

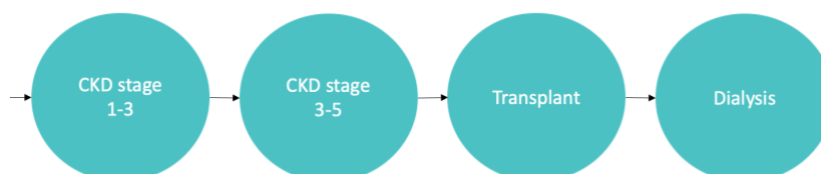
Virtual care and remote monitoring for Chronic Kidney Disease for Tertiary Care Renal Units

MyRenalCare is a digital healthcare solution that supports all stages of chronic kidney disease (CKD) management by putting the patient in the driving seat of their care. It is used by patients, Nephrologists and Renal Admin teams and caters for all stages of kidney disease including all stages of CKD, all modes of renal replacement therapy and transplant. For more information you can visit www.myrenalcare.com.

The problem MyRenalCare solves: Sub-optimal treatment of CKD, and lack of system capacity

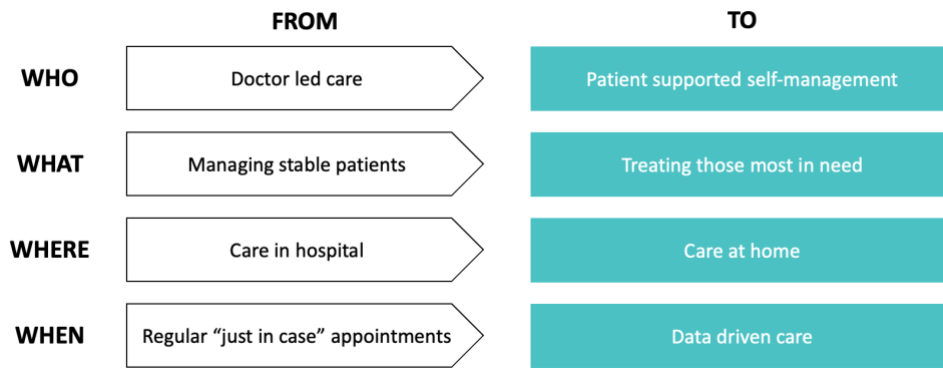
- A large proportion of the population have CKD (10%), with the number of people growing 5-8% per year
- Early intervention in line with NICE guidelines can delay the progression of Chronic Kidney Disease and the need for dialysis by over 20 years. However, most individuals with CKD, have not had their treatment optimized in line with NICE guidelines. This is driven by:
 1. Complex up titration guidelines
 2. Lack of clinician capacity
 3. Lack of physical space

MyRenalCare is an end to end CKD care pathway delivery solution.

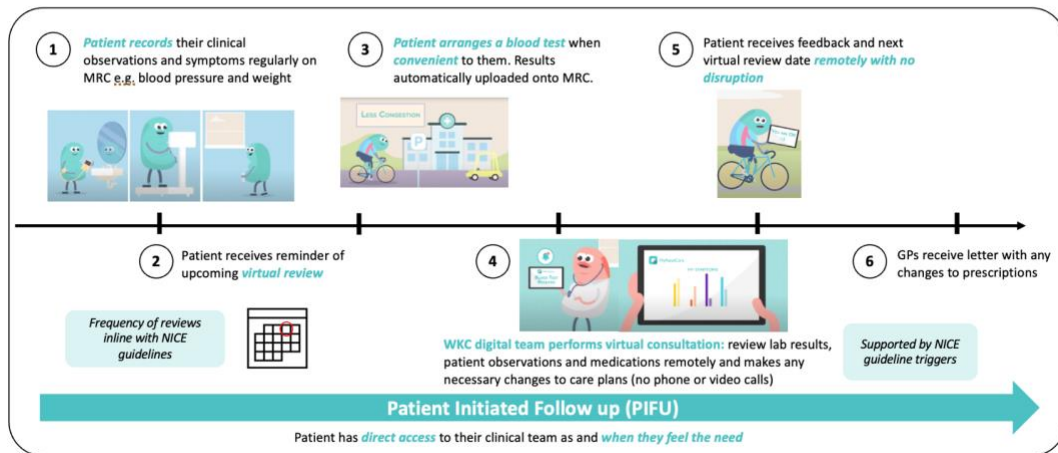


CKD stage 1-5 management:

