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This Privacy Statement was last updated on 2021/08/10.

## **Privacy Statement**

Smile CDR recognizes the need for clients to understand its compliance with applicable United States and international privacy and security laws and regulations, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) for the protection of Protected Health Information (PHI) and the modifications to HIPAA under the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH). Smile CDR will only fulfill the role of a business agent. This Privacy Statement describes Smile CDR's commitment to privacy and security.

## **Product Development**

Smile CDR provides FHIR®-based data repository software, services and solutions to healthcare organizations around the world. Their complete clinical data repository enables clients to better manage their data and is built around the HL7® FHIR standard used for storing health records in a cloud-based infrastructure. Smile CDR maintains a robust privacy and security program that is compliant with applicable laws and regulations including the HIPAA Privacy and Security Standards, regarding how patient PHI can be transmitted, maintained, handled, and shared.

## **Product Service and Support**

Smile CDR offers application training and technical support to its clients and may encounter confidential information including PHI when troubleshooting and handling product issues. The extent of the access to PHI is limited to a minimum necessary to accomplish its intended purpose. This safeguard is supported by operational controls and procedures.

## **Digital Health Services and Value-Added Solutions**



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Smile CDR also provides Digital Health Services and other value-added solutions involving the handling of customer data for population health, benchmarking, data analytics, decision support, and related consulting, which may include PHI, limited data sets, or de-identified data. The extent of any Digital Health Services involve hosting of customer data, which is done using highly-secured cloud computing environments provided by trusted, certified cloud service providers, and in compliance with all applicable laws and regulations, including HIPAA and HITECH.

### **Commitment to Privacy and Security**

Smile CDR is committed to privacy and security, and maintains policies and procedures for compliance with applicable laws and regulations that are relevant to the service it provides. Smile CDR also maintains a comprehensive privacy and security program that includes administrative, physical, and technical safeguards that are reasonable and appropriate to protect the confidentiality, integrity, and availability of electronic PHI that may be received, maintained, stored, or transmitted by Smile CDR on behalf of its clients. Such obligations are also imposed upon all subcontractors that may handle PHI on behalf of Smile CDR, in compliance with HIPAA and HITECH and other applicable laws. In the unlikely event of a privacy breach, Smile CDR maintains procedures to promptly notify clients, in order to meet legal and regulatory reporting requirements and to efficiently resolve the issue.

Only those Smile CDR staff who have service or support responsibilities will have access to confidential data to perform their job, which may include PHI. Such access is controlled and monitored. Smile CDR will not use or disclose any PHI, except for the purposes of performing job functions and is obligated to comply with all applicable laws, regulations and corporate policies. Any PHI that may be received by Smile CDR is kept secure to maintain its confidentiality and is securely destroyed or returned once the use or disclosure is no longer necessary or permitted. Smile CDR maintains policies and procedures to protect and safeguard PHI, including minimum necessary use and disclosure, and sanctions for those who should violate these policies. Smile CDR's staff receives training which emphasizes that all client data is confidential and must be protected at all times.

### **Additional Information**



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Smile CDR maintains certification under the International Standards Organization (ISO) 27001 privacy and security standards. Smile CDR's ISO 27001 compliance certificate is also available upon request, as well as a list of the controls and objectives upon which the ISO certification is based.

Additional information regarding the privacy and security of hosting data will be made available to customers from the applicable cloud service provider(s) relevant to particular offerings. For more information related to this Privacy Statement or Smile CDR's approach to data privacy, please contact us or send us a letter to 622 College Street Suite 401, Toronto, ON M6G 1B4.