

Privacy Statement for BovenIJ Hospital Patients

Aim

BovenIJ hospital processes personal data and we would like to inform you about what this means in a clear and transparent manner. In this privacy statement, we provide the answers to the most important questions about BovenIJ hospital and BovenIJ outpatient pharmacy's processing of personal data.

Definitions

We use particular terminology in this privacy statement. The definitions of some of these words are outlined below:

- Personal data: data that says something either directly or indirectly about you. For example your name, address and your medical data.
- Processing: everything that can be done with personal data. For example, collecting, but also storing, using and deleting your data from our records.

Statement

1. Whose personal data does BovenIJ hospital process?

We process the personal data of people with whom we have or have had either a direct or indirect relationship. This includes, for example, the personal data of:

- patients
- visitors to the hospital
- those attending information meetings.

2. Who is responsible for processing my personal data?

Many departments process personal data including, for example, the patient service desk, outpatient clinics and the pharmacy. When we refer to 'BovenIJ hospital' in this privacy statement, we mean all departments where personal data is processed, which also includes the outpatient pharmacy.

3. For what purposes does BovenIJ hospital process personal data?

We process personal data for the following purposes:

a. To be able to enter into a patient relationship with you

If you report to BovenIJ hospital requesting care, we need personal data. These are obvious details such as your name, address and place of residence, but also the care request you have.

b. To maintain the (digital) relationship with you and to carry out internal tasks

If you are a patient of ours, we want to be of service to you. We process personal data for this reason. For example, we use your name, address, telephone number or e-mail address to maintain contact with you (or your contact person), to remind you of an appointment or to facilitate a video call function.

We also carry out so-called 'internal tasks'. These include, for example, laboratory examinations, X-rays or MRI scans. And you might also need to be admitted to hospital.

c. For consultation with internal and external medical specialists

It may be the case that a consultation needs to be booked with a medical specialist at BovenIJ hospital or with an external specialist (e.g. from another hospital). It is also possible that you have been referred by your general practitioner, for example, or by a physiotherapist or primary obstetrician. In these cases, personal data will be exchanged, such as test results.

d. For the financial settlement of the care provided

We also need your name to settle the cost of the care provided with either you or your health insurance provider.

e. To protect everyone's safety

We use surveillance cameras to protect everyone's safety.

f. To attend an information meeting

Meetings about certain diseases or treatments are organised regularly. During these information meetings, you, your family or friends can get information about the course of a particular disease and about the possible therapies or treatments. You can also exchange experiences with other attendees. You can sign up for these meetings on our website.

g. To enter into, and carry out, agreements with suppliers

If you have contact with BovenIJ hospital for work, we can process your personal data. For example, to carry out a temporary assignment and to give you access to the hospital for this.

h. To meet legal obligations

Sometimes BovenIJ hospital is obliged to share data due to a legal provision. Examples of this are provisions in the Healthcare Insurance Act, the use of BSN (social security numbers) in Healthcare Act and the Public Health Act. On the basis of the latter law, BovenIJ hospital must, for example, report certain contagious diseases directly to the Municipal Health Service (GGD). The data subject's personal data would also be shared in this context.

i. For our operational management, quality improvement and process optimization

As a care provider, we believe it is important and necessary for us to have a good overview of our patient relationships. We are able to meet (legally required) quality records partly due to the processing of your data. At the same time we are continuously striving to improve the healthcare quality for our patients. We regularly conduct projects with the aim of quality improvement of process optimization. For these projects we can make use of the data of our patients.

j. For scientific (medical) research

We will always ask you for your permission to use your data for scientific research unless this data is used anonymously. We do not collect more personal data than is necessary in the context of the aforementioned purposes. If we do not keep the data for those purposes, we can still keep the data for archival purposes. This means that the data will be used only in legal proceedings or for historical, statistical or scientific purposes.

4. Does BovenIJ hospital also process special personal data?

Special personal data is sensitive data. For example, data concerning health, criminal record, ethnic data or data concerning race. In order to be able to properly fulfil our role as a care provider, we process data about your health.

We process special personal data only under legal obligation, with your permission or if you ask us to do so. Are you asking us to record special personal data about you or are you making this information public? Then we will process this data only if it is necessary for our services.



5. How does BovenIJ hospital handle my personal data?

Your personal data will not be stored for longer than is necessary for the purpose for which it was processed. In the case of medical data, this is usually 20 years. Your medical record must be kept for longer than 20 years if another legal retention period arises from other legislation (e.g. the Archives Act), if this is necessary for proper care (e.g. in the event of a chronic illness) or if the data is of great importance to someone else (e.g. if your children have a hereditary disease).

Within BovenIJ hospital, your personal data is protected in accordance with national standards, which means that only employees with a treatment relationship have access to your medical data. Our employees have a duty of confidentiality and are not allowed to share information with unauthorised individuals – even after termination of their employment.

Do we want to use your data for purposes other than those for which they were originally processed? We are permitted to do so only when there is a close relationship between the two purposes – for example, if you need medication from the pharmacy after a medical treatment. If we want to use your data for a different purpose (e.g. for scientific research), then we will ask you explicitly for your permission first.

6. What rules apply to BovenIJ hospital when processing personal data?

When processing personal data, BovenIJ hospital is bound, inter alia, by the Personal Data Protection Act, the General Data Protection Regulation, the Medical Treatment Contracts Act and the Use of the BSN (social security numbers) in the Healthcare Act.

7. Can I see which personal data relating to me BovenIJ hospital processes?

Yes, you can request an overview of the personal data relating to you that has been processed. For this, you can contact the Data Protection Officer whose contact details you can find below. Do you think that your personal data has been processed incorrectly or incompletely, or do you think that it has been processed unnecessarily? Then you can submit a request for modification, supplementation or removal to BovenIJ hospital.

8. Where can I take a question or complaint?

For general questions concerning the processing of your personal or medical data by BovenIJ hospital, please contact the Data Protection Officer. In case of complaints, you can contact our complaints officer. If BovenIJ hospital handles or answers your question or complaint in an unsatisfactory manner, you can also contact the Dutch Data Protection Authority. Below you will find the contact details of all three authorities.

9. Can BovenIJ hospital change this document?

Yes, our privacy statement may change from time to time. If there are any new rounds of data processing, we will adjust the privacy statement accordingly. The most up-to-date version of our privacy statement can always be found on www.bovenij.nl.

Contact details:

Data Protection Officer:

Tel: +31 (0)20- 634 6378

E-mail: privacy@bovenij.nl

Post: BovenIJ ziekenhuis
Data Protection Officer
PO Box 37610
1030 BD Amsterdam

Complaints mediation department: link to [complaints mediator](#)

Dutch Data Protection Authority: [website](#)