

30th of August 2020

Robin Assistant Privacy Policy

Robin Assistant takes your privacy matters very seriously! Our mission is to assist you in the important task of providing care to people with special needs. With this in mind, we have designed and created Robin Assistant in such a way that its functioning and your use there of is respecting your privacy and the privacy of the people you are providing care to.

The main focus of Robin Assistant is to provide you efficient and simple-to-use tools to ensure smooth and functional assistance to the persons under care. In order to do so safely and properly we require just the bare minimum of your personal information. This way you will be able to create and maintain your user account and we will be able to ensure you can keep using the service to provide care to those who need it most.

Robin Assistant does NOT make use of any kind of (online) advertisement and is NOT selling your information to any parties.

We take great pride in keeping Robin Assistant safe to all its users. We are here to assist you, nothing else :)

Please read the following to learn more about our Privacy Policy ("Policy"). This Policy details how we receive, collect and use information in connection with our website located at www.Robinassists.me ("Website") and its Robin Assistant online dashboard for registered users ("Dashboard"), the Robin Assistant mobile application ("App"), and other products and services provided by Robin Assistant (all of the foregoing, collectively, the "Service").

By visiting this Website or using the Service, you ("User") are accepting the policies and practices described in this Policy, as such Policy may be amended from time to time. Each time you visit this Website or use the Service, you agree and expressly consent to our collection, use and necessary disclosure of the information that you provide as described in this Policy, for the purposes of optimal functioning of the Service. Please see below paragraphs for specific information on how exactly we do this.

To be clear about the terminology we are using, when we use the phrase "Personal Data" in this Policy, we mean information about you that you have provided us with and is personally identifiable, like your name, address, e-mail

address, billing information, or phone number, as well as other non-public information that is associated with this personal information.

The Service is based in the Kingdom of the Netherlands. If you are a user accessing the Website or the Service from America, Asia, Africa or any other region with laws or regulations governing personal data collection, use, and disclosure that differ from the laws of the Kingdom of the Netherlands, please be advised that through your continued use of the Website and Service, which are governed by the law of the Kingdom of the Netherlands ("Dutch law"), this Policy, and our end user license agreement, you may be transmitting your personal information to countries (including the Netherlands) where laws regarding processing personal information may be different to the processing of personal information in your country and you hereby consent to such use and transmission of personal information.

1. Collection of the Personal Data and use of collected Personal Data

The Service collects, uses and stores the bare minimum of your Personal Data which is necessary for the optimal functioning of the Service and to make sure that you are able to use the Service in a safe and responsible way.

Robin Assistant collects, uses and stores your Personal Data in accordance with the Dutch Law on the protection of personal data - the General Data Protection Regulation (GDPR or Algemene Verordening Gegevensbescherming (AVG) in Dutch) with regard to the processing of Personal Data, as modified.

Robin Assistant collects, uses and stores your Personal Data for the necessary purpose of the proper functioning and use of the Service. This includes, but is not limited to:

- creation, identification, access to and protection of your user account
- provision of the Service
- billing purposes
- customer support and/or technical support
- improvement of the Service
- prevention and detection of misuse of our system and/or a customer account.
- providing you with information related to your user account and/or (use of) the Service

Robin Assistant and any partner involved in providing the Service, will store your Personal Data no longer than the time necessary to provide Service and in any case no longer than the maximum period permitted by the local laws, rules and regulations on Personal Data protection.

2. Disclosure and sharing of your Personal Data

We are proud of the fact that we have developed Robin Assistant by working close together with the family members of persons under care, (health) care

professionals, scientists, specialists, institutions and international organisations in order to create the best possible tools for providing necessary care to people with special needs. Our own team has built the Service, continues to maintain, develop and improve the Service and will provide you with support while you are using the Service. However, in order to run and operate a worldwide digital service we are using a limited number of partners who are providing us with necessary tools for our infrastructure and legal compliance of the Service. This includes, but is not limited to internet hosting companies, (web) security and testing specialists, payment providers, legal and accounting professionals.

Robin Assistant ensures the confidentiality of your Personal Data and will never disclose them to third parties without your consent, apart from the partners involved in providing the Service. Nevertheless, these partners involved in providing the Service will only receive the Personal Data required to perform the Service and only those partners that require to receive (parts of) the Personal Data when they need it to in order to perform the Service. This most certainly does NOT mean that all of our partners have access to all Personal Data.

Robin Assistant and its partners are prohibited from using your Personal Data for any other purposes than to perform the Service.

Personal Data may additionally be communicated to any employee of Robin Assistant or a specific partner involved in providing the Service. The communication to these third parties is limited to data necessary for the performance of their tasks.

Finally, Robin Assistant complies with legally binding requests from the Dutch authorities to share data only in the case of a legal investigation. However, Robin Assistant will never share the data with authorities without proper legal order.

3. Security of your Personal Data

Robin Assistant uses industry standard security technologies and procedures to ensure the protection of your Personal Data against unauthorised access, use, disclosure or destruction. Robin Assistant takes security measures, such as technical and organisational measures, against unauthorised or unlawful access to your Personal Data and against accidental loss or destruction of, or damage to your Personal Data. This includes, but is not limited to secure server and hosting technology, regular back-ups of data, system monitoring, security testing, upgrades and updates of the Service.

Your personal information is protected by encryption. The encrypted communication is established using certified Secure Sockets Layer (SSL) technology. SSL provides the secure exchange of data between two computers in order to ensure the confidentiality, integrity of exchanged information and authentication by recognition of the identity of the program, the person or company with which the Personal Data is exchanged.

It is noteworthy that Robin Assistant does not save the payment information, such as bank account numbers or credit card information. The payment information is being processed by Payment Providers.

