



Cloud-enabled dispensers

Remote fine tuning of hearing instrument

Contact details of your hearing care professional:

Details of data protection officer (if any) at hearing care professional:

(Hereinafter “**Hearing Care Professional**” or “**HCP**”)

Your Hearing Care Professional has sold you a hearing instrument produced by GN Hearing A/S, which is a Danish company with company reg. no. 55082715 and registered address at Lautrupbjerg 7, 2750 Ballerup, Denmark (hereinafter “**the Manufacturer**”)

To access all of the features included with your hearing instrument, you will need to activate GN Online Services. These services enable you to receive firmware updates, and enable your Hearing Care Professional to fine-tune your hearing device remotely at your request.

By activating the GN Online Services, you will be allowing your Hearing Care Professional and the Manufacturer to access and process information related to your hearing loss via these online services and the associated mobile app. This notice explains what information will be collected, and asks for your consent to process this information for the purposes stated below.

Why do you need my consent?

We ask you to provide two separate consents at the end of this form:

Part A Consent.

This consent is for the Manufacturer and your Hearing Care Professional to collect and process the information listed in Part A of this notice, for the purposes set out in Part A. This information is **required** in order for the GN Online Services to function properly. The GN Online Services are optional and give

you the added benefit and flexibility of being able to receive firmware updates, and fine-tuning, remotely but as a result of this, some of your personal information will need to be processed online in the manner set out in this notice. If activated by your Hearing Care Professional remote fine tuning can be done via text and/or by direct live audio or video transmission. We therefore want you to feel comfortable about the information you are providing. Your Part A Consent is entirely voluntary and once you have given (and we have logged) your Part A Consent, GN Online Services will be accessible in an app on your portable device (mobile phone, tablet, etc.). If you choose not to provide your Part A Consent (or later choose to withdraw it) your Hearing Care Professional will not have the capability to perform a remote fine-tuning or provide you with firmware updates remotely, but your treatment will not otherwise be affected and you can still have the fitting and adjusting performed onsite with the Hearing Care Professional.

Part B Consent.

This consent is for the Manufacturer and your Hearing Care Professional to collect and process the information listed in Part B of this notice, for the purposes set out in Part B. This information is **NOT required** to be processed in order for the GN Online Services to function properly, but it allows the Manufacturer and your Hearing Care Professional to undertake additional cognitive analysis. Your Part B Consent is entirely voluntary and once you have given (and we have logged) you Part B Consent, the additional data categories set out in Part B of this notice will be received and processed by the Manufacturer and (where stated) your Hearing Care Professional. If you choose not to provide your Part B Consent the Manufacturer will not receive, or process, those specific data categories, but the GN Online Services will not otherwise be affected.

Please indicate whether you wish to provide your Part A and/or Part B Consent by checking the relevant boxes situated at the end of this form, and signing/submitting this form. If you do choose to consent, please rest assured that all your information will be handled carefully, securely, and in accordance with the law and this notice.

How do I withdraw my consent?

You can withdraw your Part A and/or Part B Consent, free of charge, at any time. You can do so by going to the “More” menu in the app to notify the Manufacturer or by contacting your Hearing Care Professional. We will apply your preferences once we receive your notification, but please note that this will not affect the lawfulness of any processing that has taken place prior to us receiving such notice. If you withdraw your Part A consent, your access to the GN Online Services will cease from the point we receive your notice. Your Hearing Care Professional will thereafter cease any future disclosure of your personal information to the Manufacturer and the Manufacturer will no longer receive or process your personal information as outlined in this notice. Please note this will not affect your Hearing Care Professional’s ability to otherwise continue to process your personal information where this is permitted under law, including for the purposes of your ongoing treatment. If you withdraw your Part B Consent the Manufacturer will stop receiving and processing the specific data categories set out in Part B from the point we receive your notice, but the GN Online Services will otherwise continue unaffected.

What if I just uninstall the app?

This will stop all future collection of information by the Manufacturer through the app, but the Manufacturer and your Hearing Care Professional may still process personal data that was already collected via the app (prior to it being uninstalled) or via other means including via the GN Online Services. If you wish to withdraw your consent to them doing this, please follow the steps set out in the paragraph above. You may uninstall the app by using the standard uninstall processes available on your mobile device or via the mobile app marketplace or network.

What other rights do I have?

Depending on your circumstances, you may have certain other rights over your personal information. You may have the right to request access to the personal information held by your Hearing Care Professional or the Manufacturer. This includes requesting details of the relevant personal information and the purposes and potential recipients of this information. In addition, you may request to have such personal information rectified, deleted or the processing thereof restricted; or you may object to the processing of your personal information, or request a copy of your personal data in a standardised format so that it can be provided to another hearing care professionals or app provider. You also have a right to receive a copy of this consent. To exercise these rights, where they apply to you, please contact us using the information provided in the “*Who do I contact*” section below.

