

Terms of use and privacy policy for Infermedica Help Center

(the "Terms of Use")

Last update: February 3rd, 2025

Who we are

Welcome to the Help Center from Infermedica Sp. z o.o., with its registered office in Wrocław at Plac Solny 14/3, 50-062 Wrocław, Poland ("Infermedica", "we", "us", "our"). Infermedica is a Polish company entered into the Register of Entrepreneurs of the National Court Register kept by the District Court for Wrocław-Fabryczna in Wrocław, VI Commercial Division of the National Court Register, under KRS number 0000429183.

Infermedica is the provider and owner of the Help Center content. This service is provided within the solution owned by HubSpot Inc., 25 First Street, 2nd Floor, Cambridge, MA 02141, USA.

What is the Help Center

The Help Center is a self-service support platform that Infermedica's team uses to share knowledge about its products, services, and related processes, such as implementation, adoption, or further development advice, that healthcare organizations could find useful.

The Help Center has two levels of accessible content: publicly available content and non-publicly accessible content that becomes available upon registration.

Who can use the Help Center

The public version of the Help Center aims to be available to every Internet user. No registration is required to access the non-restricted content. Infermedica will not collect any of your personal data except for potential data that may have been generated by cookies that were opted into in line with the user's personal preferences.

Access to the non-public version of the Help Center is granted to entities who use Infermedica technologies and are authorized by Infermedica to have said access. To solicit access to a non-public Help Center account, an eligible user must contact Infermedica and go through the unique registration process via email. To complete the registration, the user must create a valid password that allows them to log in to the Help Center as well as accept these Terms of Use.

How to eliminate an account

Users can request to delete their accounts at any time by clicking the "Remove account" button. Our team will also delete accounts when the user's cooperation with Infermedica ends or after one year of account inactivity.

Ownership of the content

The content published on the Help Center is provided by Infermedica. Any articles, materials, graphics, technical solutions, text, or other content of any nature ("Content") posted and published on the Help Center, as well as the way the Content is published (layout), are subject to copyright and related rights that belong to Infermedica.

Infermedica also owns Infermedica's names and any marks referring to its products, services, or entities, in particular trademarks, logotypes, and/or marks (the "Materials") of the services or products that are placed on the Help Center and do not belong to third parties.

The users do not acquire any intellectual property rights to the Content or Materials. The users may only use the Help Center to read and browse the Content. No other use is permitted, including but not limited to copying, editing, modifying, or further publishing of the Content, except for legally permitted citations.

You agree that at no time will you attempt to register or claim any intellectual property rights, including but not limited to Content or Materials, that are derived from or confusingly similar to those of Infermedica and/or displayed on the Help Center or attempt to register or claim that you own any copyright or other intellectual property rights for the Materials or the Content.

Privacy Policy

In accordance with Articles 13 and 14 of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) – hereinafter referred to as the “GDPR” – we would like to inform you about the following details regarding the processing of your personal data.

The data controller and contact details

The data controller of your personal data is Infermedica. You can contact us:

1. email at support@infermedica.com
2. in writing and send correspondence to Infermedica Sp. z o.o., Plac Solny 14/3, 50-062 Wrocław, Poland.

Bearing in mind the security and transparency of personal data processing, we have appointed a Data Protection Officer (“DPO”): Marcin Kaleta. You can contact the DPO at dpo@infermedica.com or via the postal address indicated above (marked to the attention of: "Data Protection Officer").

What are the sources of your personal data

If you are a registered user of the Help Center, we may process the personal data you have provided us directly or data that might be provided to us by your employer, commissioner, or business partner in the course of their cooperation with Infermedica, whether in negotiations or at the performance stage.

If you are a non-registered user, we may only process the data generated by your usage of the Help Center within the scope of the cookies that were accepted according to your preferences.

Purposes and legal grounds

We process your ordinary personal data for the following purposes

1. to perform a contract in part where the Help Center is included as a part of the service or preparation before providing the service (Article 6(1)(b) of the GDPR;
2. to establish, assert, or defend ourselves against claims – since the processing is necessary for us to pursue our legitimate interest (Article 6(1)(f) of the GDPR), namely being able to establish, assert, or defend ourselves against claims;
3. to which you give us additional consent (e.g., to receive additional material or request contact) - legal basis under Article 6(1)(a) of the GDPR.

Categories of data recipients

Your personal data may be transferred to entities authorized by law (courts, state authorities), our service providers, and subcontractors, such as HubSpot Inc., 25 First Street, 2nd Floor, Cambridge, MA 02141, USA.

