

# CliniShot - Privacy Policy

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## Introduction

CliniShot is committed to protecting your personal data and privacy. This Privacy Policy explains in clear language how we collect, use, share, and protect your information when you use CliniShot's services, in accordance with the Brazilian General Data Protection Law (Lei Geral de Proteção de Dados – **LGPD**, Law No. 13,709/2018). We recognize the importance of international data protection regulations such as the European Union's GDPR and the United States' HIPAA for health information. While we strive to uphold high privacy standards inspired by these regulations, CliniShot is a Brazilian company and **LGPD is the sole legal framework applicable** to our operations and this Privacy Policy.

By using CliniShot, you agree to the practices described in this Policy. If you do not agree with our practices, please discontinue use of our services. If you have any questions, feel free to contact us.

## Who We Are

CliniShot (referred to as "CliniShot", "we", "us", or "our" in this document) is a healthcare technology platform that uses artificial intelligence to assist in clinical data analysis and patient care support. We act as the controller of personal data when providing our services, meaning we determine how and why personal data is processed, in line with LGPD requirements. All processing of personal data is carried out according to the principles and obligations set out by LGPD.

## Data We Collect

We only collect personal data that is necessary for the purposes of our service. The types of personal data we may collect include:

- **Identification Information:** e.g., full name, email address, phone number, and professional or institutional affiliation (for healthcare providers using CliniShot).
- **Account Information:** username, password, and any preferences or settings associated with your CliniShot account.
- **Health and Medical Data:** CliniShot allows healthcare professionals to store patient-related medical images, notes, and other health information. You are solely responsible for obtaining and maintaining any required patient consent before uploading such data to CliniShot. CliniShot does not collect patient consent directly. It is the responsibility of the healthcare professional (user) to ensure that any patient data uploaded complies with applicable privacy regulations, including obtaining explicit authorization from the patient where required by LGPD or other relevant laws.

- **Usage Data:** technical data automatically collected when you use CliniShot, such as device type, operating system, IP address, timestamps of access, and logs of app features used. This helps us ensure security, troubleshoot issues, and improve our services.
- **Cookies and Similar Technologies:** Our service includes a web interface, we may use cookies or similar technologies to enhance user experience (for example, keeping you logged in or remembering preferences). You are informed about such technologies and have the option to manage your cookie preferences.

We do not collect any personal data beyond what is necessary for providing and improving CliniShot's services. If we ever need to collect additional information, we will seek your consent or provide clear notice at the time of collection, as required by LGPD.

### How We Use Your Data

CliniShot uses your personal data only for legitimate and specific purposes. These purposes include:

- **Providing and Improving the Service:** We process personal data (including health data and images) to operate CliniShot's features, such as storing and organizing clinical photographs, and to improve these features over time. This may include using data to develop new functionalities or enhance user experience.
- **User Support and Communication:** To respond to your inquiries, provide customer support, and send you important updates or notifications about the service (for example, changes to this Privacy Policy or alerts about system maintenance).
- **Account Management:** To create and maintain your account, authenticate your access, and personalize your experience (such as language preferences or saved settings).
- **Compliance with Legal Obligations:** To comply with our legal and regulatory obligations under LGPD and other applicable Brazilian laws. For instance, we may need to retain certain records or provide information to authorities if legally required (such as for public health mandates or court orders, in accordance with LGPD exceptions).
- **Security and Fraud Prevention:** To protect the security of CliniShot and its users. We may monitor usage to prevent unauthorized access, fraud, or other malicious activities. We also use data to debug and fix errors in our platform to ensure it functions as intended.
- **Analytics (Optional):** To understand how users interact with CliniShot, we might use analytics tools to gather aggregate usage information. Any analytics are performed on de-identified or aggregated data whenever possible. If we use any third-party analytics or similar tools, we will ensure they comply with LGPD and provide you with appropriate notice or choices.

We will not use your personal data for any purpose that is incompatible with the purposes outlined above without first obtaining your consent or having another valid legal basis under LGPD. We do **not** sell your personal data to third parties. If we ever need to process your data for a new purpose, we will update this Policy and notify you when required.

