

PRIVACY AND PERSONAL INFORMATION PROTECTION POLICY (for patients)

The “Europe Hospitals” ASBL, headquartered at avenue De Fré 206 in 1180 Uccle (Brussels) and registered under company number 0432 011 571 (hereinafter: we, us or the ASBL) pays special attention to the protection of the privacy of all the persons about whom it collects and processes personal data.

The ASBL includes the following hospital centres:

- St-Elisabeth site (avenue De Fré 206, 1180 Uccle)
- St-Michel site (rue de Linthout 150, 1040 Etterbeek)
- Bella Vita Medical Center (Allée André Delvaux 16, 1410 Waterloo)
- External consultations at Halle (Bergensesteenweg 67, 1500 Halle) (hereinafter: the establishments)

The ASBL is responsible for data processing operations conducted in all of the establishments. It may occasionally occur that another person is jointly responsible, with us, for processing your personal patient data. In such instances, we serve as the initial contact point.

Persons who are called upon to intervene on behalf of the data controller are:

President of the Board of Directors: Mr B. van Lierde

Director-General: M. Peter Fontaine

Medical director: Dr Bernard Vandeleene

Director of nursing: M. Lieven Mangelschots

Director of finance: Ms Anne Charlier

We have also appointed a data protection officer (hereinafter: DPO). We apply the utmost rigour when keeping records of our data processing activities, to demonstrate, at any given moment, our full compliance with all the provisions relating to the protection of personal data applicable in our field of activity.

The purpose of the present declaration is to explain who we are, what kind of data we process, how and why we process your personal data, how long we process such data for, with whom your data may be shared, and in particular, your rights regarding your data and how you may exercise your rights, as well as all of the mentions made mandatory by the applicable provisions relating to privacy under Belgian law, and in particular regulation 2016/679 of the European Parliament and of the Council of 27th of April, 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing directive

95/46/EC, hereinafter the GDPR.

WHOM DOES THIS DECLARATION TARGET?

The present declaration has been prepared for persons who, as patients:

1. Request information relating to our services;
2. Are receiving medical treatment in any one of our healthcare centres;
3. Are relatives of a patient;
4. Have legal access to the medical file of a patient.

It applies to the processing of the personal data of patients who are receiving treatment in one of our establishments, carried out by our employees and/or independent practitioners.

WHAT KIND OF DATA DO WE PROCESS?

The following data is collected and processed:

1. Identification data: last name, first name, private address, email address, phone number, sex, date and place of birth, marital status, nationality, identity photo, registration number in our services, reader number, PIN automatically generated by one of the operating systems.

Where necessary, photos can also be taken during the healthcare we provide.

2. Special data relating to nationality, such as asylum seeker status, the duration and purpose of the stay in Belgium and, where necessary, nationality.
3. Financial and administrative data relating to the hospitalisation and billing, including the health insurance policy number, the account number.
4. Medical, paramedical, and nursing data, used in the following modules:
5. Social data: collected by the social service of our establishments for the purpose of processing a request for social welfare, in some cases account statements, tax assessment notices and the composition of your household or any document attesting to your financial or social situation, or that of your family.
6. Other data required for meeting objectives determined or required by law (legal data).
7. As necessary, data required for the purpose of specific healthcare programmes or protocols can also be collected and processed.

HOW AND WHEN DO WE COLLECT YOUR PERSONAL DATA?

The collection and processing of personal data applies to all patients, pursuant to the provisions relating to the medical files for hospital and nursing staff, and more particularly to articles 20 and 25 of the law on hospitals.

Personal data relating to health is collected by independent practitioners and/or hospital staff directly from the patient, except in certain cases, when the patient is not in a state to share his/her data personally.

We collect your personal data through different channels:

1. Upon registration or in the course of requests for information;
2. Upon any request for help;
3. In the course of tests, assessments and various medical examinations;
4. Upon registration to a healthcare protocol;
5. At your request through any clear and positive disclosure, any indication of free, specific, informed and unequivocal will, in particular by email, text message, or oral request on the phone, during a visit to one of our services, when you fill in our information request forms, during an event or in the course of training sessions organised by us, or when handing over your calling card or in any other manner;
6. When your data is disclosed publicly or if you have made it publicly accessible on public/social media, on professional networking platforms (LinkedIn, Facebook, etc.).

WHY DO WE PROCESS YOUR DATA?

