

Privacy policy

Physioassist processes your data to help you improve your health, taking care of your data.

As the data controller, PhysioAssist (PhysioAssist SAS, 31 parc du Golf - CS90519, 13593 Aix-en-Provence France contact@physio-assist.com) is committed to paying the utmost attention to the security and protection of your privacy. PhysioAssist processes your personal data in compliance with the applicable laws and regulations on privacy and personal data protection, and in particular the French Data Protection Act n°78-17 of 6 January 1978 amended by Law n°2018-493 of 20 June 2018 and Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (RGPD), which entered into force on 25 May 2018. Our privacy policy ("Privacy Policy") explains how your personal data is processed when you use our products and services (website, e-commerce & e-learning).

Publisher

This Website is owned and operated by Physio-Assist SAS, whose registered office is located at 31 Parc du Golf - 13100 Aix-en-Provence - France.

Physio-Assist is a SAS registered with the RCS of Aix-en-Provence.

Hosting

This Website is hosted by the company OVH, 2 rue Kellermann - 59100 Roubaix - France.

What information do we collect and when?

What information?

On our website www.physioassist.fr , www.simeoxacademy.com ,www.simeoxconsult.com the following data may be collected:

- Data relating to your identity that allows you to be identified when creating your account or when requesting customer support or a quote, such as
- Your username, email address, date of birth, full name, telephone number, postal address. This data is subject to your consent and may not be collected where applicable.
- **Health data:** If you voluntarily share medical information with us, including your status as a "patient", this health data is stored at "Sigma" HDS host: more information in the paragraph below "storage of personal data and security". The status of "patient" allows PhysioAssist to differentiate its "patient" customers from "health professionals".

Indeed, only individuals who own the Simeox device are allowed to place orders on our e-commerce page.

When purchasing Products on our website, your **bank details** are processed. They are only used for verification purposes and are not stored. The service provider Stripe processes this data and ensures its security online: Stripe has been audited by a PCI-certified auditor and is certified as a PCI Service Provider Level 1, which is the strictest level of certification available in the payment industry. Requesting a quote does not require any bank or payment details.

Stripe: encryption of sensitive data and communications

All card numbers are encrypted at rest with AES-256. Decryption keys are stored on separate machines. None of Stripe's servers and internals can obtain card numbers in the clear; they can only request that cards be sent to a service provider on a static whitelist. Stripe's infrastructure for storing, decrypting and transmitting card numbers runs on a separate hosting infrastructure and does not share any identifying information with Stripe's core services (API, website, etc.).

When?

- **When you create an account on our PhysioAssist services**, you need to provide us with some of your personal identity data. This account is the central element of our Products and Services as it allows you to access and control your personal data.

The creation of an account is effective in the following cases : Buying a product on our E-commerce page (It is also possible not to create an account: the information is then used for a single delivery). Use of our e-learning platform: to log in for the purpose of reserving access to healthcare professionals.

- **When you use our Products and Services**, depending on the purpose, each Product requires the collection and processing of specific personal data.
- **When you contact customer support**, some of your personal data stored in your PhysioAssist account is temporarily accessible to our teams until the problem is resolved. However, your health-related data is not accessible by our staff without your consent.

For what purposes do we process your personal data?

The data collected through PhysioAssist's Digital Products and Services are processed for the purposes indicated below. Different purposes may apply simultaneously.

- **Provision of Products and Services** The data collected by PhysioAssist is stored on the PhysioAssist secure server.
- **Accounts**. It is necessary to create a PhysioAssist account in order to use our free training service "Simeox Academy". This account also allows you to log in and access your content and preferences. For purchases on our e-commerce page only, creating an account is optional.
- **Communication with you** When you contact our customer service department to resolve a problem you have reported, our team members may process your personal data. They will not be able to see your health data.
- **Marketing, advertising and referrals** Your personal data may be used to provide you with a newsletter & events which you are free to attend. We may provide you with information about our Products, such as alerts, changes, new features or to announce new Products.
- **Anonymised data** Your data, after being anonymised, may be aggregated with other data to extract statistics about the use of our online services (website, e-learning).

Do we share your personal data?

Your personal data will not be distributed, communicated, exchanged or transferred to third parties, on any medium whatsoever. Only the assumption of the purchase of PhysioAssist and its rights would allow the transmission of your data to the eventual purchaser who would in turn be bound by the same obligation to protect your data.

PhysioAssist does not exchange data with partners and does not transfer your data internationally.

