

Haag-Streit GmbH Privacy Policy (version 2.7)

Effective Date: January, 2025

The purpose of this privacy policy is to describe how Haag-Streit GmbH (“Haag-Streit”, “we”), formerly known as VRmagic GmbH, collects, uses and shares information about you through their products (collectively referred to herein as “Haag-Streit Products”) and VRmNet. Please read this notice carefully to understand what we do. If you do not understand any aspects of our privacy policy, please feel free to contact us at: <https://www.haag-streit-simulation.com/contact> or as described at the end of this policy.

In order to use all functions of this Haag-Streit Product and VRmNet, your consent to this policy is necessary. You can withdraw your consent at any time, however, this will imply that you can no longer use this Haag-Streit Product. **For users assigned to the European zone: This privacy policy is valid and your consent to it is required unless there is a specific agreement with your institution regarding the subject matter hereof (Data Processing Agreement under art. 28 GDPR). You will find further information below under point 7.**

1. Information that we collect

We collect information you provide to us, for example when a user account is created to use Haag-Streit Products. This information includes at least your username which can be pseudonymized (e.g. “trainee00123”) and a password hash. It may also include optional details if entered by you or an educator: your real name, your class, unique identifiers like membership identification numbers for professional societies or institutions, or whether you are right or left handed. You or your educator can also provide your email address on a voluntary basis in order to receive email notifications from us. We also collect and store the results of your use of Haag-Streit Products, such as videos, the results of your simulated procedures and scoring results.

2. How we use and share your information

To Provide Products, Services, and Information. We collect information from you so that we can provide you with access to the information and services available using Haag-Streit Products. In order to fulfill these obligations, your data will also be processed in connection with the service, maintenance and support requests regarding Haag-Streit Products.

Sharing with Third Parties. We share your personal information and results with you and with educators/administrators that were chosen by your institution. If your institution is part of a network of organizations, your data might also be shared with educators/administrators of other institutions that are part of the same network (if you are unsure whether this is the case, please contact your educator about this, or send us an e-mail). We work with third-party service providers that help us operate and manage the VRmNet servers. Although the third-party providers have physical access to the servers, your data stored on the servers is encrypted and inaccessible through lawful means by any third party.

Aggregated and De-Identified Information. We may use and share aggregated and de-identified information relating to you and our other users. Your information may be combined with information of other users and provided to our customers and business partners to show aggregated results, scores and comparisons from use of Haag-Streit Products. This information will be de-identified and will not include your name or other personal information from which third parties can determine your name or identity.

Legal Proceedings. We will share personal information with third party companies, organizations or individuals outside of Haag-Streit if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, subpoena, legal process or enforceable governmental request.
- Enforce applicable Terms of Use, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security or technical issues.
- Protect against harm to the rights, property or safety of Haag-Streit, our users, customers or the public as required or permitted by law.

Transfer in the Event of Sale or Change of Control. If the ownership of all or substantially all of our business changes or we otherwise transfer assets relating to our business to a third party, such as by merger, acquisition, bankruptcy proceeding or otherwise, we may transfer or sell your personal information to the new owner. In such a case, unless permitted otherwise by applicable law, your information would remain subject to the promises made in the applicable privacy policy unless you agree differently.

3. How long we store your data

Your data is stored on the simulator as long as the simulator is used by your institution. If your institution has multiple simulators, the data from old and/or unused simulators might also be stored on other simulators and therefore be still available in VRmNet. Should the data be under the control of Haag-Streit (e.g. data on VRmNet servers), it will be deleted as soon as your account is deleted in the online portal by an educator or administrator of your institution. You may revoke your consent at any time with future effect. An informal email making this request is sufficient. The legality of the data processing carried out before the revocation remains unaffected by the revocation. You also have the right to have your personal data corrected, blocked or deleted as described below.

4. Access to your information and choices

You can access and update certain information we have relating to your account by signing into your account or contacting us at service.simulation@haag-streit.com.

