

Privacy Policy

Last updated July 17, 2024

This privacy policy contains information about the processing of personal data related to Oteria's handling of personal data on our website and application ("**the App**"). The **App** is a technical platform that facilitates communication with healthcare professionals, allows for image consultations for analysis and evaluation of skin images, and enables appointment scheduling for further consultation, collectively referred to as ("**the Services**"). This privacy policy provides a detailed description of who is responsible for processing personal data in connection with your use of the App and the associated Services.

Who is responsible for processing your personal data?

The App is provided by Oteria AS ("Oteria" or "we"). Oteria owns and makes the App available and is the data controller for the personal data you register in the App until you initiate contact with healthcare professionals at Oteria's partner clinics that provide medical advice and follow-up.

When you seek healthcare services via the App, it is solely the healthcare professionals at our partner clinics who are responsible for the healthcare services, including the processing of personal data performed in connection with these parts of the Services.

Oteria acts in this context as the provider of the technical platform and only processes your personal data for the transmission of personal data between you and the healthcare professionals in connection with the Services provided in the App.

Both the skin images you upload in the App and the healthcare professionals' evaluation of the skin images are considered health information and are special categories of personal data.

You can find more information about the use of the Services in our terms of use [here](#).

Purpose and legal basis for processing your personal data

Oteria processes your personal data for the following main purposes:

Creation and administration of user account

When you create a user account in the App, we store your phone number and a unique identifier for your mobile device. If you wish to schedule an appointment via the App, you must also register your name, address, and date of birth.

The registration and storage of this information are necessary to provide the Services (GDPR Article 6(1)(b)). The data is stored as long as you have a user account with us. In case of inactivity for 5 years, all data associated with the user will be deleted unless Oteria is legally required to continue storing the data.

Transmitting communication between you and healthcare professionals

The App is a communication platform that connects you with healthcare professionals for medical advice via image consultation or appointment scheduling.

The skin images you choose to upload in the App are transmitted to healthcare professionals at our partner clinics so they can analyze and assess the moles. The healthcare professionals' evaluation of the moles is sent back to you in the App.

In connection with such image consultation, we will process the skin images (location, asymmetry, irregularity, color variation, and diameter) and/or any other personal data that appears in the images, as well as the healthcare professionals' evaluation of the skin images.

For appointment scheduling, we will process your name, address, date of birth, skin images, and the healthcare professionals' evaluation of the skin images.

We encourage you to only take pictures of the mole and not identifiable images. This is done for privacy reasons and also because it provides a more accurate analysis.

The processing of personal data for these purposes is based on your consent (GDPR Article 6(1)(a)). To the extent relevant, there will be a specific basis in Article 9(2)(a) (health data). The data is stored as long as you have a user account with us or until you withdraw your consent. In case of inactivity for 5 years, all data associated with the user will be deleted unless Oteria is legally required to continue storing the data.

Image consultation at Oteria's partner clinics (analysis and evaluation of skin images)

Healthcare professionals at our partner clinics analyze the skin images and provide an assessment of the moles. Oteria is not responsible for processing your personal data that is performed by healthcare professionals at the partner clinics. The healthcare professionals are responsible for processing your personal data. Your personal data processed in this context may be stored in the healthcare professionals' own systems.

Booking appointments at Oteria's partner clinics

The App facilitates appointment scheduling at Oteria's partner clinics. We process your name, address, and date of birth in connection with your appointment scheduling via the App. Oteria is not responsible for processing your personal data at the partner clinics for appointment scheduling or further handling if you choose to schedule an appointment.

If you choose to schedule an appointment at Oteria's partner clinics via the App, we share your skin images and the healthcare professionals' evaluation of the skin images with the partner clinic. Our processing of your personal data for this purpose is based on your consent (GDPR Article 6(1)(a)). To the extent relevant, there will be a specific basis in Article 9(2)(a). The personal data for this purpose is shared with the partner clinic when you schedule an appointment.

