

# PRIVACY POLICY

The purpose of this Privacy Policy is to give you an overview of how your personal data is managed by Tech Face Pro and to inform you about the measures we have taken and the policy we have put in place to ensure the highest possible level of privacy and protection of your personal data. It is intended to inform you about the processing and management of any personal data you accepted to provide us with, the reasons why we collect it and how we ensure its security. Beforehand, we would like to inform you that this Privacy Policy has been written in accordance with the applicable law. In order to provide you the highest level of transparency and the best possible protection, we have stipulated provisions that are fully compatible with the requirements of the General Data Protection Regulation ("GDPR") n°2016-679 of 27 April 2016 which will come into force on 25 May 2018, and which will be applicable in all European countries.

## 1. General Overview

As a reminder, the company TECH FACE PRO ("We", "Us" or "the Company"), terms beginning with a capital letter are defined in the Legal Terms of Use attached with this Privacy Policy. As a reminder, the Company offers: - in the context of a relationship between a Practitioner and his/her Patient, in order to facilitate the management of the Patient's file, to allow a greater transparency of care and to encourage exchanges between the Practitioner and his/her Patient; - to render possible the rating of the Practitioner by the Patient (noticeable through the Service);

- subject to the explicit consent of the Patient, to make it possible for the Practitioner to use "before/after" photographs and videos of the Patient to describe to potential Patients the kind of acts that may be offered, as well as to show them potential consequences deriving from such acts; - subject to the explicit consent of the Patient, the possibility of Us to use "before/after" photographs and videos of the Patient to show to potential Practitioners the value and interest of the Service that We offer.

Within the framework of the Service offered, the Company is the "data controller" (within the meaning of the "General Data Protection Regulation" or "GDPR") of any personal data that have been provided during your inscription to the Service or during the management of your Personal Space.

However, Practitioners are data controllers of personal data that Patients communicate them as part of the use of the Service. The Company undertakes not take cognizance of this data in any way, except in case of absolute necessity

(particularly as far as health data is concerned). As far as this latter data is concerned and in this situation, the Company is “processor” of Practitioners under the GDPR wording.

## **2. Scope of this Privacy Policy**

This Privacy Policy applies to: - information that We collect from Users (Patients or Practitioners), and from persons who would transmit Us personal data through the Website without becoming Users; - whether We be controller or processor under the GDPR wording.

## **3. Categories of collected data and purposes of processing**

### **3.1. Data that the Company collects as a controller**

In order to provide you the best possible Service, We will ask you for some personal data. Personal data that We collect are for example: - your identity and your contact details: name, surname, gender, birthday, address, phone number, e-mail address; - if you are a Practitioner, elements related to your professional life: name of your working place, social security number, etc.; - if you are a Practitioner, ratings that your Patients have attributed to you; - if so, payment details; - computer logs of connection to the Website or the Application (IP address, date and time of connection, etc.).

The purposes of Personal data that you choose to communicate to Us are for:

- the creation and the management of Personal Spaces, as well as the management of Users identification to access the Personal Spaces, and the use of these Spaces by Users in a way conform to their needs;
- the creation of a secure access to Personal Spaces;
- the downloading of the Application for Users who would like to access to the Service in this way;
- the management, the processing and the follow-up of potential requests from Users or other persons to the Company, and in general of exchanges between the Company and Users and others persons; - the elaboration and production of assessments, analysis, reporting and statistics, in particular in order to develop new features for the Service; - prospection for the Service or other services;

- compliance with legal obligations deriving in particular from the activities of the Company and the providing of the Service.

The processing of your data is thus necessary for the performance of the contract to which you are party, and sometimes for compliance with legal obligations. Moreover, when you choose to disclose your personal data, whether by filling it on our ad hoc forms, by ticking the boxes, or by selecting the radio buttons that are offered to you, you expressly indicate that you consent to the collection and use of this information in accordance with applicable legal rules and with this Privacy Policy.