Mandatory disclosures We may be obliged by law to disclose your personal data to certain authorities or authorised third parties, for example to law enforcement agencies or judicial authorities.

How do we protect your personal data?

We do everything in our power to ensure the security of your personal data.

- **How do we ensure the privacy of children?** PhysioAssist Products and Services are intended for patients with chronic respiratory diseases & healthcare professionals. PhysioAssist does not collect information from children under the age of 16 without the prior consent of their parents or legal guardians.
- **How do we address data quality?** We invite you to regularly access your account and check that your personal data is accurate and up-to-date. If you have any doubts about the accuracy of your data, please inform us and we will take the necessary steps to correct or delete the inaccurate data.
- **What steps do we take to protect your personal data?** Privacy and security are of paramount importance in the way we create and deliver our Products and Services. We implement our internal policies and guidelines through a selection of appropriate activities, such as proactive and reactive risk management. We take appropriate organisational and technical measures to ensure online security, physical security, and eliminate the risk of data loss. Access to our databases is limited to authorised personnel with a justified need to access this information.
- **How do we use cookies and web beacons?** PhysioAssist uses cookies, web beacons and similar technologies to operate and improve our website. We also use cookies to personalise and display advertisements. For more information on PhysioAssist's use of cookies and how to disable them in your browser settings, see [our Cookie Policy](#).
- **What are your rights?** You have the right to unsubscribe from promotional messages and to request that we stop processing your personal data for marketing purposes. We may still continue to send you critical safety alerts.

What are your rights and remedies?

You have the right to **access, rectify, delete and object** to any of your personal data. We help you to access or delete your personal data through our customer support by e-mail, telephone or chatbot.

If you wish to exercise your rights with PhysioAssist or to object to a processing carried out by PhysioAssist, requests should be sent to PhysioAssist, 939 rue de la croix verte, 34090 Montpellier, France, or by email to [\[redacted\]](#) accompanied by proof of identity. In case of exercising your rights with our company, PhysioAssist will provide a copy of the personal data being processed and may require payment of a reasonable fee based on administrative costs for any excessive request

from the user.

The web application www.simeoxconsult.com offers you in your user settings to request the deletion of your personal data. This request is made within 48 hours and involves the deletion of your user account. It will then be impossible to access SimeoxConsult's services unless you recreate a user account.

Complaint to the CNIL

In case of dispute, you also have the right to lodge a complaint with the Commission Nationale de l'Informatique et des Libertés (CNIL) whose headquarters are located at 3 Place de Fontenoy, TSA 80715, 75334 Paris Cedex 7.

- **Changes to this Policy** PhysioAssist reserves the right to modify this Policy, with or without prior notice, to block access to this site at any time, or to change the conditions of access. However, if this Policy is changed in a material way, PhysioAssist will post a notice of such change at the top of this Policy and on the home page of this site for 30 days. We advise you to consult this Policy regularly in order to be aware of any changes.

Storage of personal data & security.

Website hosting :

This Website is hosted by the company OVH, 2 rue Kellermann - 59100 Roubaix - France.

OVH is committed to optimal security of its infrastructures, in particular by having implemented an information systems security policy and by meeting the requirements of several standards and certifications (PCI-DSS certification, ISO/IEC 27001 certification, SOC 1 TYPE II and SOC 2 TYPE II attestations, etc.).

Sensitive personal data :

To store your sensitive personal data and protect them PhysioAssist calls on the company Sigma hosting company known as "HDS" certified according to Article L.1111-8 of the Public Health Code, amended by Law No. 2016-41 of 26 January 2016.

The information system is secured by the service provider Sigma. Sigma provides its latest generation Datacenter in France certified ISO 27001 to protect your sensitive data and ensure the continuity of our activity.

All Sigma's certifications are available at <https://www.sigma.fr/groupe/certifications/> and are updated by the service provider itself.

In addition, with nearly 20 years of experience in the health sector, SIGMA is certified as a Health Data Host (HDS) for IS outsourcing and the hosting of your e-health applications.

How long do we keep your personal data?

To enable you to use our Products and Services, your data is kept until you request its deletion.

If you wish to delete your data and your account, please write to us at contact@physio-assist.com or to :

Physio-Assist, 31 Parc du Golf - 13100 Aix-en-Provence - France.

In case of a deletion request, all your data will be permanently deleted within 30 days after your request.

If, however, you have deleted your PhysioAssist account and you wish to use our Products and Services again, you only need to create a new account.