



Document Title : **Myomo Privacy Policy**

Document # : **31334**

Document Revision # : **Rev.001**

31334 Rev 001 Myomo Privacy Policy

Effective Date: March 18, 2026

1. Introduction

This Privacy Policy describes how Myomo, Inc. (“we,” “us,” or “our”) collects, uses, stores, and shares information when you use the Myomo mobile application (“App”) and related services.

The App is designed to configure and support the use of a wearable orthosis device and to securely transmit usage data to cloud services for clinical review and device support.

By using the App, you agree to the practices described in this Privacy Policy.

2. Information We Collect

2.1 Information You Provide

We may collect the following information directly from you:

- Name, email address, or user identifier
- Login credentials
- Device pairing or configuration settings
- Clinician or care provider association (if applicable)

2.2 Device and Usage Data

When you use the orthosis with the App, we may collect:

- Device identifiers (e.g., serial number)
- Configuration settings
- Usage metrics (e.g., duration of use, activity counts)
- Performance and diagnostic data
- Error logs and system status information

2.3 Automatically Collected Information



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We may collect limited technical information such as:

- Mobile device type and operating system
 - App version
 - Crash reports and performance metrics
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3. Health Information

Some of the data collected by the App may be considered **health-related information**. This data is collected solely to:

- Support proper functioning of the orthosis
- Enable clinicians to review device usage and outcomes
- Improve device performance and user experience

We do **not** use personal health data for advertising or marketing purposes.

4. How We Use Information

We use collected information to:

- Configure, operate, and maintain the orthosis
 - Provide cloud-based data access to authorized clinicians
 - Improve product performance, safety, and reliability
 - Provide customer support
 - Comply with legal and regulatory obligations
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5. Data Sharing and Disclosure

We may share information:

- **With authorized clinicians or healthcare providers** designated by the user
- **With service providers** who perform services on our behalf (e.g., cloud hosting, analytics), under confidentiality and security obligations
- **When required by law**, regulation, or legal process
- **To protect safety**, rights, or property of users, patients, or the company



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We do **not sell personal or health information** to third parties.

6. Data Storage and Security

We implement administrative, technical, and physical safeguards designed to protect your information, including:

- Encryption in transit and at rest
- Authentication and access controls
- Secure cloud infrastructure

Despite these measures, no system can be guaranteed to be 100% secure.

7. Data Retention

We retain information only as long as necessary to:

- Provide the App and related services
 - Meet clinical, regulatory, or contractual requirements
 - Resolve disputes or enforce agreements
 - To meet the regulatory requirements under GDPR and related laws especially the right to be erased (first called the “right to be forgotten”). When the Company has no valid reason to retain the data and data subjects want some or all of your data erased, the Company will do so. (Articles 17).
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8. User Rights and Choices

Depending on your location, you may have rights to:

- Access your information
- Request correction or deletion
- Withdraw consent where applicable

Requests can be made by contacting us at the address below.



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9. Children's Privacy

The App is not intended for use by children under the age of 13 (or other age as required by local law) without parental or guardian consent. We do not knowingly collect personal information from children without appropriate authorization.

10. Third-Party Services

The App may rely on third-party services (such as cloud hosting providers) that process data on our behalf. These services are contractually required to protect information and use it only for authorized purposes.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted within the App or on our website with an updated effective date.

12. Contact Us

If you have questions about this Privacy Policy or our data practices, contact:

Myomo, Inc.
45 Blue Sky Drive, Suite 101
Burlington, MA 01803
info@myomo.com
617.996.9058
