

This data protection information explains how personal data is processed when using MyOttobock and how your end device is accessed.

An overview of data protection

The protection of your personal data has the highest priority for us. This is especially true when we process health data from you.

With our digital apps and services, we at Ottobock make it possible for you to record and process data from your prostheses and orthoses and thus optimize your fitting status and use more functions. This data is highly sensitive health data. We are aware of this, which is why it is so incredibly important to us not only to protect this data, but also to ensure your self-determination over this data.

With the MyOttobock account we enable our users to put together a "data backpack", to use it in the digital world and, e.g., to share it with third parties. You decide completely transparently and on your own whether you want to make this data available for research and product development purposes, receive personalized information tailored to their habits or share their data with certain orthopedic technicians and comparable therapists (or anything else). You tell us to whom we can make this information available and for what purpose – orthopedic technicians you nominate can then also put their own information regarding your care into your backpack.

Very important: You decide just as freely and self-determinedly if you want us to stop this. With just one click you can close your backpack at any time, for example to an O&P professional , who

can no longer see the contents. And you can just as easily delete your data at any time - permanently and irrevocably.

We will explain to you in detail afterwards how all this works, what data we process and how we do it when you use the MyOttobock account.

Data Protection and ePrivacy: General and mandatory information

Responsible

Ottobock SE & Co. KGaA, Max-Näder-Straße 15, 37115 Duderstadt, Germany, phone: +49 5527 848-0, e-mail: MyOttobock@ottobock.com („OBSE“).

If you have any questions regarding data protection, please contact our Global Data Privacy Office. Please use the secure contact form. link: www.ottobock.com/en/forms/gdpo-contact-form/

Data processing

1. Registration MyOttobock

When you register for a MyOttobock account as a user of our products (patient users), you must enter your first and last name, the country in which you are located, your e-mail address and a password. Date of birth, gender and a profile pic can be stored optionally.

You will not be registered before you verified your email address via a confirmation email (double opt-in). Any data entered by user or

collected by the OBSE during the registration period shall be deleted in the absence of e-mail verification within two weeks of registration.

We then also collect information for this confirmation process (IP address, time stamp), as well as your country settings (language, date and time formats, units).

Your data from the MyOttobock account is transferred to third parties as follows:

- Microsoft Azure is integrated as a service provider of and in compliance with data protection regulations; we use the platform for the MyOttobock offer and have agreed with Microsoft to store the data in the Netherlands; in the event of a transfer to the USA , for example as part of support measures, we ensure an appropriate level of data protection - information on the guarantees used can be obtained from the Global Data Privacy Office;
- depending on the connected apps and services, data may also be processed in other systems and at other locations; this will be indicated in your consent to the connection of the respective app or service with your MyOttobock account;
- with your consent, we will transfer data to other undertakings, regularly such of the Ottobock Group, and other departments within the OBSE (more about this see below);
- with your consent, we will transfer data between MyOttobock patient users and MyOttobock professional users (more about this see below).

Purposes: Ottobock offers a registration function to be able to offer personalized accounts. This enables you to use connected apps and services provided by the Ottobock Group. This is used for access management (single sign on), storage of or access to data and other functions.

Legal basis: usage agreement concluded with you (Art. 6 Para. 1 b GDPR) and, regarding data of the double opt in process, our legit-

imate interests to proof that you registered yourself (Art. 6 Para 1 f GDPR).

Storage periods or criteria for determination: We store data entered during registration initially for two weeks. If you do not confirm your registration within this period by clicking on the link in the confirmation e-mail, we will delete your data irrevocably. Otherwise we will store your data until you delete your MyOttoBock account and, beyond that, as long as we are legally entitled or obliged to do so, for example until the end of the limitation period for possible claims arising from the usage contract and until the expiry of legal documentation obligations.

2. Transferring information from Ottobock offers to MyOttoBock

You can transfer data entered in Ottobock offers (apps and services) to your MyOttoBock account. Information on how this information is processed by the provider is given within the respective Ottobock offer (see under privacy policy there).

