

Encare Privacy Policy

Your Integrity is Important to Us

It is important to us that information regarding our customers, collaborators, suppliers, patients, business contacts, consultants and employees are treated in a secure and responsible way. Encare takes your privacy seriously and we do our best to protect the personal data shared with us. In this Privacy Policy, we describe how we use personal data and why and how you may reach out to us if you have any questions.

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'. In simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

This Privacy Policy describes how Encare, registration number SE556778-1728, ("Encare", "we", "our" and "us") processes personal data about you when you visit our website or otherwise interact with us.

Please do not hesitate to contact us / our Data Protection Officer (DPO) if you have any questions at info@encare.net.

What Encare Does

Encare is a healthtech company providing a SaaS (Software as a Service) solution for Enhanced Recovery After Surgery, ERAS®, the ERAS® Interactive Audit System (EIAS), "the Service". Encare provides software, development, updates, medical protocols for surgery, education and support related to the Service. In these contacts, we will handle your personal data.

How Does Encare Collect Personal Data?

Personal data includes any information that can identify you, either directly or indirectly. We collect personal data from various sources:

- directly from you when register online for our products and/or services
- when visiting our website, through cookies
- when you sign up and connect for news
- when you engage with one of our sales or customer support representatives
- when you participate in symposiums or conferences arranged by Encare
- when you respond to any surveys that you may choose to participate in
- through third parties or through trusted publicly, available sources (e.g. employers, academic networks providing information in the healthcare sector).

Encare is Controller of your personal data as we decide why and how the personal data is processed.

Why does Encare Process Your Personal Data?

Encare processes your personal data for following purpose:

- to provide and manage your / your company/s / organization's accounts within the Service
- to supply, update and maintain our service/products to you.
- to communicate with you, e.g. responding to emails or calls from you.
- to promote, enlighten and market our "Services" and updates such as offers, newsletters, and invitations to events and conferences.
- to supply you with information by email and/or post that you have given you consent to.
- to contact and interact with you as an employee, job-seeker, or consultant
- to contact and interact with you as a contractor/consultant to us
- to fulfill our contractual services with health care providers

What Personal Data does Encare Process About You?

The following types of personal data is collected for different categories:

	Healthcare Providers / Users	Customers & Potential Customers (leads)	Contractor(s)	Employees, Consultants, Job-seekers
Address (Professional)	•	•	•	•
Age				•
Email-address	•	•	•	•
ERAS® Identification Number				
Gender				•
Information about your interest in our products and services		•		
Job Title / Profession	•	•	•	•
Name	•	•	•	•
Organization / Business	•	•	•	•
Personal biography, CV, resumé, photo			•	•
Phone/Mobile Number	•	•	•	•
Social Security / ID Number			•	•
Passwords, log ins, regional settings, and use of system	•		•	•

Who has Access to Your Personal Data?

We share your personal data on a need-to-know basis, to the extent necessary to comply with laws and regulations, and to manage and run the activities during our relationship with you.

Persons and Organizations who may Receive Your Personal Data include:

- Employees and consultants at Encare
- Companies and organizations using Encare Services
- Organizations including finance, administration and human resource parties, development, communication services and marketing/event. In some cases, those third parties may require access to some or all of your personal data that we hold.
- Contractors, for development, accounting, marketing, HR and other

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

Will your Personal Data be Transferred to Countries Outside the EU/EEA?

Encare contracts with third parties for different services to be able have an easy, smooth and technical updated way to supply and manage the Service as well as to communicate with you. Some of these third parties are located within the EU complying with the GDPR regulation, EU 2016/679.

Personal Data will be transferred to third party/ies outside of the EU, as a part of our contracted services with third parties. We will take reasonable efforts and adequate safeguards to keep your Personal Data processed in accordance with applicable legislation to ensure that your Personal Data is treated just as safely and securely as it would be under the GDPR regulation, EU 2016/679

Why is Encare Allowed to Process your Personal Data?

Encare provides the Service via digital service platforms with additional education, updates, news and knowledge development. Our customers are provided access and use these services. Encare has an obligation to process personal data for the following purpose:

- the necessity to perform our contractual obligations towards you or your organization or to take steps before entering into a contractual relationship.
- our legitimate interest of maintaining and establishing the relationship with business partners.
- your given consent when signing for news and feeds from Encare

How Long will You Store My Personal Data?

Encare will keep your personal data for as long as necessary to fulfil the purpose for which it was collected or to comply with legal or regulatory requirements.

Personal data which is not related to a specific contract will be stored for 3 years after your last interaction with us.

For hospitals and clinics, using the Service, we will keep personal data related to users during the full period and additional time up to 1 year after termination of a contract. After that period Encare will delete the users linked to the hospital. Information about users' role will be stored longer to fulfill laws and regulations.

For other relationships, contractors, and service providers, we will keep personal data for up to 3 years after ending the contract/agreement related to the service.

When these periods expire your personal data will be removed from our systems.

What Rights do I have to My Personal Data?

Under the GDPR, EU 2016/679, you have the following rights, which we will aim to meet:

- request identity and contact information to the controller's, Encare, representative and DPO, Data Protection Officer
- request information about your Personal Data processed by Encare as Controller and Processor, called 'extract from register', limited to one time per year
- request correction of your Personal Data if incorrect or incomplete
- request transfer of your Personal Data if applicable
- object to our processing of your Personal Data based on our legitimate interest, for example if you consider that Encare's justification of interests is inaccurate
- right to withdraw your consent at any time. You can withdraw your consent by contacting us at info@encare.net.
- request the deletion of your Personal Data if it is deemed not necessary for the purposes of processing or there is no legal ground for their further processing.
- right to restrict (i.e. prevent) the processing of your Personal Data.
- file a complaint to a data protection authority (in Sweden www.imy.se)

Please note, however, that these rights may be limited to fulfil other legal obligations.

Encare may require you to provide proper identification before we comply with any request to access or correct your Personal Data.

Cookies from our Website, www.encare.net – What we do, store and how you may control them

A cookie is simply a piece of text that our website asks to store on your device, so our website can remember information about you, for example your language preference. There are other techniques also used, as pixels and fingerprints, however we also refer them as “cookies.”

Encare use cookies to better understand how the website is used, to analyze visitors’ trends and track your movements around the website.

You can find more information about our cookies here; [Cookies - Encare](#)

Changes to the Privacy Policy

We may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. This Privacy Policy was last updated on May 1st, 2023. Any changes will be made available at www.encare.net

Contact Information

You are welcome to contact us about anything related to processing of your Personal Data and data protection, including to make a subject access request. Please contact us / our Data Protection Officer at:

Email address: info@encare.net

Postal/visitor address: Encare AB, Drottninggatan 32, 8th floor, 11151 Stockholm, Sweden