



Privacy statement Rehab Lab B.V. (versie April 2022)

Trade name: Rehab Lab B.V.

Business address: Raaimoeren 38 4824 KD Breda

Email: support@rehablab.nl

General

You will find the privacy statement of Rehab Lab B.V. at [rehablab.nl](#). You are advised to read this privacy statement carefully before continuing on our website.

Rehab Lab B.V. has developed a platform for healthcare providers. Healthcare providers use the platform to store client files. The platform is also used by healthcare providers to share information about the treatment with the client. Rehab Lab B.V. processes personal data on behalf of the healthcare provider. The healthcare provider is the controller within the meaning of Article 4 GDPR. Rehab Lab B.V. is the processor for this service.

This privacy statement explains how Rehab Lab B.V. handles your personal data. Rehab Lab B.V. attaches great importance to the proper security of your personal data and wants to inform you about this as well as possible. This privacy statement indicates which (categories of) your personal data can be processed.

This Privacy Statement consists of two parts:

- Part A concerns the processing of personal data that takes place on behalf of your healthcare provider. Rehab Lab B.V. is a processor within the meaning of the GDPR.
- Part B concerns the processing of personal data of customers and relations of Rehab Lab B.V. in the context of the service agreement and if you contact Rehab Lab B.V. via the web form or by telephone. recordings.

Rehab Lab B.V. reserves the right to amend this privacy statement. The adjustment may be necessary due to new processing operations or to comply with the law. Rehab Lab B.V. therefore advises you to consult this privacy statement regularly.

PART A, processing of personal data on behalf of healthcare provider

Rehab Lab B.V. processes your personal data because your healthcare provider uses its services.

The categories of personal data that Rehab Lab B.V. You may have processed on behalf of your healthcare provider :

- Name and address details;
- telephone number;
- e-mailadres;
- account information;
- Invoice;
- communication between your healthcare provider and you;
- (health) data in relation to your treatment;
- data concerning your practitioner;
- other personal data that you actively provide to your practitioner via the platform;
- log data.

Under the GDPR, you as a data subject have rights with regard to the processing of your personal data. Because the processing takes place on behalf of your healthcare provider, you must contact your healthcare provider for the exercise of these rights.

PART B, processing of personal data by Rehab Lab B.V. as responsible

In some cases, Rehab Lab B.V. self-processing responsibility. This may be the case if you contact Rehab Lab B.V. by telephone or e-mail. Rehab Lab B.V. also processes personal data of healthcare providers and/or their employee(s) who use the services of Rehab Lab B.V. Rehab Lab B.V. is also the data controller for the data necessary to create a personal account.

Below you will find a copy of personal data that Rehab Lab B.V. as a data controller you may process:

- your naam;
- telephone number;
- e-mail address;
- data from the care provision organization;
- the content of a message when you contact Rehab via the web form .
- log data;
- IP address.

Types, purposes, legal bases and period of processing of personal data

Rehab Lab B.V. only processes personal data if there is a valid basis for this. The basis for the processing is underlined in the text.

In the first place, your name, telephone number and e-mail address in combination with the content of your message are processed with your consent if you fill in the contact form on the website, or via e-mail, sociale media or telephone contact with Rehab Lab B.V. recordings. The processing/storage of this personal data is necessary to be able to contact you in response to your question. After handling your question or if no agreement arises with Rehab Lab B.V. , then Rehab Lab B.V. no interest in the retention of your data. Your data will then be removed in the short term.

When entering into an agreement with Rehab Lab B.V. processes personal data that are necessary for the execution of the agreement with you or the organization for which you work. This data may include name and address details, telephone number, e-mail address, contact details and additional data that are necessary to conclude and execute the contract. Failure to provide necessary data may result in no agreement with Rehab Lab B.V. can be closed. This data will be kept in the company records for at least seven (7) years after the expiry of the agreement, unless otherwise agreed in writing or a different period applies on the basis of legislation.

Rehab Lab B.V. processes personal data about you if you create a personal account in connection with the care agreement you have with your practitioner. Your name, e-mail address and telephone number will be processed for this purpose. Rehab Lab B.V. has a legitimate interest in processing this data in order to execute the agreement with your healthcare provider.

Rehab Lab B.V. has a legitimate interest in processing data in connection with your visit to our website. This concerns the IP address of your computer, the time of retrieval and data that your browser sends. This data is used to analyse website visits and clicks for the purpose of optimising our website.

Rehab Lab B.V. also processes personal data to which it is legally obliged under tax legislation. This includes contracts or agreements, invoices, bank statements, correspondence, etc. This data is kept in the company records for seven (7) years.

Transfer to processors and third parties

Some personal data are processed by companies provided by Rehab Lab B.V. are enabled. This may be the case in connection with the execution and of the agreement with you or your organization or for the performance of services for Rehab Lab B.V. Such companies are also called 'processors' or sub-processors. These (sub-)processors are located within the European Economic Area (EEA). Rehab Lab B.V. conclude a processing agreement with these (sub-)processors that meets the conditions of the General Data Protection Regulation, so that the processing of your personal data takes place lawfully within the EEA. Rehab Lab B.V. remains responsible for the processing carried out by these companies.

