



# FAQS



## DATA MANAGEMENT AND LIBREVIEW

### What is LibreView and how does it work with the FreeStyle LibreLink app?

LibreView is a cloud-based diabetes management system provided by Abbott and Newyu, Inc. LibreView provides a secure repository for data from your FreeStyle LibreLink app, and allows you to easily share your glucose data with your healthcare professional or others, if you wish. Data is automatically<sup>6</sup> uploaded to LibreView when your phone is connected to the Internet.

### Why do I need to create a LibreView account to use the FreeStyle LibreLink app?

LibreView is used to manage your account information and enables detailed reporting and data sharing. Once the app is installed and you accept the terms of use, you will need to create a LibreView account in order to start using the app. LibreView allows you to share your glucose data with your healthcare professional and other apps that connect with FreeStyle LibreLink app.

### What kind of information does the app collect and what happens with that information?

The app stores your account information, glucose data, notes, and sensor information within the app on your phone, so it is your responsibility to limit access to your phone to protect personal information. The app also automatically uploads this data in LibreView, a secure cloud-based data repository. Please read the Privacy Notice for more information.

### Is my data safe? What will Abbott do to protect patient data?

Abbott and its partners comply with all applicable data protection and privacy laws in users' jurisdictions. Please read the End User License Agreement and Terms of Use or the Privacy Notice within the app or at [freestylelibre.com](https://freestylelibre.com) to ensure that you are comfortable with the data handling practices that govern the use of the app and LibreView; otherwise, you should not install the app.

### What happens if I lose or change my phone?

If you lose your phone, download the app again on a compatible phone and sign in with your account information. If you have an active sensor and need to reinstall the app, when you sign into your existing account, you can continue using your active sensor until the end of its useful life. You will not be able to view historical data in the new installation of the app, but this data will be available in LibreView.

### Does the FreeStyle LibreLink app work with FreeStyle Libre desktop software?

No, your glucose data from the FreeStyle LibreLink app will not be synced with FreeStyle Libre desktop software. The FreeStyle LibreLink app data is only stored by and visible through LibreView.



## DATA MANAGEMENT AND LIBREVIEW *continued*

### What is the LibreLinkUp app and how does it work with the FreeStyle LibreLink app?

LibreLinkUp is a companion app to the FreeStyle LibreLink app, which allows glucose readings to be automatically shared with your caregivers in near real-time. Both you and your caregiver must have a network connection to share and receive glucose readings. To add a LibreLinkUp connection through the FreeStyle LibreLink app, simply tap **Share** in the main menu and follow the on-screen instructions.

### Is the FreeStyle LibreLink app compatible with other diabetes management software?

Yes, with your permission, the app is able to share glucose data with certain other apps. View the **Share** menu within the FreeStyle LibreLink app to see what other apps are available for sharing in your region.

### What should I do if I have questions about the app or my data?

If you have any questions about the app or your data, including questions on how to close your LibreView account, please call us on 0800 106 100.

## REFERENCES

- 1 LibreLinkUp is a mobile application, developed and provided by Newyu .
- 2 Use of FreeStyle LibreLink requires registration with LibreView, a service provided by Abbott and Newyu, Inc. FreeStyle Libre readers and sensors are provided by Abbott.
- 3 The FreeStyle LibreLink app is compatible with NFC-enabled smartphones running Android OS 5.0 or higher and with iPhone 7 and later running iOS 11 and later.
- 4 The FreeStyle LibreLink app and the FreeStyle Libre reader have similar but not identical features. A finger prick test using a blood glucose meter is required during times of rapidly changing glucose levels when interstitial fluid glucose levels may not accurately reflect blood glucose levels or if hypoglycaemia or impending hypoglycaemia is reported by the FreeStyle LibreLink app or when symptoms do not match the FreeStyle LibreLink app readings.
- 5 The FreeStyle Libre sensor communicates with the FreeStyle Libre reader that started it or the FreeStyle LibreLink app that started it. A sensor started by the FreeStyle Libre reader will also communicate with the LibreLink app.

The FreeStyle Libre Flash Glucose Monitoring System is indicated for measuring interstitial fluid glucose levels in people (aged 4 and older) with insulin-dependent diabetes. The indication for children (age 4 - 17) is limited to those who are supervised by a caregiver who is at least 18 years of age. Always read the instructions for use. The sensor must be removed prior to Magnetic Resonance Imaging (MRI).

FreeStyle, Libre, and related brand marks are marks of Abbott. Information contained herein is for distribution outside of the USA only. For more information call Customer Service on 0800 106 100. MediRay New Zealand, 53-55 Paul Matthews Road, Albany, Auckland 0632 www.mediray.co.nz NZBN 9429041039915 ADC-47431 v1.0



*life. to the fullest.*

**Abbott**