

# Mobile App Privacy Notice

## Vocera Communications, Inc.

This notice sets out the privacy practices related to Vocera Mobile Applications (“Apps” or “App”), and this privacy notice applies to “you,” as a user of Vocera Apps. Vocera offers software applications and mobile applications designed and developed by VOCERA Communications, Inc., part of Stryker’s group of companies (“Vocera,” “Company,” “we,” “our,” or “us”). These Apps are made available to our customers with whom we have agreements regarding the purchase of Vocera products (“Customers”). All Vocera Apps are designed to respect and protect the privacy of all users: both our Customers and our Customers’ patients.

To the extent that Vocera processes (collects, uses and/or discloses) information or data of Customer users and patients, processing activities are carried out on behalf of and at the direction of Customers.

For more detailed information on how we collect, use, and disclose your information or data, please refer to the Stryker Privacy Policy available for your jurisdiction at [Global Policy Statement | Stryker](#).

### Data Collection and Use:

We collect the following categories of information about users:

- *Account Information:* Information users provide to access the App such as user name, password, and in some instances a user specific identification number, email address, phone number, or job title.
- *Device Information:* Information automatically collected, such as the type of device on which the App is downloaded, operating system name and version, device manufacturer, application version, device ID, IP address, and connection strength.
- *Usage Information:* Information about how the users interact with the App, such as time, date stamp, user’s activities.
- *Electronic Communications:* Messages and photos that users send via our Apps.
- *Location:* MAC address of the Wi-Fi Access for certain applications that require or recommend locations enabled. These Apps work best when location is enabled (the “Allow all the time” setting) so that the App can determine whether the user is inside a certain facility in order to facilitate voice calls among users of Vocera Apps, including the VCS App.

Some Apps, such as Vocera Edge, integrate with the Customer’s Electronic Health Records (EHR) System, and therefore may process patient personal health information stored in EHR including names, patient unique identifiers, diagnosis, information about treatments and medication.

We use information to provide services to Customers in accordance with the applicable service agreement in place, including allowing users to access and use our Apps, providing assistance to users, and maintaining the security of App users and Customer data. We may also use information to understand how users interact with our Apps so to improve performance and user experience.

### Data Sharing and Disclosure:

- *Vocera’s authorized personnel:* we may access your personal information (also known as personal data) to perform services as set forth in Customer agreements.
- *Service providers:* we may share your personal information with third-party service providers who assist us in operating our Apps, performing services such as cloud storage, analytics, customer support, billing services and payment gateway providers, communication tools.

- *Legal requirements:* we may also disclose your personal information to third parties, if required by competent authorities for legal, tax or financial reasons and/or to the extent permitted or required by law.
- *Customer:* all data or information processed by our Apps belongs to the Customer. Therefore, we may, upon a Customer's request, provide the Customer with access to personal information collected by the App.

We do not sell or share personal data collected by our Apps.

### **Security:**

We take the security of your personal information seriously and implement reasonable technical, physical, and administrative safeguards to protect it from unauthorized access, use, or disclosure.

### **Data retention:**

We keep personal information in accordance with the instructions we receive from Customers and as required by any law or regulation that may set a minimum period for which Customers have to keep personal information. We also retain personal information needed for the establishment, exercise or defense of legal claims (also known as a "litigation hold") for as long as needed for exercising respective potential legal claims to the extent permitted by law.

### **International data transfers:**

We may transfer personal information to the United States and to other countries or jurisdictions that may not have the same data protection laws as your jurisdiction. To do so, Vocera implements appropriate safeguards to protect such information, such as entering into contracts that contain standard data protection clauses.

### **Individual rights:**

In some jurisdictions, you may have the right to request access to and rectification or erasure of your personal information, or a restriction of processing that concerns you, or to object to processing, as well as the right to data portability. Any such request should be first directed to the Customer, and we will follow written instructions sent by or on behalf of the Customer unless they conflict with the terms of the "Data Retention" section. If we process personal information based on your consent, you may have the right to withdraw it at any time. You may also have the right to lodge a complaint with a supervisory authority.

### **Children:**

Vocera Apps are directed to healthcare professionals and their authorized users. Vocera Apps do not target and are not intended to be used by individuals under the age of 18.

### **California residents:**

If you are a California resident, this Privacy Notice applies to you together with the additional information included [here](#).

### **Changes to this Privacy Notice:**

We may revise this privacy notice from time to time. Any changes will be posted on this page, and we will notify Authorized Users as required by applicable law.

### **Contact Information:**

If you have any questions or concerns about our privacy practices, please contact us at [globalprivacy@stryker.com](mailto:globalprivacy@stryker.com).

### **Stryker Privacy Statement**

To learn more about Stryker's personal information handling practices click [here](#).

**Effective Date:** November 1, 2024.