

## INFORMATION

### PRIVACY POLICY – CUSTOMER DATA PROCESSING

Neo DTx collects and processes personal data about you (name, surname, healthcare institution, department, email address, phone number) as part of managing its customer relationships. This data is used solely to ensure the marketing and monitoring of our medical device, provide after-sales service, manage license renewals, and comply with legal obligations relating to invoicing and accounting.

Your data is accessible only to Neo DTx’s sales, accounting, and management teams through secure tools (Karlia, Customer Relationship Management (CRM) software, Google Drive, and accounting software). It is never shared with third parties without your consent, except where required by law.

#### **Data retention periods :**

- Commercial and contact data: retained for the duration of the contractual relationship, then for 3 years after its termination, in accordance with CNIL recommendations.
- Accounting and invoicing data: retained for 10 years, in compliance with legal obligations (Commercial Code and General Tax Code).

In accordance with the General Data Protection Regulation (GDPR), you have the right to access, rectify, delete, and restrict the processing of your personal data. You may exercise these rights by contacting Neo DTx’s Data Protection Officer at: [contact@neodtx.com](mailto:contact@neodtx.com).

If, after contacting us, you believe that your “Informatique et Libertés” rights (French data protection rights) are not being respected, you may file a complaint with the French National Commission on Informatics and Liberties (Commission Nationale de l’Informatique et des Libertés – CNIL) ([www.cnil.fr](http://www.cnil.fr)).