We collect only the personal data that is strictly necessary for managing your medical file and our legal relationship.

Depending on the nature of the data we collect and process, the purposes may vary. However, your personal data is processed for at least one of the following purposes:

- To provide healthcare to our patients. To proposing preventive medication or of establishing a medical diagnosis, of providing adapted (medical, paramedical, nursing, or social) care or treatments, or of managing our healthcare services in the interest of our patients;

- To meet our administrative obligations to you, in the context of your stay and/or your treatment, for billing purposes;
- To manage the medication of our patients. The same applies to data processing operations relating to the prescription and issuance of medication;
- To ensure the best possible quality of healthcare and services provided in our establishments.
- To ensure that our patients are properly registered with a view to fulfilling the purposes imposed by the authorities or for purposes of scientific research;
- To record epidemiological, scientific and/or management-related personal (medical) data for scientific and teaching purposes;
- To process complaints or mediation cases. For this purpose, we collect the personal data of patients and/or their support persons to be able to act in the event of complaints.
- To process personal data pursuant to the provisions of the Royal Decree of the 10 November 2012 relating to the local coordination of organ donors;
- Defending our interests in legal proceedings, or those of our patients or employees.

Under no circumstances is any personal data processed, other than the data strictly necessary in the context of the abovementioned purposes.

Exceptionally and pursuant to the provisions relating to the protection of personal data and privacy in force under Belgian law, your data can be processed for secondary purposes considered as compatible with the first abovementioned purposes.

We may process your identification data (namely and in particular your last name, first name, private address, email address, phone number), in order to provide you directly with useful information relating:

1. To our activities;
2. To promotional and commercial offers directly relating to our services or the services provided by professionals and relating to our healthcare services;
3. To associations linked to our ASBL;
4. To researchers or academic research departments, for the purpose of scientific or statistical surveys of recognised interest.

If you do not wish to receive this information, you may at any moment object to this/these data processing operation(s) by sending an email to the following address: gdpr@euhos.be.

WHAT IS THE LEGAL BASIS OF OUR DATA PROCESSING ACTIVITIES?

EUROPE HOSPITALS A.S.B.L.
EUROPA ZIEKENHUIZEN vzw
ST ELISABETH SITE

Avenue de Frélaan 206
1180 Brussels
Phone 02-614 20 00

ST-MICHEL SITE

Rue de Linthoutstraat 150
1040 Brussels
Phone 02-614 30 00

BELLA VITA MEDICAL CENTRE

Allee Andre Delvaux 16
1410 Waterloo
Phone 02-614 42 00

EXTERNE RAADPLEGING HALLE
HALLE EXTERNAL CONSULTATIONS

Bergensesteenweg 67
1500 Halle
Phone 02-614 95 00

Depending on the type of the data processing operations conducted, on the persons about whom we collect data and on the purpose of the data processing operations, there are different legal bases we use to gather and process personal data.

1. The processing of your data is **necessary** so that we can fulfil our legal obligations in the context of:
 - providing healthcare services such as those mentioned in the law of the 22nd of August, 2002, relating to patients' rights;
 - the provisions of the law on hospitals (in particular articles 20 and 25;
 - the coordinated law of 14 July 1994 on mandatory healthcare insurance;
 - legal proceedings; or
 - our accounting obligations.
2. Data processing is based on your express written or verbal agreement, in the context of secondary purposes, when it cannot be legitimated by our legitimate interest.
3. Data processing is necessary to protect your vital interests or that of another person.
4. Data processing is necessary to defend our legitimate interest or that of other parties. We use this basis to justify our secondary processing operations, to offer or promote our services and/or send informative messages that correspond to what you can reasonably expect in the context of our existing or possible future relationship. This legitimate interest also exists when we must process and keep your data in order to initiate, conduct or support legal proceedings.

WITH WHOM DO WE SHARE YOUR DATA?

The data listed above is accessible only to persons that are members of our services, solely for the purpose of fulfilling their professional obligations. All staff members are required to abide by non-disclosure obligations for all the personal data managed by us.

Personal data relating to health is, pursuant to Article 9, paragraph 3 of the GDPR, processed under the exclusive oversight and responsibility of a professional healthcare practitioner, bound by a legal obligation of medical confidentiality.

