

Person Centred Software

Product Privacy Annex

Updated: 5 November 2024

PCS is committed to protecting your data and respecting your privacy.

Introduction

This Product Privacy Annex describes how PCS collects, uses, shares or otherwise processes information relating to individuals on behalf of its customers, commonly referred to as “processor” under various privacy laws, (“Customer Data”). As under some jurisdictions, it is required to create a privacy policy also for this type of processing by PCS, we have created this annex to supplement the main, globally applicable, privacy statement.

A reference to “PCS”, “we,” “us” or the “Company” is a reference to Person Centred Software Limited and its relevant affiliates, including Person Centred Software (Australia) Pty, involved in the collection, use, sharing, or other processing of Customer Data.

This privacy annex contains the following sections that supplement the information in main Privacy and Data Protection Statement available [here](#) (“Main Privacy Statement”). Please read the following additions alongside the Main Privacy Statement and its glossary.

- 1. IMPORTANT INFORMATION AND WHO WE ARE**
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- 3. HOW IS YOUR CUSTOMER DATA COLLECTED?**
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1. IMPORTANT INFORMATION AND WHO WE ARE

Purpose of this privacy annex

This privacy annex aims to supplement the information provided under the Main Privacy Statement to give you information on how PCS collects and processes Customer Data on behalf of its customers.

Processor

Please note that where we provide services to a customer, PCS is the data processor, and customer is the data controller of any third-party Customer Data the customer provides to us (such as Customer Data of a care resident name) to enable us to provide certain features of our services. The data processing provisions governing our use of such Customer Data and our duties as a data processor will be governed by the terms of our agreement with each customer, which will be compliant with applicable data protection laws. The customer must not input,

upload, provide or otherwise make available to or through the services any Customer Data unless the customer has a legal right to do so.

Services provided

PCS provides wide variety of Software-as-a-Service solutions to serve our customers and further ancillary services to enhance customers' use of those solutions, e.g. implementation, training, support or HW lease. More information about the services is available on our [general website](#) and in our [documentation](#).

Changes to the privacy annex

We keep our privacy annex under regular review. This version was last updated in October 2024. Any new version will be posted on this website. Please check regularly for the updated document.

Contact the responsible customer

If you have questions or would like to exercise your legal rights regarding Customer Data, please contact the customer on whose behalf we are processing such Customer Data. Legally, you can contact us as well using the details in the Main Privacy Statement. However, we have limited ways how we can process such request and will most likely involve the responsible customer as well.

2. THE DATA WE PROCESS ON BEHALF OF OUR CUSTOMERS

Customer Data that we process on behalf of our customers are under their full control and it is their determination what data they share with us.

Nature and purpose of processing of Customer Data

PCS will process Customer Data as necessary to perform our services as described in Section 1 above to customer or pursuant to the customer agreement, as further specified in our [Documentation](#), and as further instructed by customer in its use of our services.

Duration of Processing

Subject to our obligation to return Customer Data to customer, PCS will process Customer Data for the duration of the agreement with customer, unless otherwise agreed upon in writing with customer.

Categories of Data Subjects

Customer may submit Customer Data to our services, the extent of which is determined and controlled by customer in its sole discretion, and which may include, but is not limited to Customer Data relating to the following categories of data subjects:

- customer's staff;
- customer's users authorized by customer to use the services;
- customer's clients, their relatives and visitors.

Type of Customer Data

Customer may submit Customer Data to the Services, the extent of which is determined and controlled by customer in its sole discretion, and which may include, but is not limited to the following categories of Customer Data:

- For all categories of data subjects - first and last name, ID data, contact information (email, phone, physical address), photos.
- For customer's staff and users - position and employer.
- For customer's clients – details of care provision, demographic data and healthcare identification number.
- Optionally: race/ethnic origin, demographic data, data about children, physical or mental health, sex, life/sexual orientation, biometric/genetic data, religious and philosophical beliefs.
- Usage data – IP address.

We also collect, use and share Anonymous Data such as statistical or demographic data for any purpose or we can anonymize Customer Data to create the Anonymous Data. Anonymous and Aggregated Data could be derived from your Customer Data but is not considered Customer Data in law as this data will not relate to and identify you anymore. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Anonymous Data with your Customer Data so that you can be identified from the data, we treat the combined data as Customer Data which will be used in accordance with this Product Privacy Annex.

3. HOW IS CUSTOMER DATA COLLECTED?

Customer Data is provided directly by our customers and they are contractually responsible for the accuracy, quality, and legality of Customer Data and the means by which customer acquired Customer Data.

4. HOW WE USE CUSTOMER DATA

We will only use your Customer Data in accordance with the agreement with the customer as outlined in Section 2 above.

5. DISCLOSURE OF CUSTOMER DATA

We may share your Customer Data with the parties outlined in the Infrastructure and Subprocessors list available in our [Documentation](#).

6. INTERNATIONAL TRANSFERS

We may transfer the Customer Data internationally to subprocessors as outlined in Section 5 under the rules outlined in the Main Privacy Statement and in the agreement with customer.

7. DATA SECURITY

The data security information outlined in the Security And Privacy Documentation available in our [Documentation](#) applies.

8. DATA RETENTION

We will only retain your Customer Data in accordance with the agreement with the customer as outlined in Section 2 above.

9. YOUR LEGAL RIGHTS

In relation to Customer Data, your legal rights outlined from the Main Privacy Statement do not automatically apply. As we, as a processor, are not contractually allowed to grant you those rights in relation to Customer Data and most privacy laws would grant those rights to you towards controllers, in most cases our customers. However, some rights will be still applicable depending on the privacy laws applicable on Customer Data. For example, in Australia, you still have a right to access Customer Data, seek its correction and complain if we breach the Australian privacy law.

In deviation to Main Privacy Statement in relation to Customer Data:

Small fee may be required

We may charge you a small fee for accessing your Personal Information, as permitted by law.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access or correct your Customer Data. This is a security measure to ensure that Customer Data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response. We will most likely need to contact our customer that provided Customer Data to enable his cooperation addressing your request.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.