

# Privacy Policy – ME-WE young carers’ mobile application

2021-06-14

This Privacy Policy governs Linnaeus University’s (LNU) handling of your personal data when you use the ME-WE young carers’ mobile application (the Service), provided by the research group Carers, Care and Caring (Swedish Family Care Competence Centre) at LNU. LNU handles your personal data for the purpose of providing an enhanced experience of the Service and for monitoring and developing the Service. By using the Service, you are consenting to LNU’s treatment of your personal data in accordance with this Privacy Policy. When creating a user account, you are prompted to explicitly consent to LNU’s collection, use and disclosure of personal data provided by you in accordance with this Privacy Policy. If you are younger than 16 years old, your guardian needs to read and consent on your behalf.

## 1. Data we collect about you

The following data is collected and processed by LNU when you use the Service:

### Personal data

- When you create a user account in the Service, we store your e-mail address and your alias. (Names and other personal data are not registered.) We handle these personal data based on your consent.

### User data

- The Service is integrated with Google Analytics to store anonymous data about the usage. Examples of data that is aggregated are how often pages/sections in the apps are viewed, length of sessions, type of devices used and other diagnostic data. Data is also aggregated for each country/unit. The Analytics data streams are anonymous, and no user information is collected. We handle these data based on our legitimate interests.

### Use of features for user accounts

- Messages sent in the Service's chat are encrypted when stored.
- Text and other material that you upload in the diary and under Me-We Training are stored behind your encrypted password. This means that no one other than the users in a chat thread can read the content and that no one other than you have access to text and other material that you upload in the diary and under Me-We Training. We handle this personal data based on your consent.

## 2. Others who have access to your data

Each ME-WE partner\* has access to anonymous user data from all partner countries. The ME-WE partners in Italy and Switzerland has in addition access to users’ personal data in their country. LNU as project coordinator and Appbolaget as subcontractor have access to all users' personal data and all anonymous user data, without geographical limitation. Only anonymised user data will be transferred to a third country (Google Analytics). When you create a user account in the Service, only your alias is visible to other users of the Service.

\*LNU and Swedish Family Care Competence Centre (Sweden), Kalaidos University of Applied Sciences (Switzerland), Vilans and Netherlands Institute for Social Research (Netherlands), National Institute of Health and Science on Ageing and Anziani e Non Solo (Italy), University of Ljubljana (Slovenia), Carers Trust and University of Sussex (UK), Eurocarers (Belgium).

### **3. Disclosure of data**

LNU may disclose your data in good faith to third parties when LNU:

- needs to comply with a statutory obligation (based on legal obligation)
- needs to protect and defend our rights or property (based on legitimate interests)
- needs to protect the personal safety of users of the Service
- finds that your activity in the Service violates our [Terms and Conditions of Use](#) or our Privacy Policy (for enforcing agreement)
- has your expressed consent to disclose personal data for a specific purpose

### **4. Safety**

The security of your data is of great importance to us. However, it is important to note that no method of transmission over the internet, or method of electronic storage, is considered to be 100% secure.

### **5. How your data is processed**

We process collected data for various purposes:

- to provide the Service
- to enable you to participate in interactive functions in our Service when you choose to do so
- to provide analysis or valuable information so that we can improve the Service
- to detect, prevent and rectify technical problems
- to provide you with personal service and to be able to administer your account
- to research and develop services for young carers

### **6. Server environment**

The server environment is built on Google Cloud Services. The service is produced and accessed from the Google data centre located in Brussels, Belgium, with the backup centre in Eemshaven, Netherlands. All data are processed and stored within the EU. Data collected and stored in the UK are handled and shared with LNU in accordance with applicable UK legislation.

### **7. Data retention**

Your data is stored for as long as it is reasonably necessary for achieving the purposes set forth in this Privacy Policy (including providing the Service to you) or as required by applicable law. Generally, your personal data is stored as long as you have a user account. If you deregister your user account, your user account including your user data in terms of messages you have sent in the Service's chat and text and other material that you have

uploaded in the diary and under Me-We Training, are permanently deleted 30 days after deregistration of your user account.

## **8. Links to other websites**

Our Service may contain links to other websites that are not operated by us. If you click a third party link, you will be directed to the third party's website. We advise you to review the privacy policy of each website you visit. We have no control over and take no responsibility for the content, privacy policies or praxis of third party websites or services.

## **9. Your rights**

As a registered user, you have the right to receive information regarding LNU's processing of your personal data, including which personal data is being processed. You also have the right to delete your personal data and thus your account. In some cases, however, we may be required by law to retain some of your data for a certain period of time. In such an event, we will fulfil your request after we have fulfilled our obligations. If you believe that LNU handles your personal data in contravention of the Privacy Policy or GDPR and any applicable Swedish legislation pertaining to the handling of personal data, you may submit a complaint to Swedish Authority for Privacy Protection (IMY).

## **10. Changes to this Privacy Policy**

LNU may, at its own discretion, make amendments to this Privacy Policy without your prior notice. LNU will inform all account holders when amendments are made to the Privacy Policy and shall strive to inform also other users but is not bound to do so. Users shall keep themselves informed of the content of the Privacy Policy in force at any given time. The Privacy Policy in force and revision dates are available in the Service itself. Your continued use of the Service after the adoption of the revised Privacy Policy means that you accept the amendments made.

## **11. Contact**

If you have any questions or comments regarding this Privacy Policy, please feel free to contact us at [me-we@lnu.se](mailto:me-we@lnu.se)