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Your Privacy when Using Nokia digital health Products and Services

Nokia's [Privacy Policy](#) explains how we process your Personal data when you use our Products and Services. In addition, the following applies to your use of Nokia health Products and Services ("**Product(s) and Service(s)**")

The Products and Services are composed of various software applications (including mobile applications, web Applications, Product software), cloud based Services and "smart" Products that gather, store and process data to provide you insights and Services to help you lead a healthier life.

What information do we collect and when?

When you are using Nokia digital health Products and Services, we may need to collect data to provide you the Service as described in the Nokia's [Privacy Policy](#). As transparency and easy access are key factors for us, we have created this list of pictograms so that you can easily identify what Personal data is processed in the following scenarios.

Identity data means the data which can directly identify you. They include, among others, your email address, birth date, name, surname, phone number, delivery address, IP address, videos and pictures of you.

Activity data means data which correspond to a measurement of your physical/sports activities. They include, among others and depending on your Product, your number of steps, distance travelled, number of swimming strokes, number of calories burned, type of activity, level of activity, sport session time.

Body metrics data means data which correspond to an accurate measurement of your physical features and your body activity. They include, among others and depending on your Product, your weight, muscle, fat, hearth rate, breathing rate, blood pressure.

Environmental data means data which correspond to your environment or surroundings. They include, among others and depending on your Product, noise level, light level, temperature level, CO2 concentration.

Cookies – technical features mean data, not directly identifying you, which allows you to use our Products and Services and allow us to improve your personal experience. They are, among others, your Wi-Fi network, technical logs, date of Product activation, battery measurement, manufacturing ID, debug technical information.

When you create a Nokia health account

When creating a Nokia health account, You will therefore need to provide us with certain Personal data. Your Nokia health account is the core component of Products and Services. It allows you to access and control your Personal data. Such data are collected and used during Nokia health account and/or user profile

creation, when logging on to your account, adding a photograph, etc. All Personal data stored under your Nokia health account will be protected as described in Nokia's [Privacy Policy](#) and in this document.

Here is the Personal data that you may communicate to us in the creation of an Nokia health account:

When you use our applications

Certain Personal data are communicated to us when you download, install, and use features of the application and the web application. This is the case when you set an alarm, share information, measure steps, respond to questionnaires, fill in a field in the Application, etc. It is also through the application that your Personal data is communicated to us when you install and synchronize your Product. Also, through the application you may activate certain optional features such as geolocation through your telephone. All your Personal data collected when using our applications will be under your Nokia health account.

Here is the Personal data that you may communicate to us by using our applications:

When you contact our customer support

Our Products and Services allow the collection of Personal data, enabling monitoring by their accumulation. Each Product requires specific Personal data – you can find more information on data collected by your Product in your **Product user guide**. When you activate a Product, you may be asked to download an application and create a Nokia health account. Certain features are only accessible by means of a connection between your Product and the application. Your Personal data gathered by your Products are under your Nokia health account and transmitted to our servers when you synchronize your Product with our applications or when you connect your Product to your Wi-Fi network. All Personal data stored under your Nokia health account will be protected as described in Nokia's [Privacy Policy](#) and in this document.

Here is the Personal data that you may communicate to us by using our Products and Services:

When you connect your Nokia health account to a partner

You may ask a partner to share data, including Personal data with us. This is done via our API exchange system - which we designed as open - and the API of the partner. Such data will be under your Nokia health account and all Personal data stored under your Nokia health account will be protected as described in Nokia's Privacy Policy and in this document.

Here is the Personal data that you may communicate to us by connecting data from a partner to your Nokia health account:

When you contact our customer support

For the purposes of responding to your support request, some of your Personal data under your Nokia health account may be temporarily available to our teams until the problem is solved. We ensure that our teams comply strictly with our [Privacy Policy](#).

Here is the **Personal data** that you may communicate to us by contacting our [customer support department](#):

How do we use your Personal data

We undertake not to sell your Personal data without your prior consent. At Nokia, protecting the privacy of our users is of utmost importance. We firmly believe that data can serve the collective interest when de-identified and that the insights provided by our Products and Services may allow you to make informed choices and sustainable changes.

The data you have generated and collected through Nokia digital health Products and Services is processed by Nokia as described in Nokia's [Privacy Policy](#) and for the following specific purposes. One or more purposes may apply simultaneously:

- **Providing Products and Services**

- Personal data processed by Nokia digital health Products and Services may be displayed on the application allowing you to access to you Nokia health account. Personal data may be indicated as raw data (number of steps, weight, etc.), or as a result of a specific processing (heart rate, respiration, movement which produces your sleep patterns, etc.).

- **Developing and managing Products and Services**

- Your Personal data are used to improve our Products and Services, ensure the availability of our platform and improve the user experience. Also, in accordance with Internet standards, we retain a record of operations conducted in log form and we always work with de-identified data unless you have granted us your consent.

- **Communicating with you**

- When you contact our [customer support department](#) to resolve a problem that you have reported, our team members may be required to process your Personal data to help you.

- **Marketing, advertising and making recommendations**

- Your Personal data may be used to offer surveys, competitions, discount coupons or events in which you are free to participate. The same medium shall also be used to provide you information on our Products, such as new features, sales offers from Nokia or our partners, or to announce new Products.

For how long do we retain your Personal data?

Apart from where the law stipulates a specific period, we retain your Personal data for a period not exceeding the period required for the purposes for which it was collected and processed. As for the Personal data under you Nokia health account, we retain until the account deletion.

Where are your Personal data kept?

Unless otherwise required by your local laws, Your Personal data is stored within the European Union and is subject to regulations that guarantee a high level of protection for your Personal data.

Furthermore, certain technical constraints (notably the video stream) dictate that we process certain Personal data closer to you. Data will thus be stored and processed as follows:

- Europe: Ireland
- North America: United States
- South America: Brazil
- Asia: Japan/Singapore
- Australia: Australia

How can you contact us?

Nokia Technologies Oy of Karaportti 4, 02610 Espoo, Finland is the controller of your Personal data. In matters pertaining to Nokia's privacy practices you may want to contact us through our [customer support department](#) or at:

Nokia Technologies - Privacy officer

Karaportti 4

P.O.Box 226

FI-00045 Nokia Group

Finland