

# Welcome

**Welcome to your treatment program**, created to support you on your path to improved mental well-being. While we are proud to offer this program in English, certain integral elements within our platform remain in Swedish. However, to ensure a smooth experience for our English-speaking users, this guide offers translations and insights to help you navigate with ease.

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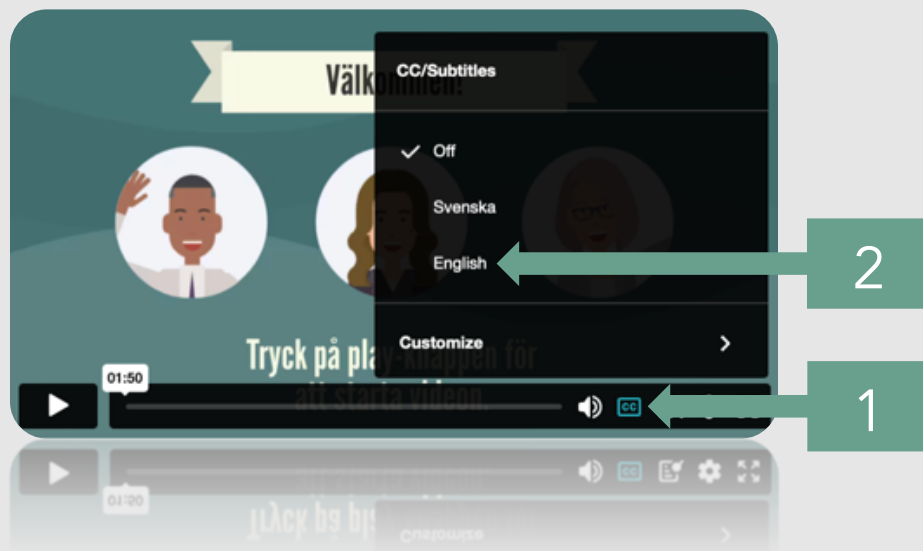


## Key Differences

While most content in the programs, such as texts, audio exercises, and assignments, is translated and presented in English, there are some exceptions and notable differences.

Many generic platform pages and elements, including buttons, login pages, overview pages, "My pages", as well as email notifications are in Swedish. This guide will provide translations and insights for these elements.

The bulk of the program's content, from text to audio exercises and homework assignments, is in English for your convenience. However, it's essential to note that the audio tracks of the films remain in Swedish, but English subtitles are provided for comprehension. Activate them by clicking CC, see image below.



## Navigating the platform

To ensure a smooth experience, here's a translation guide for the Swedish elements:

<b>Svenska</b>	<b>English</b>
Logga in	Log in
Hjälp med inloggning	Help with login
Påbörja behandling	Start treatment
Börja	Start
Min behandling	My treatment
Översikt	Overview
Mina sidor	My pages
Mitt mående	My wellbeing
Meddelanden	Messages
Kontoinställningar	Account settings
Logga ut	Log out
Fortsätt där jag avslutade senast	Continue where I left off
Gör om	Redo
Innehåll	Content
Tillbaka	Back
Nästa	Next
Spara och fortsätt	Save and continue
Meddelande	Message
Övningar	Exercises

## Static pages

**Välkommen!**

**Första inloggningen**

Första gången du loggar in behöver du välja ett nytt lösenord

KBToonline använder [cookies](#) och [lagrar dina personuppgifter](#), genom att fortsätta nedan godkänner du detta.

Nytt lösenord

Repetera nytt lösenord

Jag samtycker till att mina personuppgifter hanteras av KBToonline

**Spara**

### Welcome!

#### First-Time Login

For your initial login, you are required to set a new password.


KBToonline utilizes cookies [see translation of linked page [below](#)] and stores your personal information [also translated [below](#)]. By proceeding, you are agreeing to this practice.

#### New Password

#### Confirm New Password

I agree to the processing of my personal information by KBToonline.

[Save]



Vi har skickat ett sms med en 6 siffrig kod till:

Var vänlig fyll i koden nedan för att vi ska kunna säkerställa din identitet.

**Kod:**

**Verifiera**

Fick du inget sms? Vänta någon minut eller [klicka här](#).

We have sent an SMS with a 6-digit code to:

Please enter the code below so we can verify your identity.

#### Code:

Verify

Didn't receive an SMS? Wait a minute or click [here](#).



## Har du problem att logga in?

### Här är några punkter som förhoppningsvis hjälper dig.

1. Tänk på att systemet är känsligt för små och stora bokstäver. Se till att inte Caps Lock är aktiverat, så att du råkar skriva stora bokstäver hela tiden.
2. Återställ ditt lösenord >
3. Har du bytt eller tappat din telefon, så att engångskoderna inte når dig? Hör av dig till din behandlare för att byta mobiltelefonnummer dit koderna skickas.
4. Fungerar inget av ovanstående, hör av dig till support@kbtonline.se och beskriv ditt problem.

