

Version: March 2025

1. How to Request Data Deletion or Information – Orthelligent® VISION

We take the protection of your personal data very seriously. As a user of Orthelligent® VISION, you have the right to request the deletion of your data or to inquire about the data stored about you at any time.

2. How can I request the deletion of my data?

To have your personal data deleted, please contact us via email. We will process your request in accordance with applicable data protection regulations.

Send an email to: support.dhs@oped.de

Subject: Request for Data Deletion – Orthelligent® VISION

Please include the following information in your email:

- Your full name
- The email address you used within the app (if applicable)
- A clear statement that you request the deletion of your personal data

Please note:

Requesting the deletion of your data also results in the termination and complete deletion of your user account. After this process, you will no longer be able to access Orthelligent® VISION with this account.

3. How can I find out what data is stored about me?

You can also request information about the personal data we have stored about you.

Send an email to: support.dhs@oped.de

Subject: Request for Information – Orthelligent® VISION

4. Please include the following information in your email:

- Your full name
- The email address you used within the app (if applicable)
- A clear request for a summary of your stored data

5. What happens after I submit my request?

- We will confirm receipt of your request via email.
- Our support team will process your request as quickly as possible.

- For data deletion requests, you will receive confirmation once the deletion has been completed.
- For information requests, you will receive a detailed overview of your stored data.

6. What data is deleted or retained?

When requesting data deletion, the following data will be deleted:

- Your complete user account, including login data
- Personal identification data (e.g., name, email address)
- Patient-related data you have created within the app
- Data that may be retained due to legal obligations or documentation requirements:
- Legally required records (retention period according to applicable laws, e.g., up to 10 years)
- Anonymized statistical data

If you have any further questions regarding your data, please do not hesitate to contact us at support.dhs@oped.de.

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