### **3.2. Data that the Company collects as a processor on behalf of the Practitioners**

In order to process it, Practitioners may request Patients to provide them with personal data about themselves. The Company undertakes not to take cognizance of this data beyond our role of processor under the GDPR wording. Personal data that Practitioners may collect through the Application or the Website include in particular:

- health data of Patients: existence of allergies or autoimmune diseases, medical treatments in progress, medical history, treatment plan and treatment of the Patient by the Practitioner, videos and photographs taken before and after aesthetic or medical procedures performed through the TECH FACE PRO machine, etc.;
- identity data of Practitioners' employees;
- messages and chats exchanged between Practitioner and his/her Patients. Personal data that Patients choose to communicate to Practitioners are meant to enable Users to make benefit of and use of the Service, including:
  - the care provided by the Practitioner to the Patient;
  - the management of the Patient's file by the Practitioner (follow-up of appointments, history of the Practitioner's relationship with his/her Patients, etc.);
  - the exchange of messages / chats between the Practitioner and his/her Patients;
  - the transmission or provision of content and information of any kind between Users (treatment plan, etc.);
  - the production and development of studies, analysis, reporting and statistics;

- compliance with the legal obligations of the Practitioner (editing forms to collect the Patient's consent, retaining the medical file for the period prescribed by law, etc.).

The processing of Patient data is therefore necessary for the performance of the contract between the Patient and the Practitioner, and sometimes to comply with legal obligations. It operates under its strict and sole accountability, the Company acting as a mere processor when processing this data.

In any case, when you choose to provide your personal data, whether by filling it on our ad hoc forms, by ticking the boxes, or by selecting the radio buttons that are offered to you, you expressly indicate that you consent to the collecting and use of this information by the Practitioner, including your health data, in accordance with applicable legal rules and with this Privacy Policy.

### **3.3. “Before/after” photographs**

The data that the Company collects as a processor also includes the Patient's “before/after” videos and photographs used in the Patient's follow-up file, hereafter referred to as “Images”.

These Images can demonstrate the reality of an act, the way a potential Patient may benefit from certain acts, or the way a Practitioner may benefit from the use of Our Service.

For these reasons, it seemed useful for Us to provide two additional purposes for our data processing, both based on the explicit consent of the Patient.

Thus, subject to this explicit consent of the Patient (expressed on our ad hoc forms, by ticking the boxes, or by selecting the radio buttons which are proposed for this purpose), the Patient may decide to authorize:

- the Practitioner to use the Images to explain to potential Patients the type of acts that he/she offers, as well as to demonstrate them the potential consequences of such acts;

- the Company to use the “before/after” Images of the Patient to demonstrate to potential Practitioners that they may benefit from the use of Our Service.

The Patient may decide to withdraw his/her consent at any time.

### **3.4 ARkit datas**

We do not collect, store or share data used by ARKit, Camera APIs, Photo APIs, or other software for depth of facial mapping information, TrueDepth API, HomeKit, Keyboard extensions, Apple Pay, Stickers and iMessage extensions.

Extra information regarding Techfacepro's use of Apple's Truedepth API  
Tech Face Pro uses the device's TrueDepth camera system to track the movement of your eyes and mouth. This allows for a unique user experience, allowing doctor to apply in real time anatomy of the patient. In order for this functionality to be possible, the app requires access to your device's camera. This access can be toggled on or off at any time in your device's settings.

The camera images and resulting depth data are only used for pedagogical purposes. The live video feed is never used, and its data is never stored locally or remotely. Camera access is required to get depth data from Apple's API's.

This data is stored on the device only for the duration of your current AR anatomic session. Every time the home screen is presented or the app is closed, the data is deleted. This data is used to make your gameplay experience more enjoyable and prevent accidental jumps.

Face data is never stored remotely, given to third parties, or used for any nonpedagogic purposes. The face data only remains on your device, and never leaves your device at any time.

### **WHAT WE USE IT FOR**

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience: Your information helps us to better respond to your individual needs.
- To improve our products: We continually strive to improve our offerings based on the information and feedback we receive from you.
- To improve customer service: Your information helps us to more effectively respond to your customer service requests and support needs.

- To send periodic emails: The email address you provide may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.