Once data is transferred to your MyOttoBock account, OBSE is solely responsible. We will store your data as you ask us to do and will use this only for purposes you separately gave your consent to. You can manage your data anytime at my.ottobock.com.

3. Personalized information

If you wish, we will send you personalized information about the Ottobock products and services you use in a secure way. You can read about how this information is processed by OBSE here (link: my.ottobock.com/legal?id=C_MyOB_Marketing&lng=en), you can manage the consents you have given in the corresponding section of your MyOttoBock account at my.ottobock.com.

4. Providing data for product development

With your help, we can also continue to improve our products and services. We therefore ask you whether you agree that we may use your data for product development and, if necessary, contact you to request further cooperation for product development purposes. You can read about how this information is processed by OBSE here (link: my.ottobock.com/legal?id=C_MyOB_Research&lng=en), you can manage the consents you have given in the corresponding section of your MyOttobock account.

5. Data exchange between patient users and professional users

If you wish, we transfer data you have entered in Ottobock apps and services to one or more professional users via your MyOttobock account. You can read information on how this information is processed within the relevant app or service. An overview of all connections can be found at my.ottobock.com under "Connected applications"; there you can also manage your connections and withdraw them.

6. Automated decision making

If you decide to receive personalized information, we analyse all data of you available to us. This is profiling, but without resulting in legally relevant decisions. We do not carry out any automated decision making (including profiling) which has legal effects on you or which affects you (Art. 22 GDPR).

7. Secure provision of MyOttobock

If you log into a connected application or service via your MyOttobock account or access and manage your MyOttobock account at My.ottobock.com, the web server temporarily collects the following information to enable the log-in functionality and stores it in so-called server log files:

Processed categories of data:

- Browser type and version,
- the operating system used,
- Referrer URL,
- Browser string
- Host name of the accessing computer,
- Time of the server request and
- IP address.

Purposes: Ottobock's interest is in the secure and functional operation of the website. The logged data is used in particular for the purposes of data security, to defend against attempts to attack our web servers. We reserve the right to carry out a statistical evaluation of anonymised data records.

Legal basis: legitimate interest (Art. 6 Para 1 f GDPR); we have a legitimate interest in ensuring data security and smooth operation.

Storage periods or criteria for determination: The data will be deleted after 14 days at the latest.

8. Session Cookies

In order to provide you with MyOttobock including the log-in option, we require session cookies that record a log-in during the duration

of your visit and enable the provision of our offer including navigation within it.

Purposes: Ottobock's interest lies in the secure and functional operation of MyOttobock with login option.

Legal basis: legitimate interest (Art. 6 para. 1 f GDPR); we have a legitimate interest in using session cookies for the technical provision of our offer. These are also absolutely necessary in order to provide our service.

Storage periods or criteria for determination: The session cookies are deleted as soon as you close your browser window.

9. Your rights

a) You can request information on the categories of data processed, the purposes of the processing, any recipients of the data, the planned storage period (Art. 15 GDPR).

b) You can demand the correction or completion of incorrect or incomplete data (Art. 16 GDPR).

c) You can revoke a granted consent at any time with effect for the future (Art. 7 para. 3 GDPR).

d) You can in certain cases (Art. 17 GDPR), demand the deletion of data - in particular if the data are no longer required for the intended purpose or are processed unlawfully, or if you have revoked your consent in accordance with above (c) or declare an objection in accordance with below.

e) You can under certain conditions, demand the restriction of data if deletion is not possible or the obligation to delete is disputed (Art. 18 GDPR).

f) You can demand data portability, i.e. you can receive the data you have provided us with in a common machine-readable format such as CSV and, if necessary, transfer it to others (Art. 20 GDPR).

g) You can complain to a supervisory authority (Art. 77 GDPR).

h) Right of objection (Art. 21 GDPR): You have the right to object at any time to the processing of personal data concerning you which is carried out on the basis of Art. 6 para. 1 f GDPR; except in the case of direct marketing, this requires reasons arising from your particular situation.

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