## Legal Basis for Processing

Under the LGPD, we process your personal data only when we have a legal basis to do so. Depending on the context, the legal bases we rely on include:

- **Consent:** If you are a healthcare provider uploading patient data to CliniShot, you are responsible for obtaining the necessary patient consent or ensuring another valid legal basis applies before using our platform to process that data. CliniShot does not verify or obtain patient consent on behalf of healthcare professionals. The responsibility to ensure lawful processing of patient data rests solely with the user (healthcare provider or clinic).
- **Contractual Necessity:** If you are a direct user of CliniShot (for example, a healthcare professional or clinic), we process your data as necessary to fulfill our contract with you – such as providing the services you have signed up for.
- **Legitimate Interest:** We may process personal data for our legitimate interests, such as improving the platform or developing new features, provided this processing does not override your rights and freedoms. We will only do so in ways that you would reasonably expect and that have minimal privacy impact.
- **Legal Obligation:** We process data when required to comply with Brazilian laws or regulatory requirements. For instance, we might keep certain transaction records for accountability or provide data to authorities when mandated by law (under the conditions allowed by LGPD).

When processing sensitive personal data (like health information), we adhere to the specific conditions allowed by LGPD, with appropriate safeguards. We always ensure an appropriate legal basis applies before handling personal data.

## How We Share Your Data

CliniShot understands the importance of keeping your personal data confidential. We only share your data in the following situations, always in accordance with LGPD:

- **Service Providers:** We may share necessary personal data with trusted third-party companies that provide services on our behalf, such as cloud hosting providers, data storage services, or email delivery platforms. These providers are contractually obligated to protect your data, to use it only for the purposes we specify, and to comply with applicable data protection laws (LGPD).
- **Healthcare Institutions or Professionals:** CliniShot is a platform designed for use by healthcare professionals. If you are a patient, your data (including health information and images) will be uploaded and managed by the healthcare professional who uses our platform. The healthcare provider is solely responsible for obtaining patient consent before uploading, sharing, or processing medical data on CliniShot. CliniShot does not verify, request, or maintain patient consent on behalf of the provider. By using CliniShot, healthcare professionals acknowledge that they are legally required to obtain valid patient authorization before handling health data. Failure to do so may result in

account suspension, legal liability, or regulatory action, and CliniShot assumes no responsibility for non-compliance by users.

- **Legal Requirements and Safety:** If required by law or a valid legal process (such as a court order, subpoena, or request by regulators, including Brazil's National Data Protection Authority (**ANPD**)), we may disclose certain data. We may also disclose information if necessary to protect the rights, property, or safety of CliniShot, our users, or others. This can include sharing information to prevent fraud or address security issues (always in line with LGPD's provisions).
- **Business Transfers:** In the event of a reorganization, merger, acquisition, or sale of some or all of our business or assets, personal data may be transferred to the acquiring entity as part of that transaction. If such a transfer occurs, we will ensure the receiving party honors the commitments to privacy outlined in this Policy, and we will notify you of any significant changes regarding your personal data.

We do **not** share your personal data with third parties for their own marketing or advertising purposes. In cases where you have explicitly consented to us sharing data with a third party (for example, a partner integration or referral program you choose to participate in), you can revoke that consent at any time, and we will stop any further sharing with that partner.

### International Data Transfers

CliniShot stores and processes data primarily on servers located in Brazil. However, some of our service providers (for example, cloud infrastructure or email services) might be located in, or have servers in, other countries. When personal data is transferred outside of Brazil, we take steps to ensure it continues to have an adequate level of protection as required by LGPD.

We recognize that other jurisdictions such as the European Union (under GDPR) have strict rules about international transfers. In line with LGPD, before transferring any personal data internationally, we will:

- Transfer only to countries or international organizations that provide an adequate level of data protection as recognized by the relevant authorities **or**
- Implement appropriate safeguards as required by LGPD (such as standard contractual clauses, binding corporate rules, or obtaining your specific consent where necessary) to ensure your data remains protected; **and**
- Respect our obligations to you regarding your rights and transparency about such transfers.

By using CliniShot, you understand that your data may be processed in countries outside Brazil. Regardless of where processing occurs, we will protect your data in line with the commitments of this Privacy Policy.

### Data Security

We are committed to the security of your personal data. CliniShot implements a variety of technical and organizational security measures to guard your information against unauthorized access, alteration, loss, or disclosure. These measures include, for example:

- **Encryption:** We use encryption to protect sensitive data. Communications with our service are secured via HTTPS, and personal data is encrypted at rest on our servers. This helps prevent eavesdropping or unauthorized access to your information.
- **Access Controls:** We limit access to personal data to only those CliniShot employees and service providers who need it to perform their duties or provide our services. All such parties are bound by strict confidentiality and data protection obligations.
- **Monitoring and Testing:** Our systems are monitored for vulnerabilities and attacks. We regularly update our software and infrastructure, and we conduct security testing and audits to address potential threats proactively.
- **Anonymization and Pseudonymization:** Whenever feasible, especially for development, testing, or analytics purposes, we use anonymized or pseudonymized data that cannot be linked back to individual users easily.
- **Training and Policies:** We train our staff on data protection best practices and require compliance with internal security policies aligned with LGPD, ensuring everyone in our organization understands their role in safeguarding your data.

