

Privacy Policy

1 Scope of this Document

This document explains the collection, use, and disclosure of personal information in the context of the Accu-Chek® Connect diabetes management app offered by Roche Diabetes Care GmbH. Roche may update this Privacy Policy from time to time. Please check occasionally for any updates.

2 Data Collected by the Accu-Chek Connect diabetes management app

2.1 Personal Information

The Accu-Chek Connect diabetes management app will collect personal information (any information by which you can be individually identified both directly and indirectly) about you, depending on the settings you select, such as your first and last name, your email address, your phone number, your IP Address, the device ID number of your mobile device, the device ID and make/model of your blood glucose meter, your blood glucose data collected by the app or that you enter manually, insulin data collected by the app or that you enter manually, and additional health and personal information that you choose to enter into the app (collectively “personal information”). The personal information is stored within your app and you are the only person with access to it (except for IP Address as set forth below) unless you choose to share it as discussed below.

2.2 Mobile and Analytics Usage Data

When you download, register, and begin using the Accu-Chek Connect diabetes management app, the app automatically collects (or causes your mobile device to collect) certain mobile and analytics usage data, including information about how you use and interact with your app, such as button or feature activation, and what features you use the most and when you use them (“usage data”). Under certain privacy laws, some of the data automatically collected as usage data could be considered personal information. As discussed below, your usage data and your IP Address (but not other personal information) is disclosed under a contract with Google Analytics that limits Google’s uses of your personal information to those uses that are undertaken on behalf of Roche. Google aggregates your usage data with usage data of other app users. Google then conducts analytics on the aggregated usage data and provides reports to Roche. You can opt-out of this sharing as set forth below.

3 Local Storage and Data Sharing are under Your Control

3.1 Default setting

As long as you use the default settings, your personal information is only being stored within your Accu-Chek Connect diabetes management app on your mobile device and no personal information (except for IP Address as set forth below) is being transferred to any third party when using the Accu-Chek Connect diabetes management app to (i) connect to and exchange data with compatible blood glucose meters, (ii) manually enter, manage, export and store your own blood glucose and/or insulin data, and the additional health or personal information that is in scope of the Accu-Chek Connect diabetes management app, and (iii) receive computed insulin advice.

3.2 Optional direct data sharing with Healthcare Providers or your other Recipients

The Accu-Chek Connect diabetes management app allows you to configure direct data sharing with any addressee you choose, e.g. your caregiver or your healthcare providers (together referred to as

"Recipient"). Such personal information sharing is activated once you enter your Recipient's phone number or other contact information such as email address into the respective configuration options of the Accu-Chek Connect diabetes management app. You may modify or de-activate any and all data shares at any time by re-configuring said options. Please refer to the instruction manual for details on how to configure the sharing options of the Accu-Chek Connect diabetes management app.

If direct data sharing is activated, each of your blood glucose values either measured or manually entered will be transferred to each Recipient configured by you. Optionally, your name and date of birth will be included if configured by you. Please note that when you use direct data sharing, your personal information will be transferred via the method you choose and Roche has no means of control around that communication. The SMS and other technologies you may use are outside the Accu-Chek Connect diabetes management app and do not allow for an encryption of your shared data in transit and could potentially be read by telecommunication service providers and other third parties having access to the data in transit. We encourage you to check the privacy and security terms of your mobile telecommunications provider or other platforms you select for sharing to understand how they use and disclose your personal information. Also, before enabling any data sharing, check the costs you may incur with your mobile network operator to see if data and usage rates apply for sending multiple SMS from your mobile device.

If you would like to share data with your healthcare providers but do not wish to use the direct data sharing feature as explained in this section, please consider the Accu-Chek Connect online account functionality described in section 4 below, as the Accu-Chek Connect online account provides for a data transfer that is encrypted end-to-end and does not rely on general device sharing mechanisms such as SMS.

4 Collecting and Using Personal Information by Roche

Your personal information is under your control. When using the Accu-Chek Connect diabetes management app, your personal information will only be collected and used by Roche to the extent when you enable at least one of the following options.

4.1 Option 1: Meter Registration

Whenever you connect a compatible blood glucose meter to your mobile device for the first time and start the Accu-Chek Connect diabetes management app, you will be prompted with a product registration screen asking you to register your blood glucose meter with Roche. The registration is of course optional and you may skip it wholly or partly if you wish. If you choose to complete the registration, your personal information that you have filled in will be transferred to Roche together with the model number and serial number of your registered blood glucose meter. Roche will use this meter registration information in order to provide support services to you and to contact you if necessary e.g. in case of product recalls.

As part of the above product registration Roche may ask you for permission to also use your personal information as contained in the registration screen in order to improve the service or for marketing purposes, including contacting you by e-mail as set forth in the [Accu-Chek Connect Online Privacy Policy](#) – any such use will be subject to your prior consent, which you may revoke at any time as directed in each e-mail sent to you by Roche or by visiting the website listed below in Clause 5.

