

Information about Personal Data Processing

Securing your privacy and your personal data are very important for us. Personal data provided by you are processed and stored in line with the current legal regulations, especially the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons, with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation – GDPR). Beneath you will find information, which of your data are processed by us, to which purpose and what are your rights. This information is covering our obligations to you as our Client in regard to Art. 13 and 14 of GDPR.

If you had any questions in regard of your personal data processing, do not hesitate to contact us anytime electronically at avicenna@avicenna.vip or on the address of our company given beneath.

Who is processing your personal data?

Your personal data is processed by us as a Controller – AVICENNA CONCIERGE GmbH, having our registered office in Oppitzgasse 3/5, 2410 Hainburg an der Donau (hereinafter “Controller” only).

Which of your personal data do we process?

We process most importantly the following data: name, surname, date of birth, personal identification number (if given), address, email address, phone number, your medical insurance provider, data about products and services purchased by you with us, data about reserved appointments and examinations at health care providers, data concerning your medical documentation.

To which purpose and on which legal basis we process your personal data?

While processing your personal data we apply the principle of data minimalization, meaning, to process only those personal data, which are necessary to fit the purpose of processing. Your personal data are processed on the following legal base and for the following purpose:

- to fulfill the contract, where you are a part of, meaning, to meet the purpose of your request, or to process information, you are providing in this way.
- to meet the purpose of identifying yourself while concluding, fulfilling and terminating this contract.

To provide your personal data for this purpose is inevitable to conclude the contract and meet its objectives (contractual duty); if you do not provide the necessary personal data, the contract cannot come into force.

Will your personal data be provided to other parties?

Your personal data are provided primarily to health care providers, in order to fulfill the Service Contract you have concluded with us. The processing of your data with those providers is further regulated by their internal rules and conditions.

Further on, we process your personal data also by the means of third parties (so called “Processors”), who provide fulfilling some of the contractual and/or legal obligations. Those Processors include parties, supporting us with organizational services, as well as IT, accounting, auditing and legal service providers. Those parties will have access to your personal data, which are inevitable to conduct those services, they cannot however use your data for any other purpose and are obliged to process your data according to legal regulations.

Your personal data can also be provided and/or disclosed to other companies, which are belonging to the same ownership, as the Controller, however only on the territory of the EU. Bearing in mind, that the level of personal data protection has been harmonized within EU member countries, your personal data will be accordingly protected also in this case.

Will your personal data be transferred to third countries or to international organizations?

Your personal data will not be transferred: neither to third countries, nor to international organizations.

How long will your personal data be stored?

While processing your personal data, the principle of storage minimalization is applied: this means, we store your personal data only for the period, necessary to fulfill the purpose described above. After this period is over, your personal data are anonymized and/or deleted from our data processing systems.

Your personal data necessary to fulfill the Contract, are stored for the period from coming into force until termination, and settling all obligations derived from or implicated by this Contract. Your personal data, inevitable to fulfill our legal obligations, are stored for a time foreseen in the respective legal regulations (10 years for accounting documents for instance). Your personal data, processed for the purpose of vested interest, are stored till the vested interest of the Controller to process them is terminated. If we process your personal data based on your Consent, your personal data are processed for the period of this Consent, or until you cancel this Consent.

What are your rights in regard of processing personal data?

An affected person has the following rights:

- The right to access personal data (hand-out a copy of the personal data) and the right for information about the conditions of personal data processing according to Art. 15 GDPR.
- In the case of false or uncomplete personal data to ask for their correction or completion.
- To ask for deleting personal data according to Art. 17 GDPR.
- The right to limit the processing of personal data in cases defined by Art. 18 GDPR.
- The right to transfer personal data according to the regulations of Art. 20 GDPR.
- Based on your specific situation, the right to object processing your personal data, if this is done on a legal basis of a vested interest. In the case of such an objection, we stop processing your personal data, until a vested interest to process, disclose, apply or defend them shall not be given. You also have the right to object processing your personal data for direct marketing purposes. In the case of such an objection we stop processing your personal data for such purposes.

You can exercise the above listed rights by sending a written request to the address of the Controller. Should you consider, that processing of your personal data is contradicting GDPR, you have the right to lodge a complaint with the supervisory authority, in particular in the member state of your habitual residence, the place of work or the place of alleged infringement.

Is the processing of your personal data submit to automated decision-making including profiling?

Processing of your personal data is not subject to automated decision-making or profiling.