The Head Physician, assisted by the Director of Nursing, is the guardian of the patients' files and oversees the files containing personal data relating to health (medical, paramedical, and nursing data). He is helped in this task by the CFO and the administrative director in all matters that relate to non-medical personal data.

Furthermore, we are required to share collected personal data with the authorities or with various entities appointed by law, a decree, or any other regulatory provision.

Therefore, within the limits of the provisions of Articles 6 and 9 of the GDPR and insofar as it is necessary, the following categories of recipients are authorised to view the personal data of patients:

- insurance companies when authorised by the patient or required to do so by law;
- the National Institute for Health and Disability Insurance by virtue of law or when authorised to do so by the patient;
- the patients concerned or their legal representatives, pursuant to the provisions of the law of 22 August, 2002, relating to patients' rights;
- public entities authorised to do so by decision of the authorities;
- external service providers working in the context of providing healthcare to the patient;
- all entities, when such disclosure is authorised by the patient or said entities are required to do so by law;
- the insurer covering the professional liability of the hospital or of the practitioner appointed by the hospital, if such a disclosure is necessary in a legal defence or to initiate, conduct or support legal proceedings;

We may also share some of your personal data to satisfy legitimate requests from researchers or academic research centres, for the purpose of scientific, historic, or statistical research, insofar as the data has been made anonymous and does not allow the identification of patients.

Finally, we may also share some of your data with contractors, which are considered as processors under the GDPR, only when strictly necessary for the proper functioning of applications or computerised or non-computerised management systems to which we have subscribed.

The list of processors with whom your data is shared, their lines of business, the purpose of their activities, and as necessary, the country in which their data is stored, is available from the "privacy" department at gdpr@euhos.be

Except for the abovementioned cases, we will, under no circumstances, share your personal data without your consent. Any other transfer of data is subject to your prior authorisation.

UNDER WHAT CONDITIONS DO WE AUTHORISE THE TRANSFER OF YOUR DATA OUTSIDE THE EUROPEAN UNION?

The transfer of data to a country outside the European Union is authorised only in the following cases:

1. The European Commission has come to a decision granting a suitable level of protection that is equivalent to that required under European law, and the personal data is transferred on that basis.
2. The transfer is covered by an adequate measure granting a level of protection that is equivalent to that required under European law, such as the Standard Clauses of the Commission, or the data is shared with your consent.

HOW DO WE MAKE YOUR DATA ANONYMOUS?

Making personal data anonymous implies that it can no longer reasonably be linked to any individual patient.

Personal data is only made anonymous if it has been established that its conservation is no longer required for the treatment implemented.

By way of an example, this is the case in the context of transmitting anonymous medical data to the federal public service for health, or to the French Community, pursuant to article 92 of the law on hospitals.

FOR HOW LONG DO WE PROCESS YOUR DATA?

We retain your personal data only for as long as strictly necessary for us to fulfil our legal or contractual obligations, in the context of processing your file.

Considering various applicable legal provisions, the minimum retention periods are as follows:

- 30 years for medical data;
- 20 years for nursing data;
- 7 years for billing data stemming from patients' files serving as accounting evidence and for copies of certificates evidencing the help provided, individual invoices and of global invoices
- 1 year for closed mediation cases;
- 1 month for photos taken by camera (except when these relate to evidenced offences).

The deadline starts upon the patient's last discharge from hospital or the last treatment received by the patient.

When the deadline is reached, the personal data is removed from the files and deleted within a one-year timeframe.

Deletion may be postponed if:

- retention is required by virtue of a legal provision;
- retention is deemed necessary from a medical perspective or for defending our interests or that of another involved person;
- retention is agreed upon by the patient and the treating physician or the head physician.

Anonymous data is not concerned by the deletion procedure.

HOW DO WE SECURE YOUR DATA?

We make every effort to secure your data and to provide optimal protection against unlawful use thereof. For this purpose, we implement physical, administrative, organisational and technological means.

By way of an example: we limit access to the computer network on a strict need-to-know basis applicable to all employees based on their jobs; we have implemented an internal policy on privacy protection; we have implemented devices to protect our software, we use encryption-based pseudonymisation and anonymisation techniques for your data.

WHAT ARE YOUR RIGHTS?

We pay special attention to the rights you enjoy as data subjects. We are here to answer your questions and encourage you to contact the person in charge of privacy protection at the following email address: gdpr@euhos.be or by post at our contact address.