While we strive to protect your information, no method of transmission or storage is 100% secure. In the unlikely event of a security incident or data breach that affects your personal data, we will notify you and the relevant authorities as required by LGPD, and we will take all necessary steps to mitigate the issue and prevent future occurrences.

### **Patient Consent & User Compliance**

CliniShot does not collect, process, or verify patient consent. The responsibility to obtain, document, and maintain proof of patient authorization lies entirely with the healthcare provider or clinic using CliniShot.

You are solely responsible for the accuracy, quality, confidentiality, and legality of the User Content you upload and by using CliniShot, healthcare professionals confirm that they have:

- Obtained prior written, electronic, or verbal patient consent where required by law;
- Informed the patient of how their data will be used, stored, and shared through CliniShot;
- Complied with LGPD and any other applicable legal obligations related to patient privacy and confidentiality.

Users who fail to comply with these requirements assume all legal liability for misuse of patient data. CliniShot is not responsible for any unauthorized use or sharing of medical information by users.

## **Data Sharing Between Users**

CliniShot allows users to share medical images and clinical information with other healthcare professionals and, in some cases, with their own patients. This sharing must strictly follow the privacy and data protection rules established in this Privacy Policy and applicable laws.

- Responsibility for Data Sharing
  - The user is solely responsible for ensuring that data sharing is conducted legally, ethically, and securely.
  - CliniShot does not access, verify, or pre-approve any data shared between users.
  - Before sharing any data, the user must:
    - Obtain the patient's consent or have another legal basis for sharing;
    - Ensure that the recipient is authorized to access the information;
    - Use only the secure sharing methods provided by CliniShot.
- How Data Sharing Works
  - CliniShot may provide functionalities for secure data sharing within the platform, including:
    - Sharing with other healthcare professionals registered on CliniShot, within ethical and legal limits;
    - Sharing with patients, allowing them to receive images or reports directly, if applicable;
    - Control over access permissions, such as read only viewing, password-protected links, or restricted access to specific users.
- Sharing Restrictions
  - The following actions are strictly prohibited when sharing data:
    - Sharing information without the patient's consent, where required by law;
    - Disclosing or selling patient data to third parties without a valid legal basis;
    - Sharing data with unauthorized users or individuals outside of medical practice;
    - Exporting, printing, or storing data outside CliniShot's secure environment without adequate security measures.
- Consequences of Misuse
  - Improper data sharing may result in:
    - Warning or suspension of the user's account;
    - Permanent account termination, in severe or repeated violations;
    - Legal liability, if the sharing violates LGPD or other applicable regulations.

If CliniShot identifies sharing practices that violate this Policy, we may take measures to protect user and patient data, including temporarily suspending data-sharing capabilities until the issue is resolved.

- Security in Data Sharing
  - To ensure privacy and security when sharing data, users must:
    - Use only the sharing methods available within CliniShot;
    - Never copy, take screenshots, or store sensitive data outside the platform without proper security measures;
    - Protect their devices and login credentials to prevent unauthorized access.

## Data Retention

We retain personal data only for as long as necessary to fulfill the purposes for which it was collected, as described in this Privacy Policy, and to comply with legal and contractual requirements. In practice:

- **User Account Data:** We keep your account information while your account is active. If you decide to delete your account or discontinue using CliniShot, we will delete or anonymize your personal data within a reasonable timeframe, unless we are required to keep it longer for legal reasons.
- **Patient Health Data:** Health-related data and images stored on CliniShot on behalf of healthcare providers are kept for the duration of the service agreement with that provider. If a provider (e.g., your clinic or doctor) deletes a patient record or requests its deletion, we will promptly remove it from our active systems. (Please note that due to backups and archival systems, it may take a short time to completely purge data from all systems, but once deletion is requested, we will ensure the data is no longer accessible or used in our active platform.)
- **Legal Compliance:** In certain cases, we may need to retain some information for a longer period if required by law or for legitimate business purposes. For example, we might retain records of consent, audit logs, or transaction records for compliance, dispute resolution, or enforcement of our agreements. If we do retain data for such purposes, we will either securely isolate it from routine use or anonymize it if possible.

Once the applicable retention period expires, or if you request deletion and we have no other legal basis to keep the data, we will securely delete or irreversibly anonymize your personal data.

## Your Rights Under LGPD

As a user of CliniShot, you have important rights regarding your personal data under LGPD. We are committed to upholding these rights and providing you with the tools or assistance to exercise them. Your rights include the right to:

- **Confirmation and Access:** You can ask us to confirm whether we are processing any personal data of yours. If we are, you have the right to request and receive a copy of the personal data we hold about you, along with information on how we use it.