MyRenalCare transforms outpatient chronic kidney disease management:



MyRenalCare replaces routine face to face appointments with remote and continuous care



Gives patients more control of their condition to slow its progression



Enables clinicians to deliver better care, reduces anxiety and increases convenience

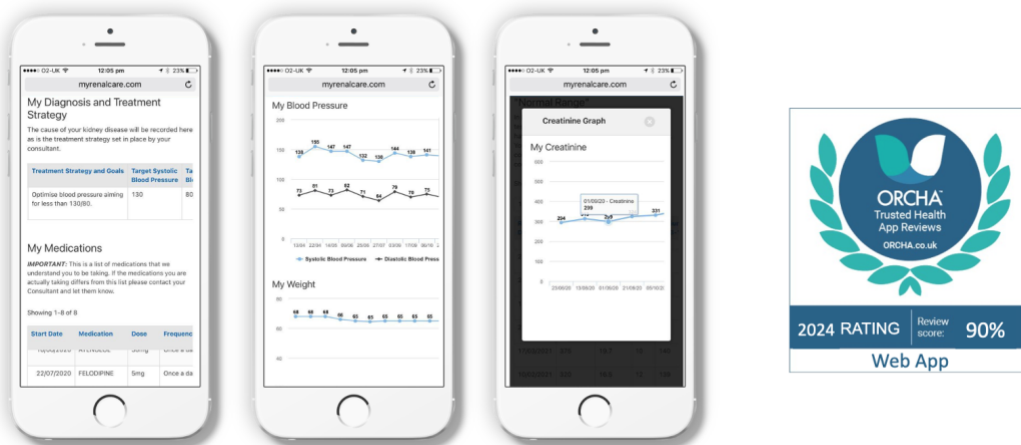


Key benefits:

- 30% increased out patient follow up capacity. Enabling more patients to be treated earlier and optimised faster, resulting in:
 - Reduced dialysis demand
 - Reduced cardiovascular events
 - Reduced heart failure related hospital admissions
- Reduced carbon emissions

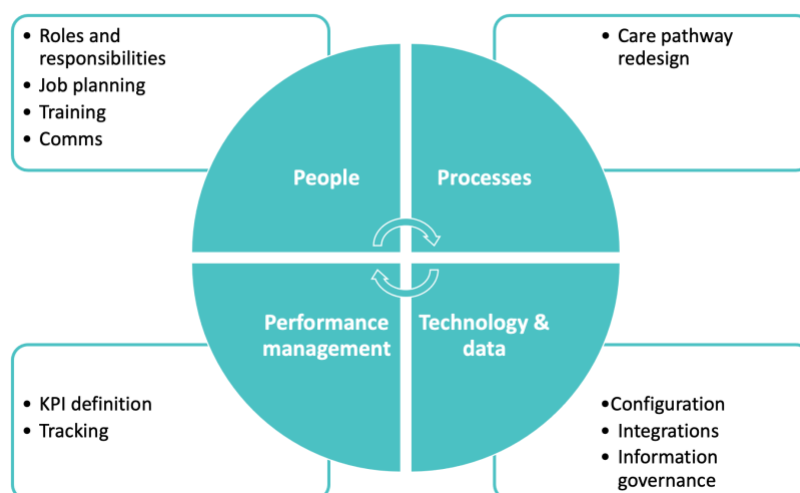
MyRenalCare is an award winning solution: Winner of the Future NHS Award – NHS Parliamentary awards 2024.