Right to withdraw consent

If consent is the legal basis of your personal data processing, you have the right to withdraw your consent to processing your personal data at any time. The withdrawal of consent does not affect the lawfulness of the processing based on your consent before its withdrawal but may not let us take further actions that you'd want.

Transmission of data outside the European Economic Area

During data processing, Infermedica or its subcontractors may transfer personal data outside the European Economic Area, i.e., to third countries, such as the USA. Should this happen, the transfer of personal data will be based on appropriate legal mechanisms, such as a Commission Implementing Decision, standard contractual clauses, or other similar legal instruments provided for in the GDPR. You have the right to obtain a copy of your personal data that's been transferred to third countries at any time.

Data storage period

Your data will be processed by Infermedica in accordance with Help Center usage for as long as our or your cooperation with Infermedica's clients lasts, until you eliminate your account, for 1 year after the last sign of account activity, or until such time as consent is withdrawn or potential claims are barred.

Infermedica may eliminate your account or temporarily suspend your access to the Help Center upon noticing any activity that could be considered wrongful, inappropriate, or otherwise infringing upon its intellectual property rights.

Should Infermedica decide to use any cookies attached to the Help Center, the cookies retention period will be provided in the cookies preferences details presented for your review before consent is granted.

Your rights

You have the following rights:

1. the right to request access to your data and to receive a copy of your data;
2. the right to rectify (correct) your data;
3. the right to erasure;
4. the right to object or limit the processing of data;
5. the right to data portability;
6. the right to lodge a complaint to the supervisory authority (if the data is processed illegally, a relevant complaint may be lodged with the President of the Personal Data Protection Office or another competent supervisory authority).

In order to exercise your rights, you may send a request to one of the addresses indicated above. Please note that before exercising your rights, we may have to identify you accordingly.

Information that the provision of data is voluntary

If the data is processed based on your consent, there is no contractual obligation to provide your data. Providing your personal data is voluntary but necessary for using the Help Center. If the data is processed based on the agreement that you and/or Infermedica have with a client, then the obligation to provide the data comes from the contract that is concluded between you and the client, who is your employer, business partner, or commissioner.

Cookies Policy

We use cookies and other similar technologies (collectively "Cookies"). This policy (the "Cookies Policy") explains how we may use Cookies and your right to control their use. In accordance with the applicable provisions of law, we can store and use Cookies only on the basis of your prior explicit permission.

What are Cookies

A cookie is a block of data that is created by the web server while the user is browsing the website. It uniquely identifies web browsers, tracks user trends, and stores information about user preferences. It enables the website to remember your actions and preferences (such as login, language, font size, and other display preferences) over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

You can restrict or disable cookies on your browser. Disabling cookies may cause some website features to not function properly.

Cookies we use

We may use different types of Cookies on the Help Center site. More information about each type of Cookie used may be found below:

Necessary Cookies. We use "Strictly Necessary Cookies" to perform the essential functions associated with making our Websites available to you. Without Strictly Necessary Cookies, you would not be able to use the Websites.

Functional Cookies. We may use "Functional cookies" to collect information about traffic to our Websites and monitor how our Websites are being used, especially those that enable a website to remember information that changes how the website behaves or looks, like your preferred language or the region you are in.

Analytics Cookies. We may also use third-party analytics services for these purposes. The anonymous information that we collect enables us to provide you with a better user experience. For example, such information helps us find areas of our Websites to improve or fix.

Performance Cookies. Performance cookies are used to understand and analyze the website's key performance indexes, which helps deliver a better user experience for our visitors.

Advertisement. Advertisement cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable to publishers, third-party advertisers, and the user.

Other Cookies. We are in the process of classifying other cookies, along with the providers of those individual cookies.

Please learn about cookies set in your browser by Hubspot [[Here](#)] and by Infermedica [[Here](#)].

Before you enter the Help Center or register an account, you will be asked to manage your cookie preferences using the Cookie Banner. You can accept or reject all or some of them. The drop-down menu will provide more information on the cookie character, duration, and purpose.

Please note that the Help Center may not use fewer cookies than mentioned in the Cookie Policy, which is more general and applies to the whole Infermedica.com domain. To check and manage the cookies in your browser. Here you have a couple of examples of how to do that in the most popular browsers:

- **in Chrome:** Right-click on your browser window if you are a Windows user/two-finger click if you are an Apple Mac user. Click "Inspect". Choose "Applications," and from the left menu, click on "Cookies". You can manage and delete cookies from this panel.
- **in Mozilla:** Open the browser window. Right-click on your browser window if you are a Windows user/ on Mac OS; either hold down control and then click with the mouse or use the two-finger click with your touchpad. Click "Inspect". Select "Storage" and then "Cookies" sheet.

