

# U-center privacy statement

Within our specialist help, with our professional support U-center processes your data for the guidance of multiple psychological problems. U-center thinks it is of the utmost importance that your personal data is handled carefully, while your privacy rights are optimally guaranteed. This privacy statement describes how U-center handles personal data, which rights you have and whom you can contact for more information. We do our best to keep this information carefully and protect your privacy so that unauthorized people do not have access to your data. Your healthcare provider - and possibly other care providers involved in your treatment - have access to the data in your file that are necessary for optimal treatment. All caregivers have a legal duty of confidentiality (professional secrecy).

## 1. What are personal data?

Personal data is data that makes it possible to identify you. You can, for example, think of your name, address, date of birