X. if you are a user of Hermes Healthcare's **AI - Care & myAthlos** applications and/or platforms, the relevant information is listed below, in section 2.3
- x j. information on the provision of existing or potential projects or studies using Hermes Healthcare's applications and platforms and the related services we provide (or may provide) to you, including (but not limited to):
 - A. information necessary to provide the services to you or to develop future services (including information about participation 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 management and marketing of customer/user relationships of the platforms / 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 applications
AI - Care & myAthlos and/or platforms by Hermes Healthcare and the related services you request from us.
- iv . to send you certain communications (including via email or mail) regarding our products and services, such as administrative messages (for example, specifying changes to our terms of use and conditions and to provide you with our prices and charges).
- v . to carry out statistical analysis, product research and feedback and customer research market for people who may be interested in its existing or new products and services of Hermes Healthcar , and
- vi . if it is in our legitimate interest for business development and marketing purposes, to contact you (including by phone or mail) to provide you with or inform you about our products and services or about the products and services of our suppliers that you either request or that we believe will interest you and

- vii . if you are a sole trader or a limited liability company and if you have consented, to contact you via email for information about products and services us or for the products and services of our suppliers that you either request or that we believe that will be interesting to you.

Refer to 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 other customers or clinicians or private or public organizations where you use Hermes Healthcare's **AI =Care & myAthlos applications and/or platforms** or other related interface.
- d. Special categories of data. Some of the personal information we collect about you or that you provide to us about yourself or your family members may be special categories of data. Special categories of data include information concerning 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 perform contractual and other legal obligations we have to you. If you do not provide us with such personal information or if you ask us to delete them, you may no longer be able to access Hermes Healthcare's AI - Care & myAthlos applications and/or platforms for receiving our services .

2.3 Users of Hermes Healthcare's AI - Care & myAthlos applications and platforms

What personal information do we collect about you? - when registering or using the Hermes Healthcare's AI-Care & myAthlos applications and platform 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 AMKA (Social Security Registration Number)
 - ii . your postal address
 - iii . your email address
 - iv . your phone number
 - v . the your age
 - vi . your gender
 - vii . your height, weight and other physical characteristics
 - viii . your national origin
 - ix . information about your mental and physical health and well-being , as well as measurements of physiological health parameters
 - x . your medical records and other documents related to your medical history;
 - x j. name, address, telephone number and email address
any doctor, pharmacist, care provider or other healthcare professional and the relevant healthcare organisation
 - xii . your genetics identity
 - xiii . username and password to access the applications and/or platforms
- AI-Care & myAthlos** of Hermes Healthcare

- xiv . information about Hermes Healthcare's digital health services , which we provide to you;
- xv . details about your leisure activities and interests;
- xvi . information about your preferences.
- xvii . location data sent by the **AI-Care & myAthlos** applications and/or platforms by Hermes Healthcare.

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

- i . to provide you with the AI- Care & myAthlos applications and platforms by Hermes Healthcare
- ii . to help you manage your profile, preferences and other options on Hermes Healthcare's AI - Care & myAthlos applications and platforms and the related services.
- iii . to communicate with your doctor or the health /education/sports professionals who collaborate or not necessarily with them, to access and upload your medical records and other documents and information regarding your medical history and your daily experience, to the **AI-Care & myAthlos** applications and platforms by Hermes Healthcare
- iv . to track your activity levels
- v . record and collect your symptoms, mood, change in any physical or mental or spiritual characteristic, as well as your compliance with the treatment and/or health prevention plan you are following
- vi . allow named doctors, pharmacists and/or health/education/sports professionals to access your medical records and other recorded information through Hermes Healthcare's AI-Care & myAthlos applications and/or platforms in order to provide you with care or treatment or any other recommended course of action
- vii . to propose suitable projects or initiatives managed or developed by the Hermes Healthcare or third parties
- viii. for the purpose of anonymizing certain categories of such personal information, by aggregating such anonymous data with the anonymous data of other users of the Hermes Healthcare's AI - Care & myAthlos platforms and the provision of this data to third parties, in order for these third parties to collect, use and store this anonymized data for research into medical conditions, trends and treatment development, compliance and effectiveness of treatments.

Refer to 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 from your doctor, pharmacist and other health/education/sports professionals, the organization IDIKA (Electronic Governance of Social Security S.A.) or the healthcare organization that collects and stores your medical records and related information or from other collaborating organizations, associations, institutes.

- c. Location data. Certain Services will use location data sent from any mobile phone or other controlled mobile devices, whether owned or not by you ("Device"). You can disable this feature at any time by turning off location services settings for Hermes . Healthcare apps on the device. If you use these location services, you consent to us, the Hermes subsidiaries Healthcare and the licenses of Hermes Healthcare's' **AI-Care & 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 withdraw this consent at any time by disabling location services settings on the relevant device.

2.4 Prospective customers to whom we send marketing communications

- a. What personal information do 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 listed above, if you have consented or, otherwise, if it is in our legitimate interest, for business development and marketing purposes, to contact you (including by telephone, email or post) with information about our products and services that you request or that we think will be of interest to you (including newsletters).

Refer to 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 do 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 the referees.

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

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 will be of interest to you.

Refer to 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 which you provide to us about you may be special categories of data. The special categories data includes information about physical and mental health, information about the background check, including criminal history and union membership

2.6 People who contact us with questions

a. What personal information do 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 issues you have about our products and services, including any questions you may have about how we collect, store and use your personal information 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 interest for customer service purposes. Refer to sections [2.8](#) and [2.9](#) for more details about how we use your personal information.

2.7 Our suppliers and our suppliers' employees

a. What personal information do 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, mailing address, address correspondence, email address)

- iii . The title of your work
- 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 . CVs, competition information
- 8th . proof of identity and address;
- ix . visa or work permit documentation;
- x . compensation details, expense claims and banking details;
- x j. information required to access corporate systems and applications (such as the system identifier).

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 questions from you.
- iii . confirm information regarding CVs and performance reviews to assess you or your employer's suitability to work for us.
- iv . for monitoring equal opportunities;
- v . for health and safety records and management and
- vi . for security and criminal record checks (where required and which permitted by the Law).

Refer to 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 yourself 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 us with services. If you do not provide us with such personal information, or if you or your employer asks us to delete it, you may no longer be able to provide services to us.

2.8 General uses for 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 address any questions or concerns 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 interest 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, as well as for identifying and implementing business efficiencies. We may process your personal information for these purposes where it is in our legitimate interest to do so.
- c. to comply with any procedures, 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, as well as 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, as well as where we are required by law to do so.

2.9 Further processing

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

3. Legal basis for using your personal information

3.1 The legal bases for using your personal information as set out in this policy privacy are as follows:

- a. our 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 on the AI - Care & myAthlos applications and platforms or browsing our website. or
- b. our use of your personal information is necessary to comply with our legal obligations (for example, for health and safety reasons). or
- 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 manage, develop and grow our business (as well as businesses of our group companies).

- ii . to operate and improve our website and applications and AI - Care platform & myAthlos 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 the 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 overridden by your interests or fundamental rights and freedoms which require protection of personal information. You can ask us for information about this balancing test using the contact details on [section 13](#) .

3.2 We may use your special categories of data (such as health and wellbeing information) where you have given your consent (which you can withdraw at any time after providing, as described below). This includes all data that you or your doctor, pharmacist, or other health/education/sports professional, the HDIKA organization or the healthcare/education/sports organization that maintains your personal records provide to us, for use within the Hermes Healthcare's AI - Care & myAthlos applications and platforms..

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

3.4 If we rely on your consent to use your personal information in a particular way, but you later change your mind, you can withdraw your consent by contacting us at 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's AI -Care & myAthlos applications 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 interest to do so for internal administrative purposes (for example, for corporate strategy, compliance, auditing and monitoring, research and development, machine learning and quality assurance).