Please be aware that you may also have the right to lodge a complaint with your national data protection authority or other public authority governing the protection of your personal information comprised by this consent and authorization form.

Further rights are covered in the EU Standard Contractual Clauses referenced in the “*Third Parties*” section below.

What information is collected and processed via the app?

Different information is collected and processed depending on whether you provide Part A Consent and/or Part B Consent. Please see below for more information:

PART A CONSENT

Where you provide Part A Consent, you consent to your Hearing Care Professional and/or the Manufacturer (as specified) receiving and processing the following personal information about you in the manner, and for the purposes, detailed below which **IS NECESSARY** in order for the GN Online Services to be provided to you:

The following data categories are processed by the Manufacturer and HCP:

- **Your name and email address:** for the purpose of enabling fine-tuning and logging your consent.
- Hearing threshold, hearing threshold shift, and other details regarding your hearing loss (**health information**): for the purpose of enabling fine-tuning.
- **The length of time you use your hearing instrument:** for the purpose of enabling fine-tuning and optimizing your settings.
- **The hearing instrument’s serial number, hardware identification number and software version** for the purposes of enabling fine-tuning and enabling firmware updates.
- **Fitting specifications and fitting type:** for the purpose of enabling fine-tuning and optimizing your settings.
- **Hearing instrument settings:** for the purpose of enabling fine-tuning and optimizing your settings.
- **Information about the sound environment when sending a request via the app:** for the purpose of enabling fine-tuning and optimizing your settings.

The following data categories are processed by the Manufacturer:

- **Device type information:** Generic device-specific information such as the type of mobile device and mobile operating system: for the purpose of optimizing your settings and providing customer services (questions, complaints, repair, etc).

- **Technical log information**, Technical information in server logs, e.g., details of how the apps are used, Internet protocol, device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL: for the purpose providing customer services (questions, complaints, repair, etc).
- **Location information**, when the location and GPS-enabled services are in use, the Manufacturer may collect information that show the countries and locations where the app is being used; for the purpose of optimizing your settings. (You are free to switch off the location and GPS function on your mobile device at any time and prevent the collection and processing of this information).

The data above is hosted by Microsoft Ireland and distributed to you via Google on the Manufacturer’s behalf (see the “**Third Party**” section below for further information).

DECLARATION OF CONSENT – PART A

By checking the box below/clicking “Agree”, and signing/submitting this form, I (or where I am aged under 16, my parent or legal guardian on my behalf) consent to the Hearing Care Professional and the Manufacturer (and the other third parties listed) processing my personal data, including health data, for the purposes, and in the manner, set out above until such time as I choose to withdraw my consent.

By checking the box below/clicking “Agree”, I agree, specifically to the processing set out in this Part A of this notice (which IS required in order to receive the GN Online Services).

I provide my Part A Consent

PART B CONSENT

Where you provide Part B Consent, you consent to Manufacturer receiving and processing the following personal information about you for *an additional, analytics purpose* to enable Manufacturer to enhance and develop its products. This data processing is **NOT NECESSARY** in order for the GN Online Services to be provided to you:

The following data categories are processed by the Manufacturer for the purpose of enabling Manufacturer to develop better products:

- **Birthdate.**
- **Gender.**
- **Word Recognition and Noise Ratio** (value). (Measurement of hearing loss for left ear).
- **Word Recognition and Noise Ratio** (value). (Measurement of hearing loss for right ear).
- **Signal to Noise Ratio** (value). Measurement of hearing loss for left ear.
- **Signal to Noise Ratio** (value). Measurement of hearing loss for right ear.
- **Experience Level** (for example category of patient - advance, beginner, etc..).
- **Directional ear.** Specifies the ear side that can perform better to hearing noise (R/L).
- **FocusEar** (Directional ear. Specifies the ear side that can perform better to hearing noise (R/L)).
- **MonitorEar** (Omni/In directional ear. Specifies other the ear side).
- **Audiogram.**
- **Fitting Settings** (same data as RFT but stored in a different format).

- **Information sent to your HCP**, e.g., the device or challenges in using the device, service or the app, any experienced side-effects, etc.
- **All the data categories listed in Part A.**

The data above is hosted by Microsoft Ireland on the Manufacturer's behalf (see the "**Third Party**" section below for further information).

The following data categories are also processed by the Manufacturer for the purpose of enabling Manufacturer to develop better products:

- **Application feature information:** The Manufacturer may collect information about the usage of the app. In practice this could be information about features that are used, when they are activated, for how often they are used, and for how long they are being used.

The data above is sent to Microsoft in order to enable Manufacturer to develop better products (see the "**Third Party**" section below for further information).

The application feature information may also be transferred to the HCP for the purpose of enabling the HCP to improve their processes.