4.2 Option 2: Accu-Chek Connect online account

If you decide to register for an Accu-Chek Connect online account and then, solely at your initiation, use the Accu-Chek Connect diabetes management app to communicate with the online functionality of your Accu-Chek Connect online account, your personal information in the app will be transferred to,

collected and stored by Roche. In this case, all subsequent processing and using of your transferred personal information takes place as specified in the [Accu-Chek Connect Online Privacy Policy](#).

4.3 Option 3: Accu-Chek Connect Bolus Insulin Advisor Setup

When you set up the Accu-Chek Connect Bolus Insulin Advisor using the code provided by your healthcare provider, your IP Address is transmitted to a third-party supplier under contract with Roche, in order to determine your country of usage. No other personal information is transferred and the third party does not retain the data. This is required for regulatory compliance purposes.

4.4 Option 4: Accu-Chek Connect Link to Apple Health App (Available on Apple devices only)

When installed on an Apple device, the Accu-Chek Connect diabetes management app features an interface that allows you to export data to the Apple Health app. When you enable this Apple Health app link, the Accu-Chek Connect diabetes management app will export the following data to the Apple Health app installed on your mobile device:

- a. Your blood glucose values with time and date and together with a manual entry / device measurement indicator; and
- b. Your carb values with time and date.

Apple Health app is a product of Apple Inc. Your data potentially may be shared with Apple Inc. and third parties once you enable the interface and you should refer to the Apple Health app and Apple's privacy policy to determine appropriate sharing. Any such transfer and processing is beyond Roche's control.

For the avoidance of doubt, the default settings for the app where you only have local use of the Accu-Chek Connect diabetes management app without any of the options mentioned under 4.1 to 4.4 above will not transfer your personal information to Roche, and only your IP Address will be shared with Google Analytics as part of your usage data.

When you use the online functionality of an Accu-Chek Connect online account and the Accu-Chek Connect diabetes management app, you will see your personal information that Roche has stored and the recipients to whom Roche transmits such data, including your invited caregivers and service providers Roche uses. Roche's storage and processing and use of personal data is set forth in the [Accu-Chek Connect Online Privacy Policy](#) and the [Terms of Use](#) for Accu-Chek Connect online account and license for software. When logged in, you have data sharing and deletion options for your personal information as explained in your account and as set forth in the privacy policy.

5 Information Access, Correction, Erasure and Blocking

5.1 Data on your Accu-Chek Connect diabetes management app

For personal data stored within your Accu-Chek Connect diabetes management app, you can access that data, correct it, delete it, or otherwise process it at your discretion. If you want to delete it, you may do so by accessing your Connect App and following the instructions to delete or by simply stop using the app and removing it from your mobile device.

5.2 Data Disclosed to Roche

As described above, when you complete the blood glucose meter registration, only the personal information you provide through the registration page and the serial number of the registered blood glucose meter will be transferred to Roche. You may at any time revoke consents granted in the initial

blood glucose meter registration by returning to the meter registration feature, deselecting the option to receive information on new Accu-Chek products and resending the meter registration.

In order to access, correct, or delete your personal information that may be stored or processed by Roche, please contact Roche as described in the [Accu-Chek Connect Online Privacy Policy](#).

6 Data Portability

Your personal information is stored on your device. If you have shared your personal information with the Apple Health app, you can also port it via the Apple Health app. You can also port your data by sharing it with another account you may have. If you have difficulty, contact Roche as described in the [Accu-Chek Connect Online Privacy Policy](#).

7 Mobile Information

When you use Accu-Chek Connect diabetes management app, Roche automatically collects your usage information. Usage information is not attributed to you personally except by your IP Address. Roche uses and discloses this information as set forth in the [Accu-Chek Connect Online Privacy Policy](#).

You may opt-out of this data use in the settings of the Accu-Chek Connect diabetes management app.

8 Children's Privacy

The Accu-Chek Connect diabetes management app is only intended for use by individuals meeting, at minimum, age restrictions based upon individual country laws and regulations. Roche does not knowingly collect personal information via our websites, applications, services, or tools from children. As a parent or legal guardian, please do not allow your children to submit personal information without your permission. More information can be found in the [Accu-Chek Connect Online Privacy Policy](#).

9 Security

The Accu-Chek Connect diabetes management app stores its data on your device and in encrypted form. It is your responsibility to make sure that your personal information is accurate and that your password is kept in a private and secure manner and not shared with others.

To the extent your data is processed by Roche remotely, Roche processes your personal information in accordance with the [Accu-Chek Connect Online Privacy Policy](#) and [Terms of Use](#).

10 Contact Information and Inquiries and Complaints

Information about contacting Roche and on filing inquiries or complaints, can be found in the [Accu-Chek Connect Online Privacy Policy](#).