### Experiencing login issues?

Below are some tips to assist you.

1. Please note that our system distinguishes between uppercase and lowercase letters. Make sure Caps Lock isn't on, which could cause you to type everything in capital letters.
2. Reset your password >
3. Did you switch phones or misplace your current one, and now you're not receiving the one-time codes? Please get in touch with your therapist to update the mobile number that receives these codes.
4. If you still face issues, please email support@kbtonline.se detailing your problem.

18 okt

18 okt



### Mitt mående

Här kan du följa hur det går för dig under behandlingens gång. Grafen visar en sammanvägning av de registreringar du gjort i programmet.

### My Well-being

Here, you can track your progress throughout the treatment. The graph displays a consolidated view of the entries you've made in the program.

### Lycka till med dina övningar!

Du kan gå tillbaka och läsa igenom avsnittet igen via översikten.

### Good luck with your exercises!

You can revisit and review the section again through the overview.

Tillbaka till översikten

Back to the overview

**Användarnamn**

Förnamn

Efternamn

Email

Mobilnummer

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Nytt lösenord

Nytt lösenord(repetera)

Här <http://www.info.kbtonline.se/> kan du läsa vår dataskyddspolicy och hur vi hanterar dina personuppgifter.

**Spara** **Återkalla samtycke**

**Username**

First Name

Last Name

Email

Mobile Number

New Password

Repeat New Password

Here <http://www.info.kbtonline.se/> you can read our data protection policy and how we handle your personal data.

**Save**

**Revoke Consent**

## E-mails

**Ämne:** Nu kan du logga in på KBTonline

Hej!  
Vi har nu skapat ett konto åt dig. Du kan logga in på <https://program.kbtonline.se>

Användarnamn: X  
Lösenord: X  
Vid inloggning skickas en engångskod till din mobiltelefon.

Välkommen!

Mvh  
KBTonline

**Subject:** You can now log in to KBTonline

Hello!  
We have now created an account for you. You can log in at <https://program.kbtonline.se>

Username: X  
Password: X  
Upon logging in, a one-time code will be sent to your mobile phone.

Welcome!

Best regards  
KBTonline

**Ämne:** Du har ett oläst meddelande

Hej!  
Du har fått ett nytt meddelande. Logga in för att se dina olästa meddelanden:  
<http://program.kbtonline.se>

Mvh  
KBTonline

**Subject:** You have an unread message

Hello!  
You have received a new message. Log in to view your unread messages:  
<http://program.kbtonline.se>

Best regards  
KBTonline

**Ämne:** Påminnelse från KBTonline

Hej!  
Nu har det gått två veckor sedan du senast var inloggad. Du kan när som helst logga in på <http://program.kbtonline.se> för att fortsätta.

**Subject:** Reminder from KBTonline

Hello!  
It's been two weeks since you last logged in. You can log in anytime at <http://program.kbtonline.se> to continue.



## Data Protection Policy (<http://www.info.kbtonline.se/>)

At Psykologpartners W&W AB and KBTonline, we prioritize your security when you entrust us with your personal data. We hold your personal integrity in high regard and consistently aim to maintain a superior level of data protection. This data protection policy outlines how we gather and utilize your personal data. It also delineates your rights and how you can enact them.

Should you have any queries regarding your personal data, please do not hesitate to reach out to us via email at [support@kbtonline.se](mailto:support@kbtonline.se).

### **Scope and Applicability**

This document elucidates our practices concerning your personal data when you engage with our service on the web platform <http://www.program.kbtonline.se/>. By granting consent for Psykologpartners to manage your personal data, you authorize Psykologpartners to store and handle the personal information you have supplied. This is fundamental for the provision of our service.

### **Definition of Personal Data and Data Processing**

Personal data refers to any piece of information related to an identified or identifiable living individual. This includes, but is not limited to, contact details and social security numbers. It's important to note that personal data only pertains to living individuals; data about legal entities, such as organization numbers, do not fall under this category.

Processing of personal data encompasses any operation performed on this data, irrespective of whether it is automated. Typical operations include collection, recording, organization, structuring, storage, alteration, retrieval, and deletion.

### **Data Collection Practices and the Nature of Data Collected**

Mostly, the personal data we gather is provided directly by you or by your therapist upon your registration with our service. Occasionally, supplementary data may be needed to ensure the accuracy or to validate the data we have obtained.

The data we gather comprises details like name, email, phone number, and IP address. This also encompasses details about the program(s) you use, your usage patterns, and any health-related data you disclose during various stages of registration. Technical data, like the specific time and date of your platform access, is also recorded.