With respect to both Part A and Part B above:

1. The Manufacturer will make reasonable efforts to remove all identification markers where these are not required for the above purposes and the information specified above will be processed and used solely for the purposes specified above and only to the extent necessary to fulfill these purposes, except in those cases required by legislation, regulations, public authorities, relevant accredited institutions, court orders or where necessary as part of the establishment, exercise or defence of legal claims.
2. The Manufacturer will not contact you via the GN Online Services for any purpose other than those listed above.

Which third parties will have access to my information?

In order for the Manufacturer to provide the GN Online Services and fulfill the purposes specified above it utilizes the following third party processors which process personal information solely in accordance with this notice (and as indicated in more detail in Part A and Part B above):

- External cloud service provider and usage tracking: Currently, the Manufacturer uses an external cloud provider to store the certain information (see Parts A and B above for more information) on its behalf. This provider is **Microsoft Ireland Ltd.**, South County Business Park, Leopardstown, Dublin 18 D18 P521, Ireland, and their sub-contractors. The international transfer from the EU/EEA to Microsoft and their sub-contractors outside the EU/EEA is based on the EU Standard Contractual Clauses prepared for transfers from data controllers to data processors. The template text is available in various languages at this link: <http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1401799946706&uri=CELEX:32010D0087>
- IT-services incl. notification push: The Manufacturer may use an external provider for other IT-services, e.g. pushing notices to you: Google Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043, USA. International transfers of personal information, if any, from the EU/EEA to Google and their sub-contractors outside the EU/EEA are based on the EU standard

contractual clauses. The template text is available in various languages at this link: <http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1401799946706&uri=CELEX:32010D0087>.

- The Manufacturer, Microsoft, Google and their sub-contractors may be located (and therefore the information they process may be transferred or disclosed) anywhere in the world, including countries within or outside Europe, the U.S., Australia, New Zealand, Japan, South Korea and China.

By providing either your Part A or Part B Consent, you acknowledge that your personal information is shared with the processors listed above, as more particularly set out in Part A and Part B above. When enabling audio, video and chat communication between you and the HCP we use an external provider of communication services: Nexmo Inc., 23 Main Street, Holmdel, New Jersey 07733, US. We will only request the external provider to enable the transmission of audio and/or video communication between you and the HCP using a reference number and we will not share your personal data with the provider beyond said reference number. The Manufacturer will not share your information with companies, organizations and individuals outside of the Manufacturer, the Hearing Care Professional and third party providers listed above without your further consent unless required by legislation, regulations, public authorities (in particular supervisory authorities), relevant accredited organizations or court orders, or unless necessary as part of the establishment, exercise or defense of legal claims. If your Hearing Care Professional is required to share your personal information with other third parties (outside of the list above) it will inform you separately of this.

How long will you store my information?

Your personal information will be stored by the Manufacturer for as long as necessary in order to fulfill the purposes described above in this form and comply with minimum retention periods under applicable law. However, unless otherwise required by applicable law, this period will last for no longer than 10 years from the collection of your information, or 10 years following your latest use of the mobile app, whichever period is the longest. Notwithstanding the aforesaid, your personal information will be stored for as long as may be necessary for legal establishment, exercise or defense of legal claims. If your Hearing Care Professional retains your personal information other than as set out above, it will inform you separately of this.

Who do I contact if I have any issues or questions?

If you wish to exercise any of your legal rights towards your Hearing Care Professional, you may contact your Hearing Care Professional directly using the contact details provided at the top of this form, or if the request concerns the Manufacturer's collection and processing of your personal information, you may contact the Manufacturer at DPO@GN.COM.

What if I'm under the age of 16?

If you are under the age of 16, we will require your parent or legal guardian to provide this consent, and to complete and sign/submit this form, on your behalf.

Is this processing authorised under law?

Under applicable law, we are required to demonstrate a legal basis for the disclosure of your personal information by your Hearing Care Professional and the collection and processing of your personal information by the Manufacturer. The legal basis for this disclosure and processing is your consent, provided as part of this consent form. Should we identify, or wish to rely, on a separate or additional legal basis in future we will let you know in writing, which may include by providing you with an updated privacy policy via the mobile app.

Anything else I should know?

By checking the appropriate boxes below, you release your Hearing Care Professional from his/her obligation to maintain medical confidentiality as regards the above-mentioned personal information, and for the above-mentioned purposes and recipients.

The Manufacturer will receive a copy of this declaration of consent signed by you and/or information that acknowledges that you have provided your acceptance hereto (at the choice of the Manufacturer).

DECLARATION OF CONSENT – PART B

By checking the box below/clicking “Agree”, and signing/submitting this form, I (or where I am aged under 16, my parent or legal guardian on my behalf) consent to the Hearing Care Professional and the Manufacturer (and the other third parties listed) processing my personal data, including health data, for the purposes, and in the manner, set out above until such time as I choose to withdraw my consent.

By checking the box below/clicking “Agree”, I agree, specifically to the processing set out in this Part B of this notice (which is NOT required in order to receive the GN Online Services).

I provide my Part B Consent

[Signed by:

Insert name in block capitals:
