How Is My Vitalist Health Information Protected?

Inas B. - 2026-11-15 - Health, Safety & Support

The Vitalist Health Band sends information to the Vitalist Health app through your phone. The app then uses your phone's internet connection to send that information to Vitalist.

Your information is transmitted and stored securely. Access to your information depends on your account, sharing settings, and care program arrangements.

Who can see my information?

Depending on your settings and program, your information may be available to:

- You, through your Vitalist Health account.
- Caregivers or family members you have invited to share your information.
- Your care team, where your program provides access.

When you share your information through Account Sharing, the invited person can see your readings and alerts. Sharing is not limited to selected readings.

You can review or stop sharing through **Account Sharing** in the app.

How can I help protect my account?

We recommend that you:

- Use a passcode or other screen lock on your phone.
- Do not share your six-digit SMS sign-in code with anyone.
- Keep your phone and the Vitalist Health app updated.
- Only share your information with people you trust.
- Review your Account Sharing settings from time to time.

Vitalist Support will never need your six-digit sign-in code to help you.

How can I learn more about privacy?

You can read the Vitalist Privacy Policy at:

https://vitalist.co/privacy-policy

If you would like to request a copy of your information or ask about closing your account, contact Vitalist Support at **support@vitalist.ca**.