The table below lists all cookies used on this website, their name, provider, type, and expiry date.

Necessary

Cookie	Type	Duration	Description
_cfuvid	Third-party cookie	session	The _cfuvid cookie allows the Cloudflare WAF to distinguish individual users who share the same IP address. Visitors who do not provide the cookie are likely to be grouped together and may not be able to access the site if there are many other visitors from the same IP address.
cf_bm	Third-party cookie	30 minutes	This cookie, set by Cloudflare, is used to support Cloudflare Bot Management.
cky - consent	Third-party cookie	1 year	CookieYes sets the cookie to remember the user's consent to the use of cookies on the website.
cky-action	https	1 year	This cookie is set by CookieYes and is used to remember the action taken by the user.
cookieyes - necessary	Third-party cookie	1 year	This cookie is set by CookieYes and is used to remember the consent of the users for the use of cookies in the "Necessary" category. It does not store any personally identifiable information.
cookieyes - other	Third-party cookie	1 year	This cookie is set by CookieYes and is used to remember the consent of the users for the use of cookies categorized as "Other".
cookieyesID	https	1 year	Unique identifier for visitors used by CookieYes with respect to the consent.
hs-membership-csrf	https	session	This cookie is used to ensure that content membership logins cannot be forged. It contains a random string of letters and numbers used to verify that a membership login is authentic.
cookieyes - functional	https	1 Year	This cookie is set by CookieYes and is used to remember the consent of the users for the use of cookies in the "Functional" category.
__hsmem	https	7 days	This cookie is set when visitors log in to a HubSpot-hosted site. It contains encrypted

			data that identifies the membership user when they are currently logged in.
cookieyes-analytics	https	1 year	This cookie is set by CookieYes and is used to remember the consent of the users for the use of cookies in the "Analytics" category.
cookieyes-performance	https	1 year	This cookie is set by CookieYes and is used to remember the consent of the users for the use of cookies in the "Performance" category.
hssrc	https	session	This cookie is set by Hubspot whenever it changes the session cookie. The _hssrc cookie is set to indicate that the user has restarted the browser, and if the cookie does not exist, it is assumed to be a new session.
cookieyes-advertisement	https	1 year	This cookie is set by CookieYes and is used to remember the consent of the users for the use of cookies in the "Advertisement" category.

Functional

Cookie	Type	Duration	Description
messagesUtk	https	6 months	This cookie is used to recognize Hubspot visitors who chat with you via the chatflows tool. If visitors leave your site before being added as a contact, they will have this cookie associated with their browser.
_hssc	https	30 minutes	HubSpot sets this cookie to keep track of sessions and to determine if HubSpot should increment the session number and timestamps in the _hstc cookie.

Analytics

Cookie	Type	Duration	Description
hstc	https	5 months 27 days	This is the main cookie set by Hubspot, for tracking visitors. It contains the domain, initial timestamp (first visit), last timestamp (last visit), current timestamp (this visit), and session number (increments for each subsequent session).
hubspotutk	https	5 months 27 days	HubSpot sets this cookie to keep track of the visitors to the website. This cookie is passed to HubSpot on form submission and used when deduplicating contacts.
hjSession	https	30 min	Hotjar sets this cookie to ensure data from subsequent visits to the same site is attributed to the same user ID, which persists in the Hotjar User ID, which is unique to that site.
_ga	https	1 year	This cookie is installed by Google Analytics. The cookie is used to calculate visitor, session, campaign data and keep track of site usage for the site's analytics report. The cookies store information anonymously and assign a randomly generated number to identify unique visitors.
_hubspotutk	https	6 months	HubSpot sets this cookie to track website visitors. This cookie is passed to HubSpot on form submission and used when deduplicating contacts.

Advertisement

Cookie	Type	Duration	Description
lidc	https	1 day	LinkedIn sets the lidc cookie to facilitate data center selection.
li_sugr	https	90 days	LinkedIn sets this cookie to collect user behavior data to optimize the website and make advertisements more relevant.

bcookie	https	1 year	LinkedIn sets this cookie from LinkedIn share buttons and ad tags to recognize browser ID.
_gcl_au	https	3 months	Provided by Google Tag Manager to experiment with the advertisement efficiency of websites using their services.

Disabling Cookies

If you would like to disable Cookies, you can do so by changing the settings on your browser. Check your browser's support website for more information on how to disable Cookies on your browser. Once you disable Cookies, we will not be able to collect Cookies from you. However, keep in mind that if you disable Cookies, we will not be able to install the Cookies, automatically and you may have to manually adjust some of your preferences every time you visit the Help Center.

Contact

If you have any questions about how we use Cookies, please contact us at support@infermedica.com.