

Acoustery privacy policy

Last updated: 27 August 2020

Acoustery is an application provided by the company Khaoticen in the Republic of Serbia (hereinafter "we", "us" or "our"), based at Dragana Rakića 14V, 11080 Belgrade, registration number 20472537. The company Khaoticen is the controller of your personal data. If you have any questions regarding the protection of your personal data, please contact us by email: office@khaoticen.com.

The Acoustery app allows you to monitor and analyze your health data to provide you a voice analysis notification in order to give an opinion on whether you have a respiratory infection or not. It records your voice sound, which our system analyzes and gives an opinion. **PLEASE NOTE THAT THE VOICE ANALYSIS NOTICE FOR THE OPINION OF WHETHER YOU HAVE A RESPIRATORY INFECTION PROVIDED BY THE APPLICATION IS NOT A MEDICAL PROFESSIONAL OPINION OR A DIAGNOSIS. FOR MEDICAL PROFESSIONAL OPINION AND DIAGNOSIS OF THE DISEASE, PLEASE VISIT OR CONTACT YOUR CHOSEN DOCTOR.**

In this policy, we inform you on the processing of your personal data, in accordance with Articles 21 and 22 of the Law on Personal Data Protection - LPDP ("Official Gazette" of the Republic of Serbia No. 87/2018).

This Notice describes the following:

1. What are the purposes of the intended processing and the legal basis for the processing?
2. What data we collect about you?
3. How do we use your data?
4. How long do we store your data?
5. How do we share your data?
6. What are your rights and options?
7. How can you contact us?
8. How do we update this Statement?

1. What are the purposes of the intended processing and the legal basis for the processing?

The purpose of the intended data processing is to monitor and analyze user health data through the Acoustery application to provide you notification whether you have a respiratory infection or not.

In addition, we use your personal data for information security purposes and to detect or prevent various types of misuse of services and frauds, based on our legitimate interests, in order to provide you secure and reliable services. Legal basis is consent from Article 17, Paragraph 2, Item 1) of the LPDP.

The legal basis for the processing of your personal data for the purpose of monitoring and analyzing health data via the Acoustery application is your consent from Article 17, paragraph 1, item 1) of the LPDP.

The legal basis for information security and for the detection or prevention of various types of misuse of services and frauds is a legitimate interest from Article 12, paragraph 1, item 6) of the LPDP.

The collected data will not be passed to third parties or used for purposes other than those listed above.

2. What data we collect about you?

As part of the Acoustery application, we collect and process the following data:

- Personal profile information (account identifier, name and surname or medical record number).
- Biometric data: a tone of the voice when you cough, and a tone of the breathing needed to provide information on the analysis of a sample of the tone of the voice in order to give an opinion on whether you have a respiratory infection or not.
- Health information: whether you are a smoker or not, whether you suffer from a chronic or current illness.
- To provide you this service, the Acoustery application must access the Internet and request permission to access the microphone.

3 How do we use your data?

After entering the following data: data, gender, age, smoker or not, and whether you suffer from a chronic or current illness, the Acoustery application shall records your voice as you cough, after which will record the sound of your voice while you breathe through your mouth, and processes all that data through configured algorithms after which the system analyzes the data and gives an opinion.

4 How long do we store your data?

- Personality data processed for customer relationship management purposes such as requests from the data subject, complaints, and customer interaction records up to twelve (12) months from the last interaction.
- Personal data used for analytics and development purposes up to twelve (12) months from the date of collection, unless you withdraw your consent for processing before that period.
- Backups and records of applications, which are processed to ensure the security of your data and services, for up to six (6) months from the date of their creation.
- Data that you have given your consent to consent to the processing of data about your use of the application in order to improve our services and user experience and that you have withdrawn it, up to five (5) years from the withdrawal of consent.

When the retention period expires, we will delete your personal data within a certain period or turn it into anonymous data, unless otherwise provided by laws and regulations.

4 How do we send your data?

We may also send your data:

- Our suppliers, who provide us with IT and business support, as well as customer care services, who will process your account information. All such third parties work under contract and act on our behalf and are in the EU / EEA.
- Where necessary, in response to a legal proceeding or request from a competent authority in accordance with applicable law or in connection with a legal proceeding or process.
- When necessary in the context of a merger, acquisition, sale of assets (e.g. service agreements) or transfer of services to another legal entity or another company.

5 What are your rights and options?

You have the following rights and options:

5.1 Access to your data

You can request information and a copy of your personal data that we have collected and stored about you in connection with the Acoustery application by sending us a request for access to the e-mail address office@khaoticen.com.

Upon receipt of your request, we will contact you to verify your identity in order to continue processing your request.

5.2 Correcting your data

You can also request what we have collected about you and reconcile the correction of your personal data that we have collected about you in connection with the Acoustery application by sending us a request for access to the e-mail address office@khaoticen.com.

Upon receipt of your request, we will contact you to verify your identity in order to continue processing your request.

5.3 Transferring your data

You can transfer the personal data you have provided to us in connection with the Acoustery application in the commonly used machine-readable format by sending us a transfer request to the e-mail address office@khaoticen.com.

Upon receipt of your request, we will contact you to verify your identity in order to continue processing your request.

5.4 Deleting your data

At any time, you can:

- You request the deletion of all personal data by sending us a request for transfer to the e-mail address office@khaoticen.com.
- Delete all personality data from the app settings on your mobile device by deleting the Acoustery app data.

Upon receipt of your request, if it is necessary, we will contact you to verify your identity in order to continue processing your request.

5.5 Withdrawal of consent

If you have given your consent to the processing of data for the purpose of following and analysis of health data by Acoustery application and for the use of the application in order to improve our services and user experience, you can withdraw your consent by sending us a transfer request to the e-mail address office@khaoticen.com

Upon receipt of your request, if it is necessary, we will contact you to verify your identity in order to continue processing your request.

5.6 Processing Restriction

You have the right to restrict the processing of your data in the following circumstances:

- If your data is processed illegally but you do not want to delete it.
- If you have a legal claim that you want to establish, enforce and defend, and you have required us to retain your data that we would not otherwise retain.
- If you have disputed the accuracy of your personal data and the accuracy of your data awaits our verification.
- If your complaint is pending our verification.

In case of other requests related to the processing restriction, by e-mail to the address office@khaoticen.com

Upon receipt of your request, if it is necessary, we will contact you to verify your identity in order to continue processing your request.

6 How can you contact us?

Guidance on how to exercise your rights as a data subject can be found in section 5. If you have any questions, comments or suggestions about your rights as a data subject or how we process your data about the person or if you want to contact our data protection officer, contact us by e-mail at office@khaoticen.com

Headquarters address of our company: Dragana Rakića 14V, 11080 Belgrade.

7. Appeal to the competent authority

If you believe that we do not process your personal data in accordance with this Privacy Notice or applicable data protection laws, you may file a complaint with the data protection authority in your country / region or the Commissioner for Personal Data Protection of the Republic of Serbia.

8 How do we update this Privacy Notice?

We encourage you to regularly check the availability of the latest version of this Privacy Notice in the application settings, as we may change it from time to time. If we make material changes to this Statement, we will notify you accordingly, for example, through a notification dialog, notification messages on the device, email, etc., which will depend on the nature of the change. All versions of the policies can be found at these: www.acoustery.com.