

Privacy Policy - Research Online (Ro Inc)

Privacy Policy

This privacy policy (“Policy”) describes what personal information Research Online may collect and how we use and disclose it. This Policy applies to any interactions we have with you through our website, email, or phone.

This Policy covers Research Online’s treatment of your personally identifiable information that we gather when you use Research Online’s services. By using Research Online, you are consenting to the terms described in this Policy as well as our Terms of Service..

At Research Online, we take your privacy seriously. We understand that information provided for account registration can sometimes be sensitive. We want to ensure that you, as a participant of Research Online, are comfortable with the information collected and are knowledgeable about how this information is used.

Contact information

If you have any policy-related questions, please contact us at: info@researchonline.ca.

Collection of Information

The type of information we collect from you includes information that you voluntarily provide to us and information that we obtain from you in order to access our services and to provide us with a means to contact you. Specific personal information we collect may include your full name, sign-in information (i.e., email address and account password), other contact information, and payment information required for purchasing our services. We may also collect additional information to help fix technical problems and improve communications, such as the pages you visit, browser information, operating system name, or information supplied to us through user-generated data (or through other means).

Use of Participant Data

We do not share or sell personal or research data with third parties. Raw data is never stored, but rather locally analyzed, anonymized and processed on edge

devices during online testing session. The data we collect originates both from the physiological signals the participant agrees to share through their webcam and behavioural, cognitive and written forms (e.g., questionnaires) we provide as part of the testing session. Researchers then have access to any data they need for their research. These data are then funneled to improving diagnostic and prognostic models for various domains.

Only vetted Researchers and Research Online have access to the data. Ro owns all data.

Storage of Participant Data

Raw data is never stored, but rather locally analyzed, anonymized and processed on edge devices.

Use of Personal Data

Any Personal Data you provide us to access our Services may be used (e.g., your name and email address is used to identify your account to give you access to our Services, or we may contact you regarding the use of our Services). Please refer to the section titled "Choices Regarding Personal Information" below to learn how to opt-out of receiving messages from us related to Services. By using Research Online, you agree to have your Personal Data used to help us improve our Services.

Sharing of Personal Data

Research Online considers your Personal Data an essential part of our relationship with you and a key component in delivering you a great service. We do not sell this information or provide it to third parties except as described in this Policy. There are times, though, when we need to share this data with certain third parties to operate our business. These circumstances are described below:

Business transactions and related companies

As we operate Research Online, we may buy another company or sell Research Online, merge with other companies, reorganize, or dissolve. Personal Data may be part of the transferred assets during any of these events.

Anonymized Aggregated Data

As described above, we aggregate and anonymize data and use and disclose such information for a variety of purposes. However, in these situations, we do not disclose any information that could be used to identify you personally.

Law and Harm; Jurisdictions

We may preserve or disclose your information if we believe that it is reasonably necessary to comply with a law, regulation, or legal request; to protect the safety of any person; to address fraud, security or technical issues or a breach of our Terms of Service; or to protect our or any other person's rights or property. However, nothing in this Policy is intended to limit any legal defenses or objections that you may have to a third party, including a government's request to disclose your information.

We safeguard your personal information using efforts that are consistent with relevant law. However, we cannot completely guarantee the security of the personal information disclosed online. Finally, please note that in some cases, personal information that we collect may be stored or processed outside of Canada. In such cases, we continue to protect the information with appropriate safeguards, but it may be subject to the legal jurisdiction of those countries and governmental authorities in those countries.

Choices Regarding Personal Information

Marketing Communications

If you do not wish to receive promotional emails, you can click the "unsubscribe" button on promotional email communications. Note that you are not permitted to unsubscribe or opt-out of non-promotional messages regarding your account, such as account verification, payment confirmations, changes or updates to features of the website, or technical and security notices.

Data Retention

We will retain your information for as long as your account is active or as needed to provide you services. Following termination or deactivation of your account, we may retain information for a commercially reasonable time for backup, archival, and/or audit purposes. We may retain your information in aggregate or anonymized form indefinitely. Please submit a support request if you wish to delete your account.

Application of Privacy Policy

This Policy does not apply to any unsolicited information that you provide. This includes, but is not limited to, information posted to any public areas of the Service and any unsolicited submissions. Research Online assumes that all unsolicited information is non-confidential and that we are free to reproduce, disclose, and distribute it without limitation or attribution.

The Research Online website may contain links to third-party sites not controlled or operated by Research Online (the "Third Party Sites"). The policies and procedures described in this Policy do not apply to the Third Party Sites.

Security of Personal Information

We take the security of your Personal Data and other information very seriously. We take extreme steps to protect this data from loss, unauthorized access, or misuse. Research Online (Ro) is highly secure. It is built using PHIPPA compliant containers and leverages edge computing to enable local data processing, anonymization, offline operation, and a distributed architecture, minimizing data interception and unauthorized access for enhanced security.

Accuracy of Information and Individual Access

We rely on you to ensure that the Personal Information you enter into our system is as accurate, complete, and up to date as necessary for the purposes for which it is to be used. You may make changes or corrections to your Personal Information at any time.

When updating your personal information, we may ask you to verify your identity before we can act on your request. Unless required by law, we may reject requests that are unreasonably repetitive, require disproportionate technical effort, risk the privacy of others, or would be extremely impractical. Where we can provide information access and correction, and when required by law, we will do so for free.

We also make every effort to ensure the accuracy of the information in our reports, displays, articles, and support queries. However, you must verify all information created from your use of Research Online. We recommend that you consult a professional before completing any government or regulatory filing or otherwise relying upon the information, as the use of this information is at your own risk. You are responsible for ensuring that the information you have entered into our system is accurate, reliable, and complete.

Last Updated: January 20, 2023