- **Correction:** If any personal data we have about you is incorrect, out of date, or incomplete, you have the right to request that we correct or update it. We encourage you to keep your information up to date, and we will promptly make any necessary corrections once you notify us.
- **Anonymization, Blocking, or Deletion:** You have the right to request that we anonymize, block (temporarily suspend processing of), or delete personal data that is unnecessary, excessive, or being processed in violation of the law. For example, if you believe we are holding data beyond what is needed for the stated purposes, you can ask us to remove or stop using it.
- **Data Portability:** You can request that your personal data be provided to you or transmitted to another service provider, in a structured and machine-readable format, where technically feasible. This right applies to data you provided to us and that is processed based on your consent or to perform a contract with you.
- **Deletion of Consent-Based Data:** If we are processing any personal data based on your consent, you have the right to withdraw that consent at any time and request the deletion of the data that was collected under that consent. (Note: We may retain certain data if we have another legal basis to do so – for example, keeping transaction records if required by law – but we will inform you of that if applicable.)
- **Information About Sharing:** You have the right to know which public or private entities we have shared your personal data with. We outline our data sharing practices in the **How We Share Your Data** section of this Policy, and you can contact us for more detailed information about any specific sharing concerning your data.
- **Information About Not Providing Consent:** You have the right to be informed about the possibility of not providing consent and the consequences of your decision. Whenever we ask for your consent to process data, we will explain why we are asking and what might happen if you decline. For instance, some features of CliniShot might be unavailable without certain data, but providing that data is your choice.
- **Withdraw Consent:** If you have given consent for any specific processing of your data, you can withdraw that consent at any time. Once you withdraw consent, we will stop the processing in question. Withdrawal of consent will not affect the legality of any processing we carried out before you withdrew it.

To exercise any of these rights, please contact us with your request. We may need to verify your identity before fulfilling certain requests to ensure we do not disclose or alter data for the wrong person. We will respond to your requests as quickly as possible, typically within 15 days as stipulated by LGPD. If we cannot fulfill your request, we will provide an explanation (for example, if fulfilling it would infringe on the rights of another individual or if we are legally required to retain certain data).

## Children's Privacy

CliniShot is not directed toward children or adolescents under the age of 18, and we do not knowingly collect personal data from children. If you are a parent or guardian and believe your



child under 13 has provided personal information to us, please contact us immediately. We will take steps to delete such information from our systems.

Any processing of personal data of minors will be done with the requisite consent and in the best interest of the child, in compliance with applicable laws and regulations.

### **Acknowledgment of International Regulations (GDPR and HIPAA)**

We understand that privacy and data protection are global concerns. In particular, we acknowledge:

- The **EU General Data Protection Regulation (GDPR)**, which grants strong data protection rights to individuals in the European Union and sets high standards for data handling; and
- The **U.S. Health Insurance Portability and Accountability Act (HIPAA)**, which establishes privacy and security protections for medical information in the United States.

CliniShot's privacy practices are designed with principles similar to these regulations in mind, especially since we handle sensitive health data. However, we want to make clear that **CliniShot is only legally subject to the LGPD**. While we respect and, where feasible, align with the stringent requirements of GDPR and HIPAA, we do not expressly submit to or claim compliance with those frameworks in this Policy. Our operations and legal obligations are governed exclusively by Brazilian law.

If you are an international user, please be aware of this focus on LGPD. We encourage you to review how LGPD compares with your local data protection laws and reach out to us if you have any questions or concerns. Our commitment, regardless of jurisdiction, is to protect your data with high standards of privacy and security, even if specific legal requirements may vary internationally.

### **Updates to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other operational reasons. When we make changes, we will revise the "Last Updated" date at the top of the Policy. If the changes are significant, we will provide a more prominent notice (such as an email notification or a notice within the app or on our website).

We encourage you to review this Privacy Policy periodically to stay informed about how CliniShot is protecting your information. If you continue to use our services after an update takes effect, it will constitute your acceptance of the updated Policy, to the extent permitted by law.

### **Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us at:

**Email:** [support@clinishot.com](mailto:support@clinishot.com)

We will do our best to address any issue or question you have about your data. Additionally, you have the right to contact the Brazilian National Data Protection Authority (**ANPD**) or another relevant supervisory authority if you believe your data has been handled in violation of applicable law. However, we encourage you to reach out to us first so we can try to resolve your concerns directly.

Thank you for trusting CliniShot with your personal data. We are dedicated to honoring that trust by safeguarding your privacy and protecting your information.