

PRIVACY AND COOKIE STATEMENT SITES

At Expat Medical Centre, the privacy of the users of the website is of great importance. To ensure your privacy as good as possible, we have a number of core values.

- **Informing:** We want to inform you as good as possible about how and why we process personal data. We do this through this privacy statement.
- **Limit Collection:** We take great care to limit our collection of personal data is limited to only what is really necessary for the proper functioning of the website and the services you use.
- **No marketing based on personal data:** We provide personal data not handed over for marketing purposes and send only after your express permission commercial mailings.
- **Your data stays with us:** We do not pass on your personal data other parties, unless this is necessary to provide the service used or

when we are legally obliged to do so.

- **Secure:** We take appropriate security measures to protect your personal data and also demand the same from parties who use our order to process personal data.

- **We respect your legal rights:** Based on the law, you have several rights. We inform you about this in this privacy statement.

In this privacy statement you can read how we put these core values into practice and respect and protect your right to privacy.

WHAT WE USE YOUR PERSONAL DATA FOR?

Depending on the services offered by us via the website, the personal data that you can leave via our website will be used for the goals below.

- **Manage your account and profile:** If you choose to create an account we ask you for some information to realize this. Think of your

e-mail address, self-chosen password, name and address details, gender and your date of birth. This data makes it possible for you to provide certain services to use on our website. By creating an account you do not have to re-enter data every time.

- Register and make an appointment: If you register with us via our website or make an appointment, the information you provide will be included in the relevant form or appointment service used solely to manage your registration and making an appointment.

- Anamnesis or (repeat) prescription form: Fill in a anamnesis form, or request (repeat) medication via a form does the data you provide there provide us with a general understanding of your health, medication use, disorders and allergies. We handle this information confidential and we only use it to provide you with the right care offer.

- Request medication or repeat prescription:
Request medication via our website by logging in to your personal environment, you will gain insight into your online medication profile as known to us. Then you can take medication order and set reminders.
- eConsult: If you use the eConsult for your questions to us, we will deal with the information you provide is confidential. To use this service you must log in to your personal environment.
- Your medical file: In case you can provide us with medical information these will be included in your medical file. We only do this if that is permitted by law or we have your explicit permission to do so obtained.
- Contact form: If you have any questions, you can always contact us through the fill in the contact form. You will be asked for your name and contact details with a description of your question. These data will be

used solely to handle your inquiry and to provide our services improve.

- **Ordering via the website:** Information you provide when placing an order are used by us to process the order. Where appropriate information is provided to other parties involved in the handling the order, such as the delivery service.
- **Newsletter:** If you give us permission to send a newsletter, we use your e-mail address and name to send you the newsletter send. You can always withdraw a previously given permission, for example by clicking on the unsubscribe link at the bottom of each commercial mailing included.
- **Improving our services:** We can use your data for improving our services. However, we only do this if you do provided data for that purpose, or has given us permission to do so

given. Consider, for example, your feedback that you receive via a complaint form sent to us or has permission given for the use of cookies.

We will not use your personal data for purposes other than those mentioned above process, unless you have given permission for this in advance or we do so on the basis of the law may or must do.

ON WHAT BASES PROCESS WE YOUR PERSONAL DATA?

We only process your personal data on the basis of a legal basis. For we process your personal data on the basis of the above-mentioned purposes the following bases:

- Execution of the agreement: for the purposes aimed at it offering our services, for example to complete your registration to trade;

(Explicit) consent: for the purposes aimed at granting of accessing and using the functionalities of our website,

placing cookies, sending our newsletter, or processing of your medical data after we have given your (explicit) permission to do so have obtained;

- Legitimate interest: in certain cases we have a legitimate interest interest in processing your personal data. That is the case, for example if we use cookies to improve our services and those

have no or limited influence on your privacy;

- Legal obligation: for the purposes of processing we can provide your medical information and the maintenance of your medical file have a legal basis. In addition, we are legally obliged to certain store data of the order you have placed in our webshop.

WHAT PERSONAL DATA HAVE WE NEED?

By using the website and the services available on it, you leave certain data with us. We only store and use the personal data that

are specified directly by you or of which it is clear that they are provided to us

are provided for processing. Depending on the service you use, we can

collect the following data via the website:

- Your contact details (email address, telephone number);
- Your name, address and place of residence;
- Account details;
- Insurance details (name of insurer, policy number, start date insurance);
- The name of your healthcare providers or pharmacy;
- Time of your appointment;
- Payment details and billing address;
- Information regarding your health;
- Citizen service number (BSN);
- Click and visit behaviour;
- Device details / (pseudonymised) IP address.

