

Privacy Notice for Patients

Last updated: September 21, 2026

1. About this notice

Cadence Health Analytics Inc. ("Cadence", "we", "us") provides tools for patient questionnaires, score histories and sharing information with your clinic. This notice explains how we handle personal information in the Cadence app, on our website and when you contact us.

Your clinic is responsible for the care it provides and the clinical records under its custody or control. Cadence processes information to provide the service to you and your clinic. Your clinic's own privacy notice also applies to its use of your records. Contact your clinic about clinical decisions or the contents of your medical record.

This notice explains our practices; it does not replace consent required for a particular collection, use or disclosure. Information needed to provide an account or a selected service is different from information you choose to provide for an optional purpose.

2. Information we collect

- **Account and contact details:** name, email address, telephone number, date of birth, sex, account identifiers and status, and an optional profile photo. Your clinic may also enter a medical record number and a caregiver's name and contact details.
- **Health and care information:** questionnaire answers, free-text responses, calculated scores and trends; diagnosis and diagnosis date; treatment information; monitoring plans; and appointment information where that feature is used. Information can come from you, your physician or authorized clinic staff.
- **Account security:** sign-in and verification information handled through Firebase Authentication, including your email address, credentials, account identifier and security-related technical information.
- **Support and service records:** messages you send to Cadence, notification preferences, support requests, and records of account, clinic and administrative actions.
- **Technical information:** IP address, browser or device information, request times and operational or security logs produced when you use the website, app or supporting services.

Please provide another person's information only when you are authorized to do so. Do not send medical records or sensitive health details through the public website's contact email.

3. How we use information

We use information to create and verify accounts; connect you with your clinic; collect and display questionnaires, scores and treatment histories; support clinic monitoring workflows; respond to requests; maintain and troubleshoot the service; manage access; investigate misuse; and meet applicable legal obligations.

We also use contact details for account invitations, verification, password resets, service messages and enabled reminders. An email provider processes the recipient address and message content. These messages may identify Cadence, include your name or an account link, or indicate that questionnaires are due. They are not a substitute for contacting your clinic about urgent care.

You can change questionnaire email reminders in the app's notification settings. Optional promotional messages are separate from account and service messages. You can ask us to stop non-essential communications. Where consent is required, we obtain it for that purpose.

4. Who can receive information

- **Your care team:** your linked physician and clinic staff authorized to assist that physician can access information within their assigned workspace. A clinic transfer or handoff can give the receiving physician access to the records transferred through that process.
- **Cadence personnel:** administrators and support personnel may access information to administer accounts, assist users, investigate problems and operate the service, according to their responsibilities and permissions.
- **Service providers:** Google Cloud and Firebase support hosting, databases, sign-in and file storage. Email and other operational providers process the information needed to deliver their services. See section 5 for processing locations.
- **Disclosures required or permitted by law:** information may be disclosed in response to a valid legal requirement or another lawful basis. Where a disclosure needs your authorization, that authorization must be obtained.

Research and other secondary uses. Any research, product development or external statistical sharing beyond operating and supporting Cadence requires an appropriate legal basis, safeguards and any required consent. If such a use is proposed, its purpose and recipients must be explained before it proceeds. This notice alone does not authorize unrelated use of identifiable health information. Removing names or combining records does not automatically make information anonymous.

5. Hosting, location and safeguards

Cadence uses Google Cloud services, including Firebase, for its application infrastructure. Firebase Authentication processes sign-in information in the United States. Other hosting, storage and email services may process information in Canada, the United States or other locations used by the relevant provider. We do not represent that all personal information stays in Canada. Information processed outside Canada may be subject to that country's laws and lawful government-access requirements.

Google explains its service-specific processing in [Privacy and Security in Firebase](#). Contact Cadence for information about the providers and processing arrangements relevant to your account.

Safeguards include authenticated access, role and clinic-assignment checks, encrypted HTTPS connections, and records of selected administrative actions. Access permissions distinguish patients, physicians, staff and administrators. No storage or transmission method can guarantee complete security.

Profile photos: uploaded profile photos are delivered through publicly accessible image links. Anyone with the link can open the image. A photo is optional; do not upload a health document, identity document or image you do not want accessible in this way.

6. Browser storage, downloads and links

The app and its sign-in service use browser storage to maintain your session and preferences. Unfinished questionnaires can be saved in the current browser tab, including answers and free text. Signing out does not necessarily remove these drafts. The app discards drafts older than 24 hours when it checks them; this is not a guarantee that the browser erases them at exactly 24 hours.

On a shared device, sign out and close the Cadence tab. If the browser restores previous sessions, clear its saved site data as well. Blocking or clearing browser storage may prevent sign-in or remove an unfinished questionnaire.

The custom Cadence portfolio website does not include advertising trackers or an analytics SDK. Its host can still process ordinary web request and security logs. External sites reached through links have their own privacy practices.

Reports downloaded from Cadence are saved to your device. Signing out or deleting an account does not remove downloaded files or copies that you or your clinic have shared.

7. Retention and deletion

Retention depends on why information is held, the clinic's recordkeeping requirements, account administration, security and applicable law. Closing an account does not automatically erase clinical records held by your clinic. A transfer or records arrangement may be needed before a clinic account can be removed.

You can request deletion by contacting Cadence. Some information may need to remain, including clinical provenance and administrative audit records, which can include names, email addresses and account identifiers. Providers and backups may retain copies after removal from active systems. Contact us for the retention and deletion arrangements that apply to your request; we do not promise immediate erasure of every copy.

8. Access, correction and your choices

You can review information available in your account and update supported profile fields. To request access to or correction of your clinic's medical record, contact the clinic. Cadence can help route a request concerning records it processes for the clinic. For account or support information held by Cadence, contact us directly. We may verify your identity and authority before responding.

You can ask to withdraw consent for a use that depends on your consent, subject to applicable legal or contractual limits. We will explain any effect on the service. Withdrawal does not undo earlier lawful processing or require a clinic to delete records it must retain. Optional information and non-essential communications can be declined; necessary account and security messages may still be sent.

9. Contact and complaints

Contact **Cadence Health Analytics Inc., Privacy enquiries**, at cadence.health.analytics@gmail.com or [+1 226 787 9704](tel:+12267879704). Postal address: 1206 Chilver Road, Windsor, Ontario, Canada, N8Y 2L1. Start with your request and contact details; we can discuss how to provide any sensitive information needed to resolve it.

You may also contact the [Information and Privacy Commissioner of Ontario](#) about Ontario health privacy, or the [Office of the Privacy Commissioner of Canada](#) for matters within its jurisdiction. This notice is governed by Ontario law and the applicable laws of Canada. Your rights under applicable law are not limited by this notice.

10. Changes to this notice

We will post revisions with an updated date and communicate material changes through the service or other appropriate means. Where a new purpose requires consent, an updated notice alone does not supply that consent.