We have also appointed a DPO who is happy to answer any query you may have at the following address: gdpr@euhos.be or by post at our contact address.

You are free to exercise the following rights:

Right of access, information and correction

EUROPE HOSPITALS A.S.B.L.
EUROPA ZIEKENHUIZEN vzw
ST ELISABETH SITE

Avenue de Frélaan 206
1180 Brussels
Phone 02-614 20 00

ST-MICHEL SITE

Rue de Linthoutstraat 150
1040 Brussels
Phone 02-614 30 00

BELLA VITA MEDICAL CENTRE

Allee Andre Delvaux 16
1410 Waterloo
Phone 02-614 42 00

EXTERNE RAADPLEGING HALLE
HALLE EXTERNAL CONSULTATIONS

Bergensesteenweg 67
1500 Halle
Phone 02-614 95 00

You may at any moment ask for information relating to our data processing operations, the goals pursued, the categories of personal data we keep about you, the categories of recipients of this data (other countries or international organisations), the retention periods or the criteria used to determine said periods, your other rights, other sources used to collect your personal data and the existence of an automated decision-making process.

You may also request the correction or completion of your data if your data is inaccurate or incomplete. When you exercise that right, you must indicate precisely what data you want corrected or completed.

We will get back to you in a timely fashion, but when sharing such information with you, we must remain mindful of our duty to protect the rights and freedoms of other persons.

Right to limit data processing operations

You have the right to ask for the processing of your personal data to be limited, when:

1. You question the accuracy of the data.
2. You are in the waiting period necessary to assess existing interests prior to exercising your right to object to the processing of some of your personal data.
3. The processing of your personal data is illegitimate; however, you do not wish to exercise your right to request the deletion of the data.
4. We no longer need your personal data for the purposes listed in the present data protection declaration, but you need such data for the purpose of legal proceedings.

Right to object

You have the right to object to the processing of your personal data if your data is processed on the basis of our legitimate interests or based on consent. To exercise this right, you must indicate in an email precisely what processing operation you object to and for what specific reasons. This information is necessary to balance the existing interests involved.

You may also click on the “unregister” tab that you will find in any email you receive from us.

Right to data portability

If your data is processed in the context of our contractual obligations or consent, you have the right to request that your personal data be transferred to you in the form in which we retain it or be transferred to another controller designated by you.

To exercise this right, you can send an email to the following address: gdpr@euhos.be.

Right to the deletion of data (right to be forgotten)

In the cases provided for under the GDPR and the law, we will delete your personal data at your request.

In principle, you may exercise your rights for free. You can send us an email at the following

address: gdpr@euhos.be

At the latest within one month following receipt of your request, we will inform you in writing about the steps we are taking to satisfy your request. Depending on the complexity of your request or on the number of requests we receive from others, this deadline may be extended by two months. In this case, we will notify you of this extension in the month that follows receipt of your request. In certain cases (e.g., legal obligations, rights of other persons, limitation periods, etc.) you will not be able to exercise your rights, in part or in full. In this case, we will inform you of the reasons why we are not able to fully satisfy your request.

COOKIES POLICY

We use cookies on our internet sites. A cookie is a code contained in a file stored on your computer. Upon subsequent visits to our internet site, these cookies can be recognised. The cookies help us improve our site, facilitate browsing, provide targeted advertising, or analyse our audience.

To know more about our cookies policy, visit our website and click on the “Cookies Policy” tab.

You can then agree to all the cookies or to part thereof.

QUESTIONS, COMMENTS, COMPLAINTS AND DATA BREACHES TO REPORT

We are happy to answer any questions or address any comment or complaint you may have regarding the protection of your personal data. If you are aware of or suspect a data breach, please report it immediately at this address gdpr@euhos.be.

Furthermore, and pursuant to Article 37 of the GDPR, we have appointed a Data Protection Officer. You may contact her at the following email address gdpr@euhos.be by post at: Europe Hospitals, Avenue De Fré 206, 1180 Uccle (Brussels)

Finally, you also enjoy the right to file a complaint with the Data Protection Authority (ADP) at the following address: Rue de la Presse 35 - 1000 Brussels - phone 02/274.48.00 - or through their website: <https://www.autoriteprotectiondonnees.be>

AMENDMENTS

The ASBL may at any moment and for various reasons, correct, add to or change the present data and privacy protection declaration. The most recent version can be consulted at any moment on our website.