Highest rated renal APP in UK as rated by ORCHA



Onboarding support

MyRenalCare can provide holistic implementation support to maximise value



Service constraints

MyRenalCare has no service constraints and is a web-app accessible on any internet browser and does not require any installation. It is fully responsive allowing it to work on any device including mobile, tablets and laptops. Customisation is not included in the standard license fee but is available subject to a separate negotiation.

Service levels

We provide a 99.9% uptime guarantee.

We provide email support for all users (patients and clinicians) and NHS Trusts (customer) along with phone support 9 to 5, 7 days a week and onsite support as required.

Database failures are mitigated by storing data in multiple databases, so if one database goes down the other databases are able to effectively mitigate this. Changes made to your database immediately propagate to these redundant versions. We automatically create multiple active and archived backups of databases on multiple servers, all stored using the same encryption as your live database.

In the unlikely event that our services cannot be provided, the business continuity plan is to revert to traditional management practices, ie. Renal outpatient appointments are delivered by either phone call or face to face appointments.

After sales support

Comprehensive after sales support is provided for all users (patients and clinicians). Please contact info@myrenalcare.com

Technical requirements

MyRenalCare has no technical requirements

Outage and Maintenance Management

We provide a 99.9% uptime guarantee. This means that for any given month, while unlikely, it is possible that MyRenlaCare may experience an average downtime of up to 2678 seconds excluding scheduled maintenance. If an outage exceeds a cumulative of 2678 seconds in a month, we will credit 2% of the base monthly recurring fee for the affected account, per hour of downtime. The total credit allowance per month is capped at 100% of that months monthly recurring fee for the affected account. You must notify us via opening a support ticket indicating that you wish to pursue your rights as guaranteed by this SLA within 10 days of the incident to be eligible for credit. This guarantee covers MyRenalCare's internal infrastructure including application and database servers, routers, switches, the cables connecting them, and connectivity to our backbone providers. This guarantee does not cover email delivery. MyRenalCare is not required to provide SLA-guaranteed services or credits to customers who are in default of their contractual obligations. We have a live system uptime monitor dashboard that is available to clients.

Hosting options and locations

We use Amazon Web Services to power the MyRenalCare web app. All data is held in the UK using Amazon Web Services Frankfurt Region across 3 availability Zones.

Access to data (upon exit)

When the contract ends, users of MyRenalCare can easily extract their data through our user-friendly platform. Here's how:

1. **Data Export Functionality:** MyRenalCare provides a simple and intuitive data export feature within the platform. Users can access this feature to download their data in a format of their choice, such as CSV or JSON.
2. **Privacy and Security:** We prioritize the privacy and security of our users' data. The data export process is designed to ensure that your information remains protected at all times. We employ encryption and authentication measures to safeguard your data during extraction.
3. **Guidance and Support:** We understand that extracting data may raise questions or concerns. That's why we offer comprehensive guidance and support throughout the process. Our platform includes detailed instructions on how to use the data export functionality, and our support team is available to assist you if needed.
4. **Compliance:** MyRenalCare adheres to all relevant data protection regulations, such as GDPR. Our data export process is designed to comply with these regulations, giving you peace of mind knowing that your data is handled in accordance with the highest standards of privacy and security.

Security

Ardia Digital Health Ltd is Cyber Essentials certified and the AWS infrastructure we use is ISO 27001 certified.

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Amazon Web Services is considered the [industry leader](#) in cloud services and is trusted by organisations like DOW Jones, Pfizer, and the CDC.

- AWS environments are [SOC 3](#) and [ISO 27001](#) Certified.
- Data is encrypted using [SHA-256](#) and [AES-256](#), both 'at rest' on the servers and when in transit. All data displayed and updated back to the database is encrypted and secured with [SSL](#).
- This encryption applies to all data - the database records, search indexes as well as uploaded files and images. Backups are encrypted using the same.
- All user passwords are double encrypted and hashed with a [salt](#) (intended to prevent dictionary attacks).
- Data is not accessible to anyone unless we make it accessible.
- Every change to every record is recorded along with timestamps and IP addresses.

For any enquiries please contact info@myrenalcare.com