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 you with Hermes Healthcare applications and platforms on our behalf
- b. we may share anonymous and aggregated statistics with our suppliers to show what interest there has been in any marketing campaign that we have helped our suppliers run
- c. we may also share anonymous data collected through Hermes Healthcare's' AI-Care & myAthlos applications and platforms in combination with the anonymous data of other users of Hermes

Healthcare's ' AI - Care & myAthlos applications and/or platforms with third parties, such as Life Science companies, health data analytics and/or health research companies, health, education, sports organizations, government agencies, and insurance companies, so that third parties can collect, use, and store this data for research into medical conditions, trends, and the development of treatments - drugs, 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 services and emergency services

f. companies that assist with marketing, advertising and promotional activities, such as marketing automation platforms.

g. analysts and search engine providers who help us improve and optimize our website.

4.3 We will always ensure that any third parties to 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 interest to do so, to grow and develop our business:

b. if we sell or buy any business or asset, we may disclose your personal information to the prospective seller or buyer such or business or assets.

c. . if substantially all of our assets or any of our subsidiaries or other Hermes companies Healthcare is acquired by a third party, then your personal information that we hold will be one of the transferred assets.

d.. if we are under a duty to disclose or share your personal information in order to comply with any legal obligation, any lawful request from government or law enforcement officials and as necessary to meet national security or law enforcement requirements or to prevent illegal activity

e. in order to enforce or apply our terms of use, our customer terms and conditions or any other agreement or to respond to any claims, to protect our rights or the rights of third parties, to protect the safety of any person or to prevent any illegal activity or

f. to protect the rights, property or safety of Hermes Healthcare , of our staff, our customers or other individuals. This may include exchanging 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 AI - Care & myAthlos platforms, applications, websites 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 do 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 necessary 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 these or would like to practice any of them, please contact us via email at privacy@hermes.health at any time. You have the following rights:

- a. Right of access. You have the right to access any personal information we have 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 are used and details of the safeguards that apply 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 outdated 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 for more information about these specific cases by contacting us using the details in [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, using the contact details on [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 in [section 13](#) . We will forward your request to other recipients of your personal data, unless this is impossible or involves a disproportionate effort. You can ask us which recipients use the contact information in [section 13](#) .
- e. Right to opt out of 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 done by automated means.
- g. **Right to object . You have the right to ask us to consider any valid objections you have to 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 case within one month of your request, unless we inform you that we are entitled to a longer period in accordance

with applicable law). Please note, however, that some 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 verify your identity before responding to any request you make.

7. Children

7.1 If you are under 18 years of age, explicit consent from your parent or guardian is required to purchase or use products or services of the AI - Care & myAthlos applications and platforms .

7.2 Please contact us at privacy@hermes.health if you are aware that we may have inadvertently collected personal information from a child without consent from a parent or guardian.

8. Marketing

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

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

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 on who your personal information may be disclosed to are set out in [section 4](#) .

9.2 If we provide personal information about you to such non-EEA members of our group or our 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 under Articles 45 and 46 of the General Data Protection Regulation:

- a. in the case of entities based in the US, by participating in the European Commission approved standard contractual arrangements with them or ensuring that they have subscribed to the EU-US Privacy Shield (see further <https://dataprivacyframework.gov> 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 about the steps we take to protect your personal information in these circumstances are available from us upon request by contacting us by email at privacy@hermes.health at any time.

10. Risks and how we keep your personal information safe

10.1 The main risk from the processing of your personal data is if it is lost, stolen or misused. This could lead to your personal information being in the hands of someone else, who could use it fraudulently or make public information 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.

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 to us, the transmission of information over the Internet is not completely secure. Therefore, you acknowledge and accept that we cannot guarantee the security of your personal information transmitted to our website and applications and the AI - Care & myAthlos 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 that allows you to access your online account, either on the Hermes Healthcare's AI-Care & 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. Links to other websites

Our website may contain hyperlinks to websites that we do not operate. 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 relationship with their operators. This privacy policy applies only to personal information we collect or receive from sources

third parties and we cannot be responsible for any 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 these 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.

12. 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 necessary, we will notify you by mail or email . Please check back often to see any updates or changes to our privacy policy.

13. Further questions and how to file a complaint

13.1 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 the use or disclosure of your personal information.

13.2 In accordance with 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 where you usually live or work or in the event of an alleged breach of the General Data Protection Regulation. Alternatively, you can seek legal remedies through the courts if you believe your rights have been violated.

The practices described in this privacy policy statement are effective as of 3/1/2025.

