

Exit & Switching notice

Purpose of this notice

The purpose of this notice is to inform you, in accordance with the information obligation of providers of data processing services under Chapter 6 of the EU Data Act, about your exit and switching rights related to your use of T-DOC Go or Torin Modular Apps.

This page sets out the procedures, formats, and any known technical limitations applicable to switching and porting for T-DOC Go and Torin Modular Apps.

How to initiate a Switch

Submit your switching request in writing to Getinge Support **support.dhs@getinge.com**. Your request should include the following:

- Which product(s) are affected (T-DOC Go, Torin Modular Apps - Media Manager or Plan Optimizer)
- Whether you intend to transfer your data to a new provider or to your own infrastructure, or whether you wish to proceed directly to data erasure without transfer
- **Your preferred transfer date.** Please note that Getinge requires a minimum of 2 months' written notice before your intended transfer date. Once notice is received, Getinge will complete the transfer within 30 days of the agreed transfer start date. In practice, this means that it may take up to approximately 3 months from Getinge's receipt of a complete written request until the data is made available for transfer to another service or infrastructure.

Requests that do not include the above information may be returned for completion before processing begins.

Timelines

Phase	Duration
Notice period	Getinge requires at least 2 months from receipt of written request before the intended transfer date.
Data retrieval period	Minimum 30 days following the transfer date, during which your data remains accessible for download.
Data erasure	Within 30 days of the date your agreement terminates, Getinge will erase all exportable data and digital assets associated with your account.

Data Erasure

Where a customer does not wish to transfer data but requests erasure upon termination, the contract will be treated as terminated at the end of the notice period and erasure will be completed within 30 days, except where applicable law requires or permits Getinge to retain specific data for a longer period.

Data Hosting and Jurisdiction

T-DOC Go and Torin Modular Apps are hosted on data center infrastructure across multiple geographic data regions, dependent on the location of the customer. The Customer Data region applicable to a given deployment is set out in the Master Agreement. Information on the technical and organizational measures in place to safeguard data against access by international governmental authorities is provided on our Security Whitepapers.

Data Structures, Formats and Interoperability Standards Register

Data Structures

Product	Data Category	Description	Included in Export
T-DOC Go	Instrument tracking records	Records of instrument sets, trays, and individual instruments	Yes
	Sterilization records	Sterilization process record with the data entered into T-DOC Go	Yes
	Patient and procedure linkage	Associations between instrument sets/trays and patient ID	Yes
	User account data	User IDs, names and roles (without passwords/ other secrets)	Yes
Media Manager	Imaging studies	Medical imaging studies containing images, videos or documents, captured during procedures, including associated patient and study metadata	Yes
Plan Optimizer	Appointment data	Appointments with related patients, imported from and exported to connected scheduling systems	Yes
	Utilisation data	Resource and capacity utilisation records generated by the system	Yes
	Master Data	Master data records generated through use of the service	Yes
Torin Modular Apps	User account data	User and user group data (without passwords/ other secrets)	Yes

** Exports containing patient or clinical data remain the responsibility of the customer. Customers are responsible for ensuring their destination environment meets applicable data protection requirements, including GDPR, before initiating a transfer.*

Data Formats and Interoperability Standards

Product	Format	File Type	Standard	Version	Status	Notes
T-DOC Go	Full database export	Microsoft SQL Server Backup file	N/A	N/A	N/A	
Media Manager	Imaging studies	.dcm	DICOM	DICOM 3.0	Adopted	Open DICOM interface. Compatible with any DICOM-compliant PACS or destination system.
Plan Optimizer	Appointments with related patients, utilisation data, Master data	.csv	N/A	N/A	N/A	
Torin Modular Apps	User account data	.json	N/A	N/A	N/A	

Export Methods and Access Protocols

Product	Method	Detail
T-DOC Go	Database extract export	Secure File Download
Media Manager	Open DICOM interface	Studies and video data are accessible via standard DICOM interface
Plan Optimizer	Database extract export	Secure File Download
Torin Modular Apps	Database extract export	Secure File Download

For any additional questions related to the above, please contact Getinge through e-mail:
support.dhs@getinge.com