When you approach us for any other reason, such as seeking support, we only possess the data you provide at that time. When you browse our website, we gather personal data through cookies that accumulate information from your browser.

### **Data Retention Period**

Personal data will be purged no later than three months after all the subsequent criteria have been fulfilled:

- A period of inactivity lasting three months on your part.
- Completion of the therapeutic program you were part of.
- Your therapeutic program is not in a readable mode. Furthermore, personal data is also eradicated if you withdraw your consent. Before such action, your therapist will be informed to ensure they are aware of the impending data removal.





## **Purpose and Utilization of Personal Data**

Outlined below are the objectives for which we process your personal data and the legal foundations underpinning such processes.

### **Service Provisioning**

We process your personal and contact details to administer your account and to deliver our services. For instance, your personal data assists us in verifying your identity during login using your mobile number. Legal basis: Contractual obligations

### **Additional Service-Related Communications**

We also engage in data processing during other interactions with you, for instance, when dispatching information or reminding you to view a message from your therapist. Legal basis: Legitimate interest or explicit consent.

### **Medical Treatment and Record Maintenance, etc.**

Your personal data, inclusive of health-related information, is processed for diagnostic and treatment purposes. This is essential for...

#### **In order to treat you and maintain patient records, etc.**

Your personal data (including health information) will be processed to assess your condition. This is necessary to prevent, diagnose, and treat any potential illnesses and other complaints. Your personal data will also be used to maintain patient records and create other documentation, as well as to meet the requirements of the Patient Data Act and other applicable laws. Some of the data may need to be reported to national health data registers.

Legal basis: legal obligation and fulfillment of agreement.

#### **How do we protect your personal data?**

We are committed to protecting your privacy, so we use IT systems designed to ensure the confidentiality, integrity, and availability of personal data. Only individuals who need to process your personal data to fulfill our stated purposes are granted access.

#### **What rights do you have?**

You have the right to know what we do with your personal data, why it's processed, for how long, who sees it, and the implications of this processing. Below is a more detailed description of your rights.

#### **Access to your personal data**

You can request confirmation from us if we are processing personal data about you and, if so, access the data we process, a so-called registry extract.

#### **Request correction**

We are responsible for ensuring the accuracy of the data we process. However, if you believe a piece of data about you is incorrect or incomplete, you can request its correction.

#### **Revoke consent with future effect**

To the extent we process your personal data based on your consent, you can revoke this consent at any time with future effect. This can be done by logging in, navigating to "my pages," and clicking "revoke consent." You can also contact [support@kbtonline.se](mailto:support@kbtonline.se) to revoke consent.



### **Deletion**

You have the right to request the deletion of your personal data if it's no longer necessary for its intended purpose or if there's no legal basis for its processing.

### **Data portability**

You also have the right to obtain a copy of your personal data in a structured format (data portability). The right to data portability, unlike the right to a registry extract, applies only when you have given your consent to the processing or when the processing is necessary for services you've agreed upon with us. However, you don't have the right to transfer data if we process it based on a legitimate interest or legal obligation.

### **Limitation of processing**

You also have the right to request a limitation on the processing of your personal data. However, if you request this limitation, it might mean we can't fulfill our potential obligations to you during this period.

### **Compensation**

If you have suffered harm because your personal data was processed in violation of the law, you may be entitled to compensation. You can claim this from us or take legal action.

### **Additional information**

There may be additional requirements or provisions that restrict or extend your rights. This includes legal obligations that prevent us from disclosing or transferring parts of your data, or from blocking or deleting your data. These obligations arise from the Patient Data Act and other healthcare legislation, confidentiality laws, archival laws, and accounting and tax laws. If data must be retained due to legal obligations, it will only be used for that purpose.

### **Contact**

You can always contact us regarding your personal data by sending an email to [support@kbtonline.se](mailto:support@kbtonline.se).

### **Changes to our data protection policy**

We may update our data protection policy. The latest version can always be found at [www.info.kbtonline.se](http://www.info.kbtonline.se).

### **Complaints**

Reporting a violation

If you believe your personal data is processed in violation of the regulations, you should report it to the Data Protection Authority.



## Cookies (<http://www.info.kbtonline.se/cookies>)

What are cookies?

A cookie is a text file that, when connecting to a website, is saved to and, upon subsequent visits, retrieved from, the visitor's computer or similar devices e.g. mobile phones. The cookie is stored in connection with the files used by the computer's browser or equivalent program. The computer user can easily access, block, and remove stored cookies if desired.

It's very common for websites to use cookies since they are often used for basic functions.

We use cookies

We use cookies to enable the service. By logging in for the first time, you give, according to the terms, your approval for this.

The following cookies are used:

kbtonline\_session\_id – to keep the user logged in, and to know which user the system should display information about. csrftoken – is used to prevent exploit attempts against the site.