DATA OF PERSONS YOUNGER

OVER 16 YEARS

Our website and/or service does not intend to collect data about

website visitors who are under the age of 16. However, we cannot verify whether a visitor is older than 16. We therefore advise parents to be involved in the online activities of their children, so as to avoid data about children collected without parental consent. If you are convinced that we have collected personal data about a minor without that consent, please contact us.

DISTRIBUTION TO THIRD PARTIES

Your data will expressly not be provided to third parties, other than third parties directly involved in the performance of the agreement between you and us, or unless any legal provision obliges us to do so. The parties we may need for the performance of the services requested by you are:

- Hosting parties and our software suppliers;
- Payment service providers and delivery services;
- Your health insurer.

SECURITY

We take the protection of your data seriously and take appropriate measures to misuse, loss, unauthorized access, unwanted disclosure and prevent unauthorized modification. If you have the impression that your data is not correct are secure or there are indications of abuse, please contact us.

RETENTION PERIOD

Your personal data will never be kept longer than is necessary for the purpose of this privacy statement or purposes described on the website, except in cases where any legal obligation opposes the deletion of the personal data.

THIRD PARTY WEBSITES

This privacy statement does not apply to third party websites operated by of links to this website. We cannot guarantee that these third parties handle your personal data in a reliable or secure manner. Therefore guess we recommend that you read the privacy statement of these websites before using these websites

to use.

COOKIES

We make use of cookies on this website. A cookie is a small text file that is stored in your browser when you first visit this website

computer, tablet or smartphone. These ensure that the website works properly and that, for example, your preferred settings are remembered.

These cookies are also used to make the website work properly and to can optimize. We already have you on your first visit to our website

informed about these cookies and asked for permission to place them. YOU

You can opt out of cookies by setting your internet browser so that they do not stores more cookies. In addition, you can also access all information previously saved via delete your browser settings.

Use of persistent cookies

With the help of permanent cookies we can recognize you when you visit again

our website. The website can therefore be specially set to your preferences.

We can also do this if you have given permission to place cookies

remembered by means of a cookie. As a result, you do not always have to change your preferences repeat, which saves you time and allows you to use our website more pleasantly

to make. You can delete permanent cookies via the settings of your browser.

Use of session cookies

Session cookies allow us to see which parts of the website you are using

viewed this visit. We can therefore adjust our service as much as possible

the surfing behavior of our visitors. These cookies are automatically deleted as soon as

you close your web browser.

Use of analytical cookies

We keep statistics on our website, but this is done in full at all times

anonymized or pseudonymized. No statistics are kept

on parts of the website where your health data is exchanged. For the

To keep track of statistics, we can use the applications below.

GOOGLE ANALYTICS

In cases where we have activated the Google Analytics tool, our website cookies placed from the American company Google, as part of the Analytics shift. We use this service to keep track of and receive reports on how visitors use the website. This tool is privacy-friendly. So have we Google is not allowed to use the obtained Analytics information for others Google services, we pseudonymize the IP addresses and have a processing agreement with Google. The information collected by Google is transferred to and stored on servers in the United States. Google states that it adheres to the Privacy Shield principles and is affiliated with the Privacy Shield program of the American Department of Commerce. This means that there is an appropriate

level of protection for the processing of any personal data.

MATOMO ANALYTICS (PIWIK)

In case we have activated the Matomo Analytics tool, then

(first party) cookies placed to keep track of visitor statistics. It offers us the possibility to map out how visitors use our website (how long you stays on a page, from which page you came here and for the number counting unique visitors). All data remains on our server and never becomes shared with other parties.

CHANGES TO THIS PRIVACY AND COOKIE STATEMENT

We reserve the right to make changes to this statement. It

It is recommended that you consult this statement regularly so that you are aware of it are aware of changes.

VIEW, MODIFY AND DELETE OF YOUR DATA

You have the right to view, correct or delete your personal data.

In addition, you have the right to request your consent for data processing withdraw or object to the processing of your personal data by General Practice Foppen and you have the right to data portability. Which means that you can submit a request to us for the personal data we hold about you in a computer file to you or another organization mentioned by you, to send. You can request access, correction, deletion, data transfer of your personal data or request to withdraw your consent or objection send the processing of your personal data to the contact details below.

We will respond to your request as soon as possible. Be sure to clearly identify who you are so that we can be sure that we are not amending data from the wrong person or delete.

PERSONAL DATA AUTHORITY

General Practice Foppen would also like to point out that you have the option of a

file a complaint with the supervisory authority in the country where you are located. In the Netherlands the supervisory authority is called the Dutch Data Protection Authority.

QUESTIONS AND FEEDBACK

We regularly check whether we comply with this privacy policy. If you have any questions about this privacy policy, you can contact us using the below contact details.