

## Privacy Statement: The Pediatric Practice (De Kinderartsenpraktijk)

In this document, I (Saskia Bouma-de Jongh) explain how my company (The Pediatric Practice) deals with your personal information, which I will receive in the context of my work. Because of the sensitivity of this information, your privacy is very important to me.

My business is the responsible party for collecting and using your data. In this privacy statement I explain what personal data I collect and for what purpose. This statement also includes the rights that you have. If you have any questions or wish to exercise your rights, please contact me using the contact details below.

### Contact details

You can reach me by telephone: 06-16612214

or by email: [saskia@dekinderartsenpraktijk.nl](mailto:saskia@dekinderartsenpraktijk.nl)

On my website <https://leden.solopartners.nl/lid/115426> you'll find more information about my business.

### To whom does this privacy statement apply

This privacy statement applies to all my current clients, former clients, prospective clients (who may or may not have become clients), clients of other care providers for whom I have provided care and visitors to my website.

### Your personal data

To be able to provide you the care that suits your situation, we begin with a consultation. During this consultation, I will ask you a number of questions relating to your health situation, use of medication, care needs and wishes, insofar as necessary for the indicated or desired care, and to be able to provide you with options. In addition, we may request other personal, including: your name, address, date of birth, bank account number, telephone number and e-mail address.

If we end up treating you, this information will be recorded in your medical file.

### Permission

I may not collect and use your personal data unless I have a legitimate need for it. This need often arises from the treatment agreement or a legal obligation. Sometimes this is based on your explicit consent. You can withdraw your consent at any time. For children under the age of 16, I request a parent's consent.

If you do not agree, or withdraw your consent, I will not be able to serve you properly. In order to provide good care, having access to all necessary and/or relevant information is critical. I am also obliged to create a medical file to assure the quality of (future) care. If I have insufficient information to provide responsible care, I will let you know.

### I handle your personal data with care.

I will handle the information I receive from you carefully. I have taken technical and organizational measures to prevent unauthorized persons from accessing this data.

As a healthcare provider I have a professional confidentiality responsibility, which basically means that I may not pass information on to third parties. In addition, I do not pass on personal data to countries outside the European Economic Area (EEA). In exceptional cases, it may be necessary for other healthcare providers to quickly access your medical file, for example in case of emergencies.

In order to comply with my accountability obligation, I keep records of what happens to the data and any data leaks.

### How do I use the data I get from you?

I use the information I get from you to form an idea of your health situation and to provide you with the best possible care that you want or need. I will only pass on personal data I receive from you to third parties in the context of the care you have asked me to provide for you, with your consent, or if the third parties are directly involved in the treatment and really need this data to provide the necessary or requested care. Specifically, I can collect and use your personal data in the following situations.

#### *Commencement of care*

Before beginning your care, you must provide your BSN. I have to check that on your ID. I don't make a copy or scan it. I will also request you to provide your medical records from your previous care provider.

### *Referrals*

Sometimes it may be necessary to refer you to another specialist. I provide only the necessary personal information to this specialist. If you make an appointment with this specialist, this is seen as granting permission for the exchange of personal data.

### *Payment*

I use your personal information to send you or your insurer an invoice for treatment. This may also be done through third party bookkeeper. The invoice contains your name and address details and a specification of the treatment. I keep these invoices for my bookkeeping. If an invoice is not paid after several reminders, necessary personal data can be shared with third parties for collection.

### *Health insurer*

If you are insured, I will exchange your personal data with the health insurer. I only exchange the necessary information. The health insurer can also request data from us about insured parties (you) for internal control purposes. Depending on the type of data requested, I must provide the requested information. I will always put your privacy first.

### *Reporting incidents*

If something goes wrong (or we suspect a problem) with the protection of your personal data and if this poses a high risk to your rights, I will inform you as quickly as possible. In some situations, we also have to report these incidents to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

### *Data processor*

It may be necessary to share data with third parties, such as an IT supplier or a bookkeeper. If this third party qualifies as a data processor, I will enter into a data processing agreement with this party so that your privacy is protected.

## How long do I keep your data?

Healthcare providers are obliged to keep medical records for 15 years after completion of the care provided. Once this period has expired, your data will be destroyed. Under certain circumstances, I will keep your data longer: if it's necessary for providing better assistance, if it's in the best interest of someone else or if there is a legal obligation to do so.

## What are your rights?

As a client, you determine which data you provide to me. Your rights are summarized below. If you wish to exercise one of your rights, please submit a request in writing. My contact details are listed at the top of this Privacy Statement. My goal is to respond to your request within four weeks.

### *Right to access and copy your data*

You have the right to inspect the data in your file. You can view your file by appointment. Personal notes and third party data in the file are not subject to the right of inspection. You can also ask me for a copy of your personal data. I will provide this copy once free of charge.

### *Right to correction*

If you believe that I have incorrect information about you in my administration, you can request a correction. You can also add additional information to your client file. Please make sure that you provide us information about changes in your personal health situation, so that the information on which I base my care is correct.

### *Right to erasure*

If you no longer want me to keep certain data in my administration, you can request that I delete this data. I will comply with this request in most cases. In some cases deletion is not possible: when there is a significant benefit to others, or when deletion of the data is contrary to legal regulations.

### *Right to Restriction*

I have indicated above how I use the data you provide. If at any time you wish to limit this use, for example you do not want me to pass on certain data to a specific organization, please let me know and I will comply with this request.

### *Source data*

If I receive personal information about you from third parties, I will inform you of the source from which I received this information.

#### *Other rights*

You also have the right to information, restriction of data processing, the right to object to the data processing and the right to obtain your data in electronic form.

## Electronic communication

#### *Website*

If you fill in and submit the contact form on my website or send me an e-mail, we will keep that information for as long as necessary to be able to completely answer your query.

#### *Websites of third parties*

This privacy statement does not apply to third-party websites that are connected to my website via links. I cannot guarantee that these third parties will handle your personal data in a reliable or secure manner. I recommend that you read the privacy statement of these websites before using these websites.

#### *Cookies*

I use cookies on my website. Cookies are small text files that are placed on your PC, tablet or mobile phone by an internet page. This happens as soon as you visit my website. These cookies are used to make my website function better and to allow for me to analyze how the website is being used. When I ask you for your information on my website, it is to help me to better answer a question or because you are signing up for a specific service. I only use this information internally -- it is not shared with third parties. This concerns the following data: the browser used (such as Internet Explorer, Chrome or Firefox), the time and duration of your visit, which pages have been visited and error messages that visitors have received.

## Changes to this privacy statement

I reserve the right to make changes to this statement. I encourage you to periodically review this statement on my website to be aware of how we are protecting your information.

## Do you have any questions or complaints?

Do you have any questions about the way I handle your personal data? Do not hesitate to contact me. I will do my best to answer your questions as well as I can.

If you have complaints about the way in which I have handled your personal data, please contact me about this as well. I promise you that this complaint will get my attention.

If you continue to believe that I have not handled your personal data carefully enough, you can submit a complaint to the Dutch Data Protection Authority: [www.autoriteitpersoonsgegevens.nl](http://www.autoriteitpersoonsgegevens.nl).