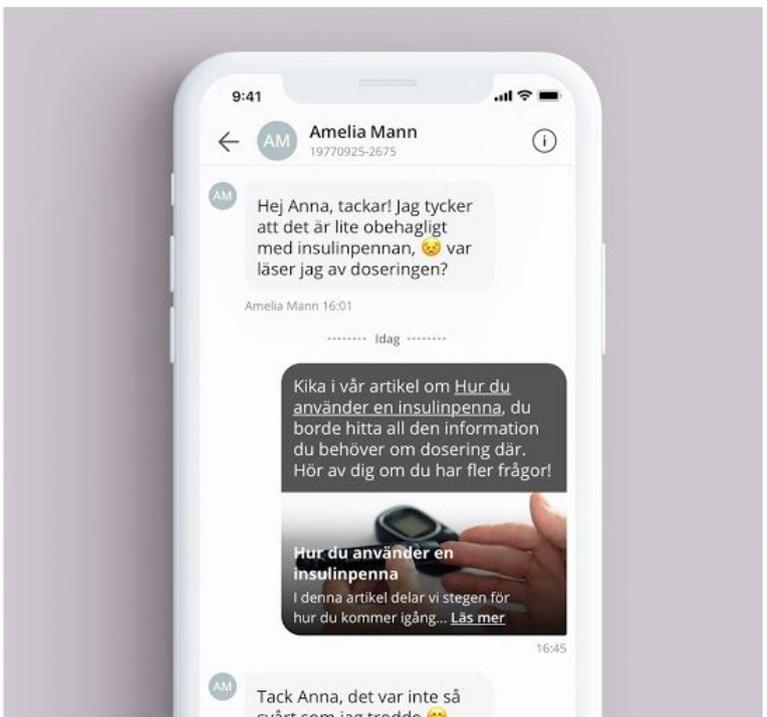


Professional guidelines



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Are you feeling uncertain if using our product is compatible with your laws, compliance policies or just common workplace guidelines? Don't worry, you are not alone in having these questions, and this document exists to support you!

## Online services

With modern online services being introduced and rapidly applied to everything from private banking, transportation and shopping, to state of the art healthcare services, it can be overwhelming figuring out whether or not your organisation is also ready to take this important leap. On one hand, you and your organisation probably have your unique and proven way of performing your work, and want to keep with what has been working so far. On the other hand, since everything is "going online" people of today expect to be able to interact with all our daily duties and services online, in a manner which is accommodating and accessible to them. This is not only true for your clients and patients, but most likely your staff or co-workers harbour these same expectations as well.

## How will this new technology affect our day-to-day?

Since you are reading this document we assume that you already see the potential and benefits of applying modern technology to your existing trade. So let's move over to "the how". The fact that you are using a new or different technology doesn't automatically change

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every aspect of your work. You are performing the same trade, but with better and more efficient tools, and if you like, on a grander scale. The technology is safe, and you are the only one privy to the information interchange between you and your patients. However, you still have to maintain patient integrity, privacy and security on your end, and not allow unauthorised persons access to sensitive data. If your organisation or occupation requires you to document and store certain types of patient data in a dedicated record particular for that purpose (e.g in an EMR), then you should continue to do so.

Today you probably receive phone calls from patients and clients where you determine which information from that phone call have to be entered into a record or EMR. The same would apply even if this same data happened to have been received through a fax message or by letter, and the same principle applies for information received through our software.

## Data security and storage

The following is our responsibility:

- Our services are GDPR compliant.
- It is not possible to access any data without your private login.
- All data is securely stored on encrypted disk and all data is transferred using a secure connection.
- Data is encrypted end-to-end.
- We use Amazon webservice, AWS for all data storage.

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You are responsible for the following:

- Make sure you do follow the existing compliance, rules and practises your organisation already has in place.
- If you are unsure how to handle information or data, inquire with your superior or legal adviser.
- Do not allow unauthorised persons access to system hardware or application interfaces.
- Make sure information shared with your users/patients (using our software) is only accessible by you.
- Use common sense, and maintain patient integrity, privacy and security on your end.

## Subscription model

Our subscription model is simple. You subscribe for as long as you want to use our product. It is easy to add new users. You decide if you want to deactivate your subscription. All your data is securely stored and it is easy to reopen your subscription.