

1 Introduction

Eurocept Homecare (hereinafter referred to as "we", "us" or "our") values your privacy. The purpose of this privacy statement is to inform you about how we collect, use, share and protect your personal information. Please read this statement carefully to understand how we handle your data.

2 How does Eurocept Homecare obtain your data?

We collect your personal data when you contact us or use our medical devices and/or services. Your healthcare provider may also request that we provide specific medical devices or services, providing your personal data. Your healthcare provider should inform you about this in advance. In some cases, we use the COV-check via VECOZO (NL) to verify your insurance details.

3 What data does Eurocept Homecare process?

In addition to the basic data, it is necessary for us to also process data about your health. Below is a list of data that are needed:

- Your name, date of birth and contact details
- Insurance details including the BSN, your health insurer and policy number
- Financial information, including your bank account number or invoices
- Information about your health, such as the medical indication, the prescription, weight
- Name and contact details of your doctor, pharmacy and any other prescribers (dietitians, medical specialists, hospital practitioners)
- Name and contact details of your contact person
- Other information you share with us, for example when contacting customer service or participating in a customer satisfaction survey

4 What does Eurocept Homecare do with your data?

We process your personal data for the following purposes:

- Providing medical devices, services or care (programs)
- Answering your questions and those of your prescribers
- Management of the quality and safety of our services
- Invoicing of aids or services
- Communication about necessary service messages regarding deliveries or safety warnings
- Quality purposes (medication and device safety/reporting of side effects)
- For customer satisfaction surveys and/or surveys related to our service
- (In some Support Programs) analyses and statistical research (including anonymized information about the services provided to the manufacturer of your medicine)

5 Why does Eurocept Homecare process your data?

Organisations may only process personal data if they have a legal basis for doing so. We use the following bases for our processing:

- **Contract:** to provide medical supplies or aids, services and/or care
- **Consent:** if we are required to ask you for any other reason. You can revoke your consent at any time.
- **Legal obligation:** to comply with legal obligations
- **Legitimate interest:** e.g. for customer satisfaction surveys or analysis of data for statistical purposes in order to improve our services.

6 How long does Eurocept Homecare keep your data?

We will keep your personal data for as long as is necessary for the above purposes. In doing so, we observe the applicable legal retention periods. Personal data that is no longer needed is deleted or anonymized.

7 How does Eurocept Homecare handle information security?

Given the nature of the sensitive personal data, we take measures to prevent unlawful processing or loss. All employees have confidentiality obligations, arising from their professional secrecy or from a signed confidentiality agreement. In addition, we are also NEN-7510 certified, a standard that relates to information security in healthcare. This standard provides us with guidelines for ensuring the integrity, availability and confidentiality of information for responsible care.

8 With whom does Eurocept Homecare share your data?

We take a careful approach to the processing of your personal data. Initially, your data will only be accessible to Eurocept Homecare. In some cases, however, it is necessary for us to share your data with other healthcare providers, such as your practitioner or health insurer. In addition, we provide your data to other relevant partners in the healthcare sector, such as suppliers and transporters, when required. If we engage third parties for data processing on our behalf, such as software suppliers or hosting services, we establish a processing agreement with them.

9 What rights do you have?

We are ready to help with various requests regarding your personal information:

- **Right to access:** Insight into the data being processed and more information about how it is handled
- **Right to rectify:** Correcting or completing incorrect data
- **Right to erasure:** Erasure of your data, if permitted by law
- **Right to object:** Objection to the processing of data
- **Right to data portability:** Transfer of data (or have it transferred)
- **Right to restriction:** Restriction of the data that is processed, if possible

We do not use automated individual decision-making, such as profiling.

Send an email to fg-homecare@eurocept.nl to submit your request. We will contact you for identification purposes, in order to prevent someone else from exercising your rights.

10 Contact Details

If you have any questions about this privacy statement, your rights in relation to your personal data or if you wish to make a complaint, please contact us via fg-homecare@eurocept.nl or by sending a letter to Eurocept Homecare, Loodsboot 7, 3991 CJ Houten and to the attention of the Data Protection Officer, stating CONFIDENTIAL.

In the unlikely event that you cannot reach an agreement with us, you can always submit your complaint to the Dutch or Belgium Data Protection Authority (DPA).

11 Changes to this privacy statement

We reserve the right to change this privacy statement to reflect changes in our practices or legislation.