

PRIVACY POLICY

The Pharmalliance application ("**Pharmalliance**") was developed by Sidekick Interactive and researchers at the CIUSSS de l'Est-de-l'Île-de-Montréal ("**CEMTL**") ("**we**"). The CEMTL is a health services and social services as per the *Loi sur les services de santé et les services sociaux*, RLRQ, c. S-4.2, and the *Loi modifiant l'organisation et la gouvernance du réseau de la santé et des services sociaux notamment par l'abolition des agences régionales*, RLRQ, c. o-7.2.

Pharmalliance was created for adults in Quebec and Canada who wish to have a support tool to evaluate the effects of their antidepressant treatment ("**you**").

This Privacy Policy describes, where applicable, the collection and processing that may be done of your personal information. Similarly, the purpose of this policy is to inform you about CEMTL's applicable practices regarding the protection of personal information.

1. APPLICATION

This policy applies only to Pharmalliance. Any other application or website and material from a third party is not covered by this policy.

By using Pharmalliance and its content, you acknowledge that you have read and understood this privacy policy.

2. INTELLECTUAL PROPERTY

Pharmalliance and its contents belong to CEMTL unless otherwise stated. Any link to a third-party website or to a document (e.g. PDF document) from a third party may be subject to the copyright of a third party.

In the event that you wish to reproduce copyrighted material, please contact us to find out what to do, if possible.

3. PURPOSE OF THE PRIVACY POLICY

The purpose of this privacy policy is to inform you about the personal data we collect and the processing we do with it, if any.

4. CONSENT

By using Pharmalliance, you consent to the terms set out in this Privacy Policy as well as to the collection, use and retention of the data listed in this Policy, in the next section (4.1).

4.1 Data We Collect.

Use of Pharmalliance and access to its content requires that you provide the following information:

- Your year of birth
- Your gender

- The results of your PHQ-9 and GAD7 scores
- Side effects experienced with antidepressants.

We do not advertise on Pharmalliance and we do not collect information for the purpose of contacting you.

Your full name is not required to use Pharmalliance.

If you decide to disclose this information, then we will:

- preserve its confidentiality;
- collect and store it in such a way that we cannot identify you and;
- use it only in this format, for scientific research and teaching purposes (by our researchers and their collaborators) and for statistical and development purposes of Pharmalliance, in order to better support adults living an episode related to depression. None of these uses will be made for the purpose (or in a manner) to identify you.

If you change your mind and wish the information not to be collected again in the future, then you can delete the information you have indicated or delete Pharmalliance, and inform the research team.

5. USES OF PERSONAL INFORMATION

5.1 When you use Pharmalliance

Your personal information will only be used to match your research file, for which you have agreed to participate, called **Systematic Follow-up of Antidepressant Treatment in Community Pharmacies**.

5.2 Data sharing

The sharing of the collected data will only take place between researchers and collaborators of the research project.

5.3 Data retention period

This information will be stored for 5 years on a secure Microsoft Azure server located in Quebec.

We do not retain the data you have provided to us beyond what is necessary to fulfill the purposes for which it is collected, in accordance with this policy.

5.4 Data protection

All data stored in our system is secure and is only accessible to the persons set out in this policy. Persons whose duties require knowledge of this data are bound by strict confidentiality agreements and a breach of this agreement would result in the termination of the employee or termination of the service agreement, if applicable.

Although we take all reasonable precautions to ensure that our user data is secure and that users are protected, no guarantee is given as to the security mechanism and we advise you that there is always a low level of risk that the data and information transmitted will be disclosed without your consent and without fault on the part of the owners and administrators of Pharmalliance. Sidekick Interactive and CEMTL will not be

liable for the fact that such confidential information about you may be disclosed, except in cases of gross negligence or gross negligence.

6. OTHER DISCLOSURES

We undertake not to sell or communicate your data with other third parties, except in the following cases:

- a. if required by law
- b. if it is required for any legal proceedings
- c. to prove or protect our legal rights

6.1 Hyperlinks

Pharmalliance and its content include links to other help resources. These hyperlinks are provided for informational purposes, among other things to facilitate your access to more support in controlling your mental state. However, we remind you:

- that these resources are not controlled by us;
- that we do not systematically validate their content and;
- that we cannot guarantee their content.

These resources are subject to their own terms of use and privacy policies. We assume no responsibility in connection with them. The decision to consult these hyperlinks is yours.

6.2 Questions and Comments

If you contact us verbally or in writing, we will then have access to the information you share with us during that conversation, including your contact information, and any questions asked or comments made. We will then collect this information to respond to you and, if necessary, react to the identified situation. This information will be destroyed once the situation is resolved.

7. YOUR RIGHTS AS A USER

As a user, you have the right to access all your personal data that we have collected. In addition, you have the right to update or correct any personal data in our possession provided that it is acceptable under the law.

You may choose to withdraw or change your consent to the collection and use of data at any time, provided that you are legally acceptable to do so and that you have provided us with such consent within a reasonable time.

If you would like your information to be deleted or changed in any way, please refer to point 11.4.

8. TECHNOLOGIES

Some of Pharmalliance's technologies are linked to your device's general information to ensure the consistency and security of your session. These technologies are required for Pharmalliance to function properly, and will be automatically removed if you remove Pharmalliance. Do not hesitate to <mailto:pvincent.iusmm@ssss.gouv.qc.ca> contact us if you have any questions.

9. SECURITY MEASURES

We put in place measures reasonably required to maintain the security and confidentiality of any personal information. For this purpose, we only keep this information in a format that does not identify you, with a unique patient identifier (PID). In addition, our platforms and servers are hosted in Quebec. Even if we use technologies deemed appropriate, Pharmalliance and its content—like any technology—is not infallible or immune to unpredictable events. You should be aware that there is always a risk associated with the use of any technology. We cannot guarantee that your access to or use of Pharmalliance or its content will not be subject to malicious data interception or other uncontrollable events.

10. QUESTIONS

You may [contact](#) us if you have any questions about our privacy practices.

11. OTHER TER

11.1 Entire Agreement.

This Privacy Policy constitutes, together with the Terms of Use, the set of rules applicable to your use of Pharmalliance and its content.

11.2 Changes

We may change this Privacy Policy. These changes will be brought to your attention in advance. We will understand that you accept these changes if you access or continue to use Pharmalliance or its content; if you do not agree with these changes, you must stop using Pharmalliance or remove it from your device before these changes take effect.

11.3 Governing Law and Disputes.

Pharmalliance, its content and this privacy policy are subject to the laws of Quebec to the exclusion of any principle that may lead to the application of foreign laws. Any dispute will be submitted to the courts of the Province of Quebec, judicial district of Montreal, which will have exclusive jurisdiction to settle it.

11.4 Communications.

You can contact us via the following contact details:

Address: 7331 Hochelaga Street, Montreal (Quebec) H1N 3V2
Email: pvincent.iusmm@ssss.gouv.qc.ca
Tel: (514) 251-4000 ext. 2725.

We will respond to any communication as soon as possible, and at the latest as provided for in the applicable laws.

In the event of an emergency, you must contact emergency services directly (911).