

Mobile Privacy Policy Notice

myMako App

Last Updated: April 2024

1. Scope

This Privacy Notice governs the collection, use, and disclosure of information by myMako for both Customers and Authorized Users. Customers, under a Service Agreement, engage myMako for software applications and services. Authorized Users, typically employees, utilize the myMako App on designated Devices.

For more detailed information on how we collect, use, and disclose your information, please refer to our [Privacy Policy](#).

2. Purpose for Collecting and Using Information

The myMako App facilitates seamless business communication, prioritizing data security and contractual compliance. Information collected serves to fulfill Service Agreement obligations, protect data integrity, and enhance user experience.

3. What Information We Process

We collect various types of information, including Registration Information, Electronic Communications, Device Information, Log file information, Usage Information, Photos, Messages, and Metadata. This data enables us to deliver tailored services, optimize performance, and ensure security.

4. Sharing Across Platforms

Information collected may be shared across other Mako SmartRobotics platforms, ensuring seamless integration and functionality across our suite of products. This sharing enhances the overall user experience by allowing seamless interaction between different smart robotics products within the Mako ecosystem.

Additionally, certain authorized employees of myMako may require access to information to fulfill user requests for products or services. We may also share information with selected third-party service providers who assist us in delivering our services. These service providers may include analytics services, customer support services, billing services and payment gateway providers, hosting and content delivery network services, communication tools, and professional service providers such as auditors, lawyers, consultants, accountants, and insurers. All third-party service providers are contractually obligated to use the information solely for the purposes of providing the services requested by myMako and are bound by confidentiality obligations.

5. Cookies

We utilize cookies and similar technologies to improve myMako's functionality and analyze audience behavior. Cookies are small text files stored on your device that help enhance your user experience by remembering preferences and settings. For detailed information on our cookie usage and how to manage cookies, please refer to our Privacy Policy as referenced in section 1 above.

6. Information Disclosure

We maintain confidentiality and disclose information only as necessary for service provision, legal compliance, or corporate reorganization. We may share information with selected service providers who assist us in delivering our services. These service providers are contractually obligated to use the information solely for the purposes of providing the services requested by myMako and are bound by confidentiality obligations. For further details on information disclosure, please refer to our [Privacy Policy](#).

7. State Law Rights

Residents of California, Nevada, and the EEA/U.K. have specific rights regarding their personal information, including rights to disclosure, deletion, and opt-out of sales. More information on this topic can be found in the Privacy Policy as referenced in section 1 above.

Children

The myMako App is not intended for use by individuals under the age of 18 ("Children"). We do not knowingly collect personal information from Children.

8. General Retention Periods

Information retention follows contractual terms and legal requirements. We retain personal information for as long as necessary to fulfill the purposes outlined in this Privacy Notice and as required by law. When personal information is no longer necessary for these purposes, we securely delete or anonymize it.

9. Anonymization and Deletion

We prioritize the anonymization or deletion of personal information when it is no longer necessary for the purposes for which it was collected, except where retention is required by law or for the establishment, exercise, or defense of legal claims. Anonymization ensures that the data cannot be linked back to individual users. However, anonymization may not be possible when the data controller is the hospital, as they may have specific data retention requirements or legal obligations. If deletion is not possible, such as when data is stored in backup archives, we will securely store it and prevent any further processing until deletion can be completed.

10. Account Deactivation

Customers have the ability to deactivate, suspend, or terminate an Authorized User's myMako account. For assistance with account deactivation, Customers should contact us as set forth in their Service Agreement or in the "How to Contact Us" section below, and we will provide any required assistance. Any Authorized User who wishes to deactivate or terminate his/her account or remove specific data in his/her account should first contact the Customer. We will follow written instructions sent by or on behalf of the Customer unless they conflict with the terms of the "[Retention Periods](#)" section.

11. Rights of Authorized Users to Control Their Information

Authorized Users may, in consultation with the Customer, delete or remove myMako from their Device. When myMako is removed from a Device, all information previously collected, generated, or stored by myMako will remain stored on our servers in accordance with the General Retention Periods section above. Users have the right to request access to and rectification or erasure of their personal data, or a restriction of processing that concerns them, 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 "General Retention Periods" section. If we process personal data based on consent, users have the right to withdraw it at any time.

12. Information Security

We take reasonable measures, including the imposition of administrative, technical, and physical controls, to protect any personal information that we may collect, store, share, or transmit through myMako against loss, misuse, and unauthorized access, disclosure, alteration, and destruction. Despite our efforts to protect your personal information, we cannot guarantee its absolute security. No method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

13. Changes to this Privacy Notice

We may amend this Privacy Notice, and updates will be posted. For questions, contact globalprivacy@stryker.com.