

Last Updated: 1/15/2024

Aetonix Privacy Policy

This Privacy Policy describes how Aetonix (“we”) may collect, use and disclose your Personal Information which you may provide to us when you use our website, or our mobile application, the aTouchAway™ platform (collectively, the “Services”).

For the purpose of this Privacy Policy, “Personal Information” means any information about an identifiable individual, within the meaning of applicable privacy laws. Aggregated or anonymous information, which does not or cannot reasonably identify an individual, is not Personal Information.

Aetonix is committed to protecting the privacy and security of your Personal Information. This Privacy Policy is designed to explain the types of information we collect when you use our website and/or our mobile application and how it is used and disclosed.

Accountability

Aetonix is committed to maintaining the confidentiality of the Personal Information in its care. Aetonix has designated a Privacy Officer who is accountable for the organization’s compliance with privacy legislation and internal policies.

Information Collection, Use and Disclosure

While using our Services, we may ask you to provide us with certain Personal Information, which may include, but is not limited to:

- Name
- Email
- Phone Number
- Date of Birth
- Gender
- Address
- Information about your device
- And any other information which you may input into the aTouchAway™ platform.

We use this information to provide you with our Services or to contact you about the Services we provide. Unless required by law, or essential for the provision of our Services we do not disclose the information you provide to us to any third party.

Consent

The collection, use, and disclosure of Personal Information, including personal health information (PHI) is a core element of the aTouchAway™ platform, a patient remote monitoring solution that provides support to a patient and their authorized caregivers when receiving remote care and communicating with healthcare providers who are on the patient’s care team.

Aetonix collects certain personal information from you at the time you register an account with the aTouchAway™ platform. If you are a patient of a healthcare provider using the aTouchAway™ platform, your healthcare provider may collect PHI from you through the use of the aTouchAway™ platform.

Obtaining your consent to collect, use and disclose your PHI is the responsibility of the healthcare provider that captures, accesses, and shares your PHI in the aTouchAway™ platform.

If you want to withdraw your consent for your PHI to be accessed or shared, you must contact the health care provider that provided you with care.

As the provider of the aTouchAway™ platform, Aetonix may use your PHI when supporting its clients, who are healthcare providers, to use the telemedicine components of the system to facilitate care provided to the patient.

Aetonix safeguards the PHI stored, processed and managed in the system, including by limiting use of PHI to only the purposes identified by Aetonix's clients in contractual agreements and ensuring that staff only access the least amount of PHI required to meet the identified purpose. In addition to limiting use and access of PHI, Aetonix logs and reviews events and activities associated with access to PHI.

Aetonix maintains an enterprise-wide privacy program to support compliance with the requirements of PHIPA and its regulations as well as our contractual agreements with our health care provider customers. We follow recognized standards in privacy, security and information management to safeguard your PHI more broadly and will never disclose the PHI or personal information of its clients' users, such as patients or their caregivers, except as instructed by its healthcare provider clients or where required by law.

Cookies

Cookies enable our website to remember your actions and preferences (such as login, language, font size and other display preferences) over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another. The primary information usually collected through Cookies is statistical and technical information about equipment, and visitor actions on our website, such as:

- Traffic data
- Location and IP address
- Communication data
- Operating System
- Browser

Google ReCaptcha

The Google ReCaptcha function on our website is used to prevent automated registration and support submissions to Aetonix webpage by computer programs. Google's tool uses cookies and collects other usage information to validate it is being used by human. The collection of information by ReCaptcha is governed by [Google Privacy Policy and Terms of Use](#).

Links

Links between Aetonix's websites and links to other websites are provided for convenience and information. A link to another website is subject to the privacy policy of that website.

Security Safeguards

Aetonix has implemented information security safeguards to protect your Personal Information, including PHI, in the aTouchAway™ platform from unauthorized collection, use, disclosure, and retention. Key safeguards include, but are not limited to:

Access controls on the shared system and other repositories of PHI (electronic and hard copy) to ensure that access to your PHI by staff, contractors and third-party vendors has been appropriately limited;

Data protection measures, including protection (e.g., encryption) of your PHI when transmitted between health care providers and when stored in the shared system; and

Network protections, including firewalls, intrusion detection and prevention measures, and anti-malware protections.

Changes to this Privacy Policy

We may amend this Privacy Policy from time to time as our business evolves, in response to legal developments, as new technologies become available, or as we introduce new features, products or services.

When we make changes to this Privacy Policy we will revise the “Last Updated” date at the top of the policy. You should check back here periodically to find out if any changes have been made to this Privacy Policy. If we make substantial changes we will, as appropriate, prominently post these changes to our website or notify registered users directly.

Continuing to use our Services after we post or communicate a change signifies that you consent to the revised terms of the Privacy Policy.

Contact Us

Questions, inquiries or complaints about the Services that Aetonix provides can be directed to our Privacy Office, using the following contact details:

by phone:

1 855 561-4591

by email:

privacy@aetonix.com

or by mail:

Aetonix
725 Baransway Drive
London, Ontario, N5V 5G4 Canada

You can also contact the Information and Privacy Commissioner of Ontario at (416) 326-3333 for privacy inquiries or complaints. See more information at: <https://www.ipc.on.ca/>