

Privacy Policy

Effective Date: 01/01/2025

At Glutrace, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your data in compliance with Canadian privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA).

1. Information We Collect

We collect and process the following types of personal information:

- **Health Data:** Diabetes-related data, including readings from manual entries, integrations, and connected devices.
- **Personal Information:** Name, email address, phone number, and other details provided during account creation.
- **Usage Data:** Information about your interactions with our app or web application, including device type, IP address, and app usage statistics.

2. How We Use Your Information

The data we collect is used to:

- Provide and improve our services to help manage diabetes effectively.
- Display personalized insights and recommendations based on your health data.
- Communicate updates, notifications, and promotional content (with your consent).
- Ensure the security and proper functioning of the Glutrace platform.

3. Data Sharing and Disclosure

We respect your privacy and do not sell your personal information. However, we may share your data in the following circumstances:

- **With Your Consent:** When you provide explicit consent to share data with healthcare professionals or third-party integrations.
- **Service Providers:** Trusted third parties that assist us in maintaining and enhancing our services (e.g., cloud storage providers) while adhering to strict confidentiality agreements.

- **Legal Obligations:** If required by law or to protect the safety and rights of Glutrace or others.

4. Data Retention

Your personal information is retained only for as long as necessary to provide our services and comply with legal obligations. You may request the deletion of your data at any time by contacting our support team.

5. Data Security

We implement industry-standard security measures to safeguard your data from unauthorized access, loss, or misuse. These measures include encryption, secure data storage, and regular security audits. While we strive to protect your information, no system is entirely immune to risks.

6. Your Rights

Canadian clients have the following rights regarding their personal information:

- **Access:** Request a copy of your data.
- **Correction:** Update or correct your personal information.
- **Deletion:** Request the deletion of your data.
- **Withdrawal of Consent:** Revoke consent for specific uses of your data.

To exercise these rights, please contact us using the details provided below.

7. Third-Party Links

Our app may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. We encourage you to review their privacy policies before sharing your information.

8. Children's Privacy

Glutrace is intended for adult users. We do not knowingly collect personal information from children under the age of 13 without verifiable parental consent.

9. Changes to This Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. The effective date at the top of the policy will indicate the latest revision. We recommend checking this page regularly for updates.

10. Contact Us

For questions, concerns, or requests related to this Privacy Policy, please contact us at **admin@glutrace.com**

By using the Glutrace platform, you agree to this Privacy Policy and consent to the collection, use, and sharing of your data as described above. Thank you for trusting Glutrace to support your diabetes journey!