Further development of the App

If you consent, we use the skin images you have uploaded in the App to train AI models, along with the professional evaluation from healthcare professionals for the purpose of further developing the App. This processing of personal data is based on your consent (GDPR Article 6(1)(a)). To the extent relevant, there will be a specific basis in Article 9(2)(a).

The personal data processed for this purpose is stored until you withdraw your consent or until the model is fully trained and the personal data is deleted or anonymized (they can no longer be linked to you).

Analysis and statistics

We may analyze how you use the App, including maintaining statistics. In such cases, we may process personal data about your interaction in the App, as well as technical data about the device you use. This processing of personal data is based on our legitimate interest in having an overview of the use of the App (GDPR Article 6(1)(f)).

Enforcing and managing legal claims

Fulfill and enforce legal obligations. The legal basis for this processing is compliance with legal obligations (GDPR Article 6(1)(c)). We store your personal data as long as necessary to fulfill the legal obligation.

Recipients of personal data

We process your personal data in a secure and confidential manner and only share and make your data available to the extent necessary to provide you with good and secure Services.

We have data processing agreements with all our suppliers who have access to your personal data. This includes, for example, our IT suppliers. These act according to our instructions as specified in the data processing agreement. We do not transfer personal data to countries outside the EEA. If you want more information about our use and disclosure to data processors, you can contact us at data@oteria.no.

We share your personal data with healthcare professionals at our partner clinics to the extent relevant to the Service you wish to use based on your consent. For Image Consultation, this involves sharing the skin images you have uploaded, while for appointment scheduling via the App, your name, address, date of birth, skin images, and evaluation of the skin images will be shared.

Security and safety

We regularly assess the security associated with the App. We have implemented appropriate physical, technical, and administrative security measures designed to prevent unauthorized access to your personal data. The data processing agreements with suppliers require the supplier to ensure satisfactory information security. Access to personal data in the App is limited to personnel who need access.

Cookies

The Service uses cookies and similar technologies. A cookie is a small text file that is stored in your browser or device, which causes a website to recognize your browser or device each time. Both the website and its partners may use cookies and similar technologies.

Cookies contain, among other things, information about navigation, visit time, browser version etc, and will be collected for marketing purposes and to provide you with a better user experience.

Your rights

As a user of the App, the legislation gives you certain rights that you can exercise by contacting us:

- **Withdraw your consent**: Consents you have given in the Service can be withdrawn at any time under "Privacy Settings" in the App. Please note that you may no longer be able to use the features of the Service after withdrawing your consent.
- **Request access and have data transferred to a new service provider**: You have the right to access the personal data registered about you in the Service and to receive a copy of such data. In certain cases, it may also be possible to have some data transferred to a new service provider.
- **Request rectification, erasure or restriction of processing**: You can contact us to correct incorrect data registered about you in the Service or ask us to delete personal data. Please note that you can also correct and delete certain data yourself. You can also ask us to restrict the processing of certain data. We will as far as possible comply with a request to erase or restrict the processing of personal data, but cannot do so in all cases.
- **Object to processing**: You have the right to object to the processing of personal data that is based on a balancing of interests. If you can demonstrate special grounds relating to your situation that justify the cessation of processing, we will comply unless we have compelling legitimate grounds for continuing to process the data.
- **Right to complain to the supervisory authority**: If you disagree with the way Oteria processes your personal data, you can file a complaint with the relevant supervisory authority (in Norway: Datatilsynet). We hope that you choose to contact us first by using the email address provided at the bottom of this Privacy Policy.

Changes and updates

In the event of changes in the way we process personal data, we will notify you of this in the Service. You will always find an updated version of the privacy statement on the website and in the Service.

Contact information

If you disagree with the way we process your personal data or have questions about the privacy statement, you can contact us in the following way:

Email address: [**data@oteria.no**](mailto:data@oteria.no)

Address: Tollbugata 63, 3044 Drammen