Your personal data will only be processed by third parties, other than by Rehab Lab B.V. engaged processors, shared as Rehab Lab B.V. on the basis of a legal obligation, personal data is required to be passed on to competent authorities. This can be, for example, the tax authorities or an investigative authority. Or as Rehab Lab B.V. has a legitimate interest in

processing your data in connection with a legal claim or, at your request, providing the data to another controller with your consent.

Security

Rehab Lab B.V. has taken appropriate technical and organizational measures to protect your personal data against loss or unlawful processing.

- The website has an SSL certificate, which means that the data is sent encrypted via a secure connection.
- The digital data is frequently backed up.
- The employees of Rehab Lab B.V. only have access to functionally related personal data.
- The information is provided by Rehab Lab B.V. stored encrypted and the server is protected with a firewall and antivirus software.
- The users must have a strong password and are automatically logged out after a certain period of inactivity.
- Multi Factor Authentication is used for logging in.
- The processing takes place within the EEA.
- A processing agreement is concluded with clients and (sub)processors.

Data breaches

Where work is done, mistakes can be made. Rehab Lab B.V. will respond adequately to a discovered data breach. Depending on the type of data, the possible risks for the data subject(s) and the number of stakeholders, Rehab Lab B.V. inform the data subject(s). In addition, Rehab Lab B.V. , on the basis of these considerations, determine whether the data breach is reported to the Dutch Data Protection Authority.

If a data breach occurs involving personal data processed in the context of a product or service agreement, Rehab Lab B.V. contact the client without delay for further processing. This is in accordance with the provisions of the processing agreement.

Cookies

Rehab Lab B.V. uses cookies on its website. When you first visit our website you have the option to accept cookies. A cookie is a small file that is sent along with pages of this website and stored by your browser on the hard drive of the computer. Cookies can be refused or deleted. Rehab Lab B.V. however, cannot guarantee an optimal functioning and user experience by you of its website.

Session cookies or necessary cookies serve to make good use of the basic functions of our website. By analyzing the surfing behavior of our visitors, we can adjust our services as well as possible. When you close your browser, these cookies are automatically deleted again.

Preference cookies remember information, such as your preferred settings. These can be sent back to our server on a subsequent visit to our website. For a good user experience, accepting these cookies is desirable.

Analytical or statistical cookies are placed by us to analyze the use of our website and to improve its operation.

Marketing cookies can be used to provide you with relevant information and personalized offers.

For the deletion of cookies, Rehab Lab B.V. refers to the use of cookies. you go through to the settings of your browser.

Links to other website(s)

This website may contain links to other websites that are not managed and/or owned by Rehab Lab B.V. If you have ended up on another website by clicking on a link, the privacy statement of the relevant website applies. Rehab Lab B.V. is in no way liable or responsible for that website, the privacy statement on that website or the processing of your personal data by the organization behind that website. Rehab Lab B.V. recommends that you read the privacy statement carefully before continuing on the relevant website.

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Data that are no longer necessary will be deleted in accordance with the time limits set out in this declaration.

A consent given by you can be withdrawn by you at any time. The withdrawal of consent has no consequences for the personal data already processed before the moment of withdrawal, but possibly for the further execution of your possible agreement with Rehab Lab B.V.

You have the right to inspect, rectify, delete or restrict the processing of your personal data. An explanation of these rights follows below. You can make a request regarding these rights via support@rehablab.nl

Rehab Lab B.V. will acknowledge receipt of your request and respond to your request within four (4) weeks . To check whether the request is lawful, we will always ask you to identify yourself before you can use it. For this, Rehab Lab B.V. , preferably by telephone, contact you and then check whether your request is lawful on the basis of a number of specific questions.

Access

The right of access only applies to your data. If your access threatens to violate the privacy of another person, the personal data of this other person will be deleted or made illegible. You will then receive a digital copy of your data.

rectification or addition

If you believe that your data is incorrect or incomplete, you can request that it be amended or supplemented.

removal

You can request that your personal data be deleted. This may be the case, for example, if you believe that they are kept longer than necessary. If there is no basis for keeping your data, it will be deleted. The removal can possibly be done up to result in a possible agreement with Rehab Lab B.V. cannot be done properly (anymore).

Right to object

You can object to the processing of your personal data on the basis of a legitimate interest. Rehab Lab B.V. in that case, will terminate the processing of your personal data on this basis, or indicate why the interest of Rehab Lab B.V. outweighs your

restriction or termination of processing

You can request that the processing of your personal data be restricted or terminated. This may be necessary in the event of a legal claim or if you believe that your data is unlawfully provided by Rehab Lab B.V. are processed.

no profiling

Rehab Lab B.V. does not use your data for automated profiling.

complaints

If you submit a complaint about the processing of your personal data by Rehab Lab B.V. , then you can report this by sending an e-mail with a description of your complaint after support@rehablab.nl

Rehab Lab B.V. will make every effort to deal with your complaint as well as possible. You can also submit your complaint to the Dutch Data Protection Authority. If you want more information on how to do this, click [here](#).

Responsible disclosure

If, despite the care with which Rehab Lab B.V. processes personal data, discover that this is not done correctly, then Rehab Lab B.V. report this to you immediately via support@rehablab.nl

Rehab Lab B.V. will indemnify you from legal consequences, unless there is a deliberate attempt to hack or other crime.