



PRIVACY STATEMENT GGZ Wel Zijn! Den Haag

GGZ Wel Zijn! Den Haag, established in [town] and registered with the Chamber of Commerce under number 86555472, highly values the protection of personal data. This privacy statement explains how GGZ Wel Zijn! Den Haag deals with information about identified or identifiable natural persons, as referred to in the General Data Protection Regulation (GDPR).

1. Application

This privacy statement applies to the following categories of natural persons of whom GGZ Wel Zijn! Den Haag processes personal data:

- a. (potential) patients;
- b. visitors to the practice of GGZ Wel Zijn! Den Haag;
- c. visitors to www.ggzwelzijnden Haag.nl;
- d. participants in meetings of GGZ Wel Zijn! Den Haag;
- e. applicants;
- f. all other persons who contact GGZ Wel Zijn! Den Haag or of whom GGZ Wel Zijn! Den Haag processes personal data, with the exception of its employees.

2. Processing of personal data

GGZ Wel Zijn! Den Haag processes personal data:

- a. personally provided by the person concerned (during a meeting or discussion), by telephone, or digitally (via e-mail or web forms on the website), such as contact details or other personal data;
- b. that was obtained from third parties, such as other healthcare professionals;
- c. that was generated during a visit by a person concerned to the website of GGZ Wel Zijn! Den Haag, such as IP address, the surfing behavior on the website (such as data of the first visit, previous visit and current visit, pages accessed and the way in which the website was navigated) and items clicked by the person concerned;
- d. that was obtained by means of video recordings and/or sound recordings during sessions;
- e. that are obtained through applications for e-health and other treatment-oriented tests, etc..

3. Purposes processing

GGZ Wel Zijn! Den Haag will process personal data for the following purposes:

- a. the execution of medical treatment contracts and invoicing of services performed;
- b. protecting the vital interests of the person concerned or another natural person."
- c. maintaining contact, invitations for meetings and information requested by the person concerned;
- d. improving the practice website ggzwelzijnden Haag.nl
- e. tracking user statistics. User statistics of the website provide information about the number of visitors, the duration of their visits, which parts of the website are accessed and the click behavior. It concerns generic reports that are non-personally identifiable;
- f. monitoring access to practice and protecting confidential data.

4. Legal basis

GGZ Wel Zijn! Den Haag processes personal data on the basis of one of the following legal grounds:

- a. consent of the person concerned. This permission can always be withdrawn, but withdrawal will not affect the lawfulness of the processing on the basis of the permission before the withdrawal;
- b. execution of or with a view to the conclusion of medical treatment agreements, including invoicing to third parties, such as the health insurance company and the like;
- c. legal obligations, such as the obligation to keep medical records or to register BSNs;
- d.
- e. a legitimate interest, such as the use of contact information for sending invitations for a meeting.

5. Processors

GGZ Wel Zijn! Den Haag may use service providers (processors) for the processing of personal data who will only process personal data according to instructions from GGZ Wel Zijn! Den Haag. GGZ Wel Zijn! Den Haag will conclude a processor agreement with processors that meets the requirements of the General Data Protection Regulation (GDPR/AVG).

6. Share personal data with third parties

GGZ Wel Zijn! Den Haag do not share personal data with third parties without the consent of the person concerned, except when it is necessary for the execution of the treatment agreement or the management of the professional practice, or when required to fulfill a legal obligation. This includes sharing data with the health insurer and the Dutch Healthcare Authority, or allowing access to the file by a BIG-registered professional bound by professional secrecy for the purpose of quality audits. Explicit written consent from the patient is not required for the latter. However, the patient does have the opportunity to object to the use of their data for quality purposes. The patient will be informed in advance of the possibility of their data being used for these quality purposes. GGZ Wel Zijn! Den Haag does not share personal data with third parties for commercial purposes unless events are organized jointly with another organization. In such cases, only necessary contact information is shared.

7. Transfer outside the EEA

GGZ Wel Zijn! Den Haag does not, in principle, transfer personal data to countries outside the European Economic Area (EEA). If this should nevertheless be necessary, GGZ Wel Zijn! Den Haag ensures that the transfer will only take place if the European Commission has indicated that the relevant country provides an adequate level of protection or if there are appropriate safeguards within the meaning of the General Data Protection Regulation (GDPR/AVG).

8. Storage of data

GGZ Wel Zijn! Den Haag will not store any personal data longer than necessary. In principle GGZ Wel Zijn! Den Haag will use the following retention periods:

- a. medical data: at least 20 years after the end of the treatment agreement;
- b. (financial) administrative data: 7 years after recording the data;
- c. data of employees and freelancers, other than (financial) administrative data: 5 years after termination of employment or after the end of the assignment agreement;
- d. details of applicants: 4 weeks after completion of the application procedure;
- e. visitors to the website: 5 years after the last visit to the website, unless an objection is made in which case the data will be deleted.

9. Changes to privacy statement

GGZ Wel Zijn! Den Haag may change this privacy statement at any time. An up-to-date version of the privacy statement will be published on the website of GGZ Wel Zijn! Den Haag. It is advisable to consult this privacy statement regularly so that you are aware of any changes.

10. Rights, questions and complaints

You have the right to request GGZ Wel Zijn! Den Haag to view, rectify, delete, transfer, limit processing and to object to processing. You can contact GGZ Wel Zijn! Den Haag by sending an e-mail message to ggzwelzijndenhaag@ziggo.nl.

For questions or complaints about the way in which GGZ Wel Zijn! Den Haag processes personal data, you can also contact GGZ Wel Zijn! Den Haag by sending an e-mail message to ggzwelzijndenhaag@ziggo.nl. We will try to resolve complaints satisfactorily. If no satisfactory solution is reached, you can contact the Dutch Data Protection Authority (AP).