Note that if at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

#### **4. Information during the collect**

When collecting personal data on Our Service, we will inform you of mandatory data using an asterisk (\*). All other data, i.e. not bearing an asterisk (\*) is purely optional. We will inform you about the potential consequences if you do not provide such required data.

#### **5. Recipients of this information**

The personal data provided may be viewed by our employees, any subsidiaries of the Company, any auditors, or any sub-contractors (hosting company, etc.), strictly in accordance with the purposes described in Article 3 above, with non-disclosure agreements, and on a strict 'need-to-know' basis.

In addition, you are informed that some information about you may be transmitted to different stakeholders in order to guarantee that you get the best possible Service: thus, the Practitioners may transmit to their employees the data relating to their Patients.

Lastly, you are informed that, for the aforementioned purposes, some of your data may be transferred to providers, partners or recipients (including Practitioner Users) established outside the European Union. When the countries of destination of your data do not provide a level of protection of personal data considered adequate by the European Commission, these data flows are framed by the conclusion with these service providers, partners and recipients of contractual clauses in accordance with standard contractual clauses drawn up by the European Commission concerning the protection of personal data.

#### **6. Data retention period**

6.As part of the services We offer, We are required to store content that Users publish on the Service, whether as Patients or as Practitioners.

As Hong Kong law requires Us to do so, We will store the identification data of the persons publishing such content (IP address, date and time of connection, pages viewed etc.) - which are Personal data - for a period of seven year. Furthermore, other data must be retained according to a legal obligation for a period prescribed by law; this is in particular the case for data establishing evidence of a right or contract, and health data contained in medical files (for example, at the date this Privacy Policy is written, health data must be retained for ten years in private medical practices and twenty years in public or private health institutions). If this data is retained by the Company for the periods indicated herein, this will be due to the Company's processor activity and on behalf of the Practitioner as controller.

Except for those legal requirements, your personal information will not be stored beyond the period strictly necessary, i.e. for the whole period of use of Our Service via your Personal Space up to two years after its closure. At the end of those timeframes and following the effective closure of your Personal Space, your data will be irremediably anonymised. It will then be used exclusively for statistical purposes (analysis of the frequency of use of the Service's features, etc.).

As regards the data of deceased persons, subject to the Company being informed, this data will be permanently anonymised, unless the Company is given any other specific instruction, and unless data for which the law has prescribed a specific data retention period (at the date this Privacy Policy is written, for example ten years after death for health data). In the latter case, if this data is stored by the Company for the periods indicated herein, this will be due to the Company's processor activity on behalf of the Practitioner as controller.

Lastly, the Images used for the specific purposes set forth in Article 3.3 will be stored for this purpose only for two years (this period does not take into account the use of Images as health data, retained with other data for the same period).

## **7. Security and privacy**

We have taken all appropriate organisational and technical measures as well as all necessary precautions to preserve the security of the information described above, in particular from accidental loss, distortion, alteration and unauthorised

access, use, modification and disclosure. We will ensure the integrity and availability of the data We are required to process at all times.

To do this, We use carefully selected specialised technical service providers to ensure, in relation to data processing, the security, protection, preservation and recovery of the data entrusted to Us.

Thus, a set of strict, appropriate technical procedures and devices allow Us to:

- ensure restricted access to data through access control and strict authentication processes;
- prevent cases of data piracy;
- implement an effective encryption of the data;
- guarantee the physical security of the information processed.

Above all, information and all personal data are stored on secure servers: for example, We use a hosting company, Digital Ocean, an American cloud infrastructure provider, and of the accreditation committee of hosting companies for health data hosting.

On the contractual level, the appropriate contractual clauses that bind Us to those providers have been written in order to comply with the legal principles governing the hosting of personal data. Regarding this, data processing and the hosting of data takes place within the worldwide.

Finally, We not only incorporate the protection of personal data throughout the internal organisation of the Company, but also have elaborated a strict contractual framework meant to ensure its preservation. Clauses to ensure the effective protection of the personal data to which they may have access are inserted into the employment contracts of employees for reinforcement purposes.