



Information Notice participants in surveys Version 1.4 10/11/2019

## INFORMATION NOTICE ABOUT DATA PROTECTION TO PARTICIPANTS IN SURVEYS

### Identity and contact details of Data Controller

This information notice has been created in accordance with what is stipulated in the EU regulation (UE) 2016/679 approved by the EU Parliament on 14 April 2016 (GDPR) and relevant national data protection law.

According to the above regulations, your personal data will be processed by EUROPEAN TELEMEDICINE CLINIC, S.L. (TMC), C/Marina, 16-18, floor 21, 08005 Barcelona, Spain.

### Purpose and Legitimation

TMC will proceed to deal with the data in a lawful, loyal, transparent, appropriate, pertinent, limited, accurate and up-to-date manner, committing itself to take all reasonable measures to be abolished or rectify without delay when inaccurate.

Your personal data will be processed for the following purposes and in accordance with the legal basis as set out below:

Purposes	Legal basis	Retention periods
Develop product and process	Legitimate interest of TMC to improve its business and its customers satisfaction.	After termination of contract, 5 years
Manage contact with customers and its healthcare professionals	Legitimate interest of TMC to develop its relationship with clients	After termination of contract, 5 years
Manage client satisfaction surveys		After termination of contract, 5 years
Communicate to clients		After termination of contract, 5 years

### Indirect collection of data

Your personal data have been obtained through e-mail communication, daily contacts with TMC business or hospital management.

### Categories of recipients of the personal data

Your personal data will be shared with the following recipients:

- Within TMC Group, including other TMC companies: with authorised personnel in charge of commercial activities, management, Operations, Medical teams.



Information Notice participants in surveys Version 1.4 10/11/2019

- With service providers acting on our behalf and assisting us in the management of our activities.

### **Transfer**

Due to the international dimension of the TMC Group, your personal data may be transferred outside of the European Union to Australian Telemedicine Clinic located in Sydney, Australia.

According to the data protection regulation, to ensure the protection of your personal data, TMC put in place relevant safeguards such as the signature of data transfer agreements based on the standard contractual clauses issued by the European Commission. Please write to the following address if you wish to obtain copies of such contracts:

[Dataprotection@telemedicineclinic.com](mailto:Dataprotection@telemedicineclinic.com)

### **Data Subject Rights**

In relation to your personal data, you have the following rights:

In relation to your personal data, you have the following rights:

- A right of access that you may exercise by asking a copy of your personal data;
- A right to correct your personal data if they are inaccurate or incomplete and a right to obtain the restriction of the processing of your personal data;
- A right to erase your personal data, in cases where your personal data are processed on the basis of your consent, the performance of a contract to which you are party and our legitimate interests;
- A right to data portability, in cases where your personal data are processed on the basis of your consent and/or the performance of a contract to which you are party;
- A right to object, on grounds relating to your particular situation, to the processing of your personal data in cases where your personal data are processed on the basis of our legitimate interests
- You have also the right to lodge a complaint with a Data Protection Authority, either in the Member State of your habitual residence, place of work or place of an alleged infringement of the GDPR.

### **Means of exercising rights**

To exercise the rights, you should contact the Company by means of an email to [dataprotection@telemedicineclinic.com](mailto:dataprotection@telemedicineclinic.com) or in writing to European Telemedicine Clinic S.L., C/ Marina, 16-18, Pl. 21, 08005, Barcelona, Spain providing a copy of your Identification card, and indicating the full address - email with the purposes of notifications related to the requests from TMC, and specifically pointing out the data on which the right in question exercises. However, you are hereby informed that the exercise of some of the abovementioned privacy rights could hinder or impede the performance of the purposes before indicated.

### **Contact details of the Data Protection Officer**

You may also contact the TMC – Unilabs DPO in writing to: [dpo@unilabs.com](mailto:dpo@unilabs.com)