5. Your rights as data subject (for users assigned to the European zone)

If your user account is assigned to the European zone (see point 7), you have the right to information about how we process your data. Please contact us if you would like to get information specific to you. You have the right to have your data corrected or deleted or to have its processing restricted, although there might be prevailing contrary legal obligations which prevent us from correcting, deleting or restricting data upon your request. You will be notified if this is the case. You have the right to have a copy of your data transmitted to you. **You have the right to object to our use of your data in accordance with art. 21(1) and (2) GDPR regarding the use of direct marketing, if this use is based on legitimate interests as a legal basis.** You can direct such inquiries or requests through any channel available to you. However, if your inquiry is not transmitted in written form, we might ask you for proof of your identity in order to prevent fraud and impermissible transmission of personal data.

You have the right to lodge an official complaint against our use of your data with the data protection authorities.

The competent data protection authority for Haag-Streit GmbH is:

The Data Protection Authority of Baden Württemberg
 Postbox: Postfach 10 29 32, 70025 Stuttgart, Germany
 Tel: 0049711/61 55 41 – 0
 Fax: 0049711/61 55 41 – 15
 E-mail: poststelle@lfdi.bwl.de
 Web: <https://www.baden-wuerttemberg.datenschutz.de/>

6. Security of your information

We use industry standard physical, technical and administrative security measures and safeguards to protect the confidentiality and security of your personal information. However, since the Internet is not a 100% secure environment, we cannot guarantee, ensure, or warrant the security of any information you transmit to us. There is no guarantee that information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. It is your responsibility to protect the security of your login information. Please note that e-mails and other communications you send to us are not encrypted, and we strongly advise you not to communicate any confidential information through these means.

7. Consent to data processing in the USA and Europe

VRmNet is operated and managed on servers located and operated in several zones. The servers of the US zone are located in the USA only and store and process the user data for customers located in the USA. The servers of the EU zone are located in the European Union only and store the user data for customers located in the European Union.

The servers are separated from each other (the data stored on servers in Europe cannot be accessed from the USA or processed by the US entities and vice versa).

By using and accessing Haag-Streit Products, you consent to the transfer to and processing of personal information on servers located in your zone and that the protection of such information may be different than required under the laws of your residence or location. In the case of data stored in Europe, the General Data Protection Regulation (GDPR) is applicable.

Notice to the users assigned to the European zone: This privacy policy is only applicable unless there is a specific agreement with your institution regarding the subject matter hereof under the GDPR (Data Processing Agreement under art. 28 GDPR). In case such an agreement was entered between us and your institution, its provisions supersede this privacy policy and your personal data are processed by Haag-Streit GmbH as a processor (art. 28 GDPR) on behalf of your institution on the basis of art. 6 (1 b and f) GDPR (the fulfilment of contractual obligations). However, in the absence of such an agreement, the processing of your data by Haag-Streit as a controller (art. 4 GDPR) is based on art. 6 (1 a) GDPR (the data subject's consent). Therefore, if no agreement between your institution and us exists, your consent to this policy is required. Further, this privacy policy provides for information as required under art. 13 GDPR.

8. Changes to our Privacy Policy

Our privacy policy may change from time to time. We will not reduce your rights under this privacy policy without your consent in accordance with applicable law. We will post any privacy policy changes at this location and at <https://www.haag-streit-simulation.com/terms-and-conditions> and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of privacy policy changes). We will also keep prior versions of this privacy policy in an archive for your review.

9. Questions and how to contact us

If you have any questions, concerns, complaints or suggestions regarding our privacy policy or otherwise need to contact us, please contact us: <https://www.haag-streit-simulation.com/contact>, email us at service-simulation@haag-streit.com, call us at +49 (0)621 400416-0 (Germany) , or contact us by postal mail at the following address:

Haag-Streit GmbH, Turley-Str. 20, 68167 Mannheim, Germany

As a data subject, you can also contact our data privacy officer with questions or complaints about our data processing through privacy-simulation@haag-streit.com.