

General template of the information clause

Basic information on the processing of personal data	
Data Controller	Medicover Sp. z o.o, Al. Jerozolimskie 96, 00-807 Warszawa
Purposes of the processing	<i>Covering with medical care, provision of medical services, direct marketing of own services of the data controller (including profiling), financial settlements and recovery, complaint handling, archiving and statistics</i>
Legal basis for the processing	<i>legal obligation / medical care agreement / our legitimate interest</i>
Recipients of data	<i>entities processing personal data on behalf of the data controller, entities entitled by legal regulations, entities authorised by you</i>
Sources of data and the data obtained	The entity that concluded the medical care agreement (pertains to persons, to whom services are provided under group contracts), natural person, who concluded the medical care agreement.
Rights related to the processing of data	right to object to processing of data for marketing purposes right to object to processing of data due to special situation right to data portability right of access to data other rights referred to in the detailed information on data processing
Detailed information on data processing [link]	

Detailed information on personal data processing by Medicover Sp. z o.o., Al. Jerozolimskie 96, 00-807 Warszawa

1. Personal data controller

Medicover Sp. z o.o, Al. Jerozolimskie 96, 00-807 Warszawa (hereinafter: we) will be the controller of your personal data. You can contact us in the following way:

- by post, to the following address: Client Service Department of Medicover Sp. z o.o, Al. Jerozolimskie 96, 00-807 Warszawa;
- via the contact form at www.medicover.pl;
- via e-mail: dok@medicover.pl;
- by telephone: 500 900 500.

2. Data protection officer

We have appointed the data processing officer. The data processing officer is a person you may contact with respect to all matters pertaining to the processing of personal data and exercising rights related to the processing of data. The inspector can be contacted in the following way:

- by post, to the following address: Al. Jerozolimskie 96, 00-807 Warszawa;
- via e-mail: IOD@medicover.pl.

3. Purposes of the processing and legal basis for the processing

We will process your personal data in order to:

- cover you with the medical care agreement;
- make settlements in relation to the business activities carried out;
- resolve complaints if any;
- submit materials promoting our own products and services of the data controller;

- archive your data in accordance with legal regulations;
- ensure security of persons and property (CCTV monitoring of the premises).

Legal basis for the processing of your data:

- agreement for medical care;
- legitimate interest including direct marketing of own services of the data administrator (including profiling) and pursuance of claims, as well as ensuring security of persons and property;
- legal regulations.

4. Information on profiling

Based on your personal data, we conduct profiling, i.e. automated evaluation of certain personal aspects relating to you.

The purpose of profiling is to properly select communication materials and materials promoting activities of the data controller. Based on your profile, we will select appropriate content of information and promotional materials.

The following data are used for profiling: patient number, first name, surname, age, gender, language, date of birth, locality, facilities visited, type of the product purchased, source of data. Additionally, in the profiling process, we take into account statistical data pertaining to behaviour on websites and in mobile applications, use of the Medicover Online patient portal, and preferences expressed on sites and in applications of Medicover Polska.

5. Period for which your personal data will be stored

Data that are processed based on the agreement for medical care for the purposes of the provision of medical services will be stored for the period specified in the medical care agreement, legal regulations, and in case of legitimate interest of the data controller (marketing, including profiling), until lodging a complaint.

6. Recipients of your personal data

We will transfer your personal data to:

- entities processing data on behalf of the data controller;
- entities authorised by legal regulations;
- entities authorised by you.

7. Your rights related to the processing of personal data

You have the following rights related to the processing of personal data:

- a. right to object to the processing of data for marketing purposes, as we process your data for marketing purposes based on our legitimate interest;
- b. right to object to the processing of data due to special situation, when we process your data for marketing purposes based on our legitimate interest;

- c. right of access to your personal data;
- d. right to request rectification of your personal data;
- e. right to request erasure of your personal data, only when we are not obliged by legal regulations to process them;
- f. right to request restriction of the processing of your personal data;
- g. right to personal data portability, i.e. the right to receive from us personal data concerning you, in a structured, commonly used and machine-readable format. You can transmit those data to another data controller or request us to transmit these data to another controller. However, we will transmit these, only where technically feasible.

In order to exercise the aforementioned rights, please contact us or our data protection officer (contact details, in points 1 and 2 above).

Right to lodge a complaint with a supervisory authority

You also have the right to lodge a complaint to a supervisory authority competent for the protection of personal data, i.e. the Inspector General for the Protection of Personal Data.

8. Duty to provide data

Collection of personal data was the condition to be covered with the medical care agreement and the statutory requirement.