

## Information on personal data processing

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We consider proper processing of your personal data, as well as personal data protection very important for us. Therefore we would like to inform you on the details of your personal data processing. If, having read this document, you realized that there is something that you are not sure about or don't understand we will be glad to explain you any term or a part hereof if you contact us via e-mail sent to the address [dpo@procare.sk](mailto:dpo@procare.sk) or [dpo@svetzdravia.com](mailto:dpo@svetzdravia.com) or in writing on the address of the operator (see below). Please pay also attention to the personal data protection documentation that is accessible on website [www.procare.sk](http://www.procare.sk) and on [www.svetzdravia.com](http://www.svetzdravia.com).

### Who processes your personal data?

Company **ProCare, a.s.**, registered office at Einsteinova 23-25, 851 01 Bratislava 5, company ID: 35 890 568, processes your personal data as an operator (hereinafter the „**Operator**“). You can contact the person responsible for personal data protection at any time, sending an e-mail to the address [dpo@procare.sk](mailto:dpo@procare.sk) or to [dpo@svetzdravia.com](mailto:dpo@svetzdravia.com).

### What is the purpose of your personal data processing and how long will we process them?

We process your personal data for purpose of:

- a) **identifying your satisfaction with quality and extent of healthcare and related services provision in our chain of policlinics ProCare**; your personal data will be processed for this purpose for two (2) years from the data provision date,
- b) **identifying your satisfaction with quality and extent of personal care services provided directly by the Operator.**

### What is the legal basis of your personal data processing?

Our legitimate interest (Article 6 clause item f of the EU Parliament and EU Council Regulation (EU) No. 2016/679 dated April 27, 2016 on Physical individuals protection during personal data processing and on free data movement that cancelled the Directive No. 95/46/EC (General Data Protection Regulation)) represents a legal basis of your personal data processing by us for the above stated purposes.

Our legitimate interest refers to our efforts to continuously improve quality and extent of provided healthcare and related services in our chain of policlinics ProCare, which we, as the Operator, manage and own, and also to improve quality of personal care services provided directly by us, which are closely associated with healthcare provision (and related services) in our chain of policlinics ProCare.

Based on your evaluation, we will be able to improve quality of our services and services provided within the entire chain of ProCare policlinics, and to adapt them to your needs and expectations as much as possible, since we believe that continuous improvement of services quality and extent positively contributes to therapeutic process.

### Right for Objections

Affected person **has right to raise objections against personal data processing related to particular situation at any time pursuant to clauses a) and b) above.**

In case of raised objection, the Operator shall not continue in personal data protection, unless he has proved the required legitimate reasons of such data processing that prevail the interests, rights and freedoms of the affected person that has raised objections, or the reasons of proving, exercising or defending the legal claims.

Provision of your personal data is voluntary and if you refuse to provide them, you will not be subject to any adverse consequences thereof.

### What kind of your personal data we process?

We process your name and surname, phone number and e-mail address that you provided to us, eventually also other data that can be contained in the satisfaction questionnaires for purposes of identifying your satisfaction with quality and extent of provided healthcare and related services.

**Will your personal data be provided to other recipients?**

Your personal data can be made accessible to other companies within the ProCare Group, to IT service providers, attorneys-in-law, auditors, the archive and to further persons providing services to the Operator, or to subject of public force and administration, e.g. the courts of justice, the Police Corps, the Office of Health Insurance Company Surveillance, etc.. In any case, your personal data shall be provided only to such recipients that are authorized to obtain them.

**Will your personal data be transferred to third (non-EU) countries?**

Your personal data will not be transferred to third (non-EU) countries.

**What are your rights associated with personal data processing?**

Based on your written request, you have right to (i) require access to your personal data, (ii) require correction of your personal data, (iii) require deletion of your personal data, (iv) require restricted personal data processing, (v) raise objections against your personal data processing, (vi) require transfer of your personal data, and (vii) to file complaint at the Personal Data Protection Office at Hraničná 12, Bratislava.

**Does automated decision making including profiling occur during your personal data processing?**

Automated decision making including profiling doesn't occur during your personal data processing.