

## Privacy policy of our practice

Your personal data and privacy in our general practice.

### General

The AVG is the new law for the protection of privacy and personal data. Under this law, an organization that works with personal data has certain obligations and the person whose data it belongs to has certain rights. In addition to this general law, specific rules apply to privacy in healthcare. These rules are stated, among other things, in the Medical Treatment Agreement Act (WGBO). These privacy regulations are intended to inform you about your rights and our obligations under the GDPR and the WGBO.

### General practice

Various personal data about you may be processed in our general practice. This is necessary to be able to treat you medically and necessary for the financial settlement of the treatment. In addition, processing may be necessary for, for example, combating a serious threat to your health or to comply with a legal obligation (for example, the mandatory reporting of an infectious disease under the Public Health Act).

### The duties of the general practice

According to the GDPR, GP practice Haarlemmerpoort is responsible for the processing of personal data that takes place in the practice. The practice complies with the obligations arising from this as follows:

- Your data is collected for specific purposes: o for care provision; o for efficient management and policy; o to support scientific research, education and information.
- In principle, no processing takes place for other purposes.
- You will be informed that your personal data is being processed. This can be done by your healthcare provider, but also via a brochure or via our website.
- All employees within Huisartsenpraktijk Haarlemmerpoort are obliged to treat your personal data confidentially.
- Your personal data is well protected against unauthorized access.
- Your personal data will not be kept longer than is necessary for proper care. For medical data, this retention period is in principle 15 years (from the last treatment), unless longer storage is necessary, for example for the health of yourself or your children. This is at the discretion of the practitioner.

### Your rights as a data subject

You have the following rights:

- The right to know whether and which of your personal data is processed.

- The right to inspect and receive a copy of that data (insofar as this does not harm the privacy of another person).
- The right to correction, addition or deletion of data if necessary.
- The right to request (partial) destruction of your medical data. This can only be met if the retention of the data for someone else is not of significant importance and the data is not required to be retained on the basis of a statutory regulation.
- The right to add a personal statement (of a medical nature) to your file.
- The right to object to the processing of your data in certain cases.

If you want to make use of your rights, you can make this known verbally or by means of an application form to Huisartsenpraktijk Haarlemmerpoort. Your interests may also be represented by a representative (such as a written agent, or your trustee or mentor).

#### Explanation of the application form

You should bear in mind that, in accordance with the law, medical data are in principle stored for a maximum of fifteen years. You will help us find your file and protect your privacy if you fill in the form as completely as possible. The information you enter will be treated in the strictest confidence by us. General practice Haarlemmerpoort is not liable for errors in postal delivery. If you prefer to collect the file personally, or by an authorized representative, you can indicate this on the form.

#### Patient data

Please state the details of the person who is the subject of the medical file. The Medical Agreement Act (WBGGO) considers the patient to be of age from the age of 16. Young people aged 16 and over who want to inspect/copy their medical file must submit the application themselves. If the patient is no longer alive, the provision of the medical data is permitted if it can be assumed that the deceased would not have objected to this or there are compelling interests in breaking the care provider's duty of confidentiality. This decision rests with the healthcare provider.

#### Provision of your personal data to third parties

The employees of Huisartsenpraktijk Haarlemmerpoort have the obligation to treat your personal data confidentially. This means, for example, that the healthcare provider needs your explicit permission to provide your personal data. However, there are some exceptions to this rule. The duty of confidentiality of the care provider can be breached on the basis of a statutory regulation, but also when there is a fear of a serious danger to your health or that of a third party. In addition, recorded data can, if necessary, be exchanged verbally, in writing or digitally with other healthcare providers (for example, the pharmacist who processes a prescription and thus receives data from the general practitioner).

#### Exchange

After you have given specific permission for this, the Haarlemmerpoort GP practice exchanges relevant medical data safely and reliably with the general practitioner (Emergency Post) via the Landelijk Schakelpunt. If you have been to the emergency post in the evening or at the weekend, it

will in turn share an observation message with the general practice. This way the GP knows exactly with which complaints you have been to the Emergency Post and what action has been taken as a result. Medication data can also be shared with your pharmacy and your treating medical specialists. This concerns the medication that the GP has prescribed for you, but also any intolerances, contraindications and allergies (ICA data). Other prescribers and providers of medication can take this into account. In this way, as a general practice, we contribute to medication safety.

#### Transfer of your file

When choosing a new GP, it is important that your new GP is aware of your medical history; this is in your patient file. If you ask us to transfer your file, we will in principle do so within 2 weeks, but at the latest within a month. Your medical file is transferred digitally via a secure connection, by registered mail or by us personally. You cannot receive the original file; you always have the right to inspect your file and to receive a copy of your file.

#### Question or complaint

Do you have a question or a complaint? For example, about who we share data with or our handling of your medical data? Then your GP will be happy to discuss this with you.