4. Access to your Personal Data

Registered users can always access all the Personal Data they shared with us by logging in to Dashboard and accessing the user account information in the menu. Here are options to edit, delete and input all relevant and necessary information. It is responsibility of the User to provide valid information and to maintain the provided information up-to-date.

Besides the information provided by the User, the Service may store the information about the User's manner of usage of the Service, if relevant to technical performance of the Service. As we constantly strive to ensure the highest level of the quality of the Service, this type of information could be used to enhance the technical or functional performance of the Service.

You can request free access to your Personal Data processed and stored by Robin Assistant. You can access to update and rectify your Personal Data at any time, for compelling and legitimate reasons relating to your special situation. You can use our online [Contact form](#) to make a request to our Customer support.

5. Cookies, Clear GIFs and Other Automatically Collected Data

If you have permitted your computer to accept cookies, Robin Assistant may use cookies on its Website. Cookies are pieces of information that a website transfers to a local hard drive of User's digital device used to access the Service for record-keeping purposes. Cookies make web-surfing easier by saving preferences and browsing patterns while you are on the Website, for example in which language you prefer to access the Website. Cookies may be used to analyse the Website usage, improve content, customise the Website's content and layout and for other customer's service purposes.

A cookie may enable us to relate your use of our Website to other information about you, including your Personal Data. All of these purposes serve to improve and personalise your experience on our Website. Most web browsers can be set to inform you when a cookie has been sent to you and provide you with the opportunity to refuse that cookie. Additionally, if you have a Flash player installed on your computer, your Flash player can be set to reject or delete Flash cookies. However, refusing a cookie may, in some cases, preclude you from using, or negatively impact the display or functioning of the Website or certain areas or features of the Website.

Robin Assistant may use "clear GIFs" (aka "web beacons" or "pixel tags") or similar technologies, on its Website and/or in its communications with you to enable it to evaluate Website usage information about visitors to the Website, update visitor information, and know whether you have visited a web page or received a

message. A clear GIF is typically a one-pixel, transparent image (although it can be a visible image as well), located on a web page or in e-mail or other type of electronic message, which is retrieved from a remote site on the Internet enabling the verification of an individual's viewing or receipt of a web page or message. A clear GIF may enable us to relate your viewing or receipt of a web page or message to other information about you, including your Personal Data.

Robin Assistant servers may automatically collect data about your internet address when you visit the Web Site. This information, known as an Internet Protocol address, or IP address, is a number that is automatically assigned to your computer by your internet service provider whenever you are on the internet. When you request pages from our Website, our servers may log your IP address and, if applicable, your domain name. Your IP address is used to help identify you and ensure you have secure access to your user account. In some cases the Service may use this information to gather demographic information about our members and users as a whole, but this does not include personally identifiable information.

Our server may also record the referring page that linked you to us (e.g., another web site or a search engine); the pages and sections you visit on our Website; the technical information about the type of web browser, device, operating system, related software and settings you are using when accessing the Service; any search terms you have entered on this Website or a referral site; and other web usage activity and data logged by our servers. We use this information for internal system administration, to help diagnose problems with our servers, to provide input for future development and improvement of the Service and to administer our Service.

Such information may also be used to gather demographic information, such as country, region, language of origin and Internet Service Provider. Robin Assistant will not link any Personal Data, including e-mail addresses, with aggregate data of our Users. Any or all of these activities with regard to Website usage information may be performed on Robin Assistant's behalf by our service providers, including, for example, our security specialists, hosting providers, analytics suppliers, and our e-mail management partner(s).

To summarise: Robin Assistant may use different standard internet technology tools to collect and analyse different aspects of your usage of the Service. We may do this ourselves or ask our (technical) partners or suppliers to do it. The only purpose of having specific and measurable data about the performance of the System and the way the Users make use of the Service is to ensure the reliable, safe and functional performance of the Service. This way we will be able to continue providing you the necessary tools to assist the persons under care, as well as defining new usable and desired features to add to the System.

6. Third-Party Sites and Privacy Practices

You may come on our Website and/or download the App from another website or source, outside of the Service. In addition, our Service may contain links that will let you leave our Service and access another website. Websites linked to or from our Service are not under the control of Robin Assistant and it is possible that these websites have a different privacy policy. Our Policy applies solely to Personal Data that is acquired on our Website or through your use of our Service, and/or your relationship with Robin Assistant. We urge you to be careful when you enter any Personal Data online outside of Robin Assistant. Robin Assistant accepts no responsibility nor liability for these other websites and their use of your information. We recommend you always take precaution and inform yourself about the websites you are visiting, before you enter any personal information on them.

7. Changes to Policy

From time to time, Robin Assistant may revise this Policy. We reserve the right to update or modify this Policy, or any other of our policies or practices, in order to maintain the safe functioning and legal compliance of the Service. However, we will not use your Personal Data in a way that is materially different than the uses described in this Policy without giving you an opportunity to review the planned changes. We will send an email to all our active Users informing them on the planned update, at least 14 days prior to planned changes.

Should you agree with these changes, your continued use of the Service indicates your acceptance of any changes and signifies your agreement to the updated terms of our Policy.

Should you not agree with the updated terms, you should not continue to use the Website, App, or any other part of the Service. In this case you will be able to delete your user account. Deleting your user account will remove your Personal Data from the Service, preventing us from further access to your Personal Data (the exception are the fiscally required data items which we are required to keep on record for 7 years, as required by the Dutch Tax office, according to the Dutch law).

Should you have any doubts or questions about the updated Policy you may always use our online [Contact form](#) to get in contact with our Customer support. Our support agents will be happy to clarify all for you :)

Kind regards and safe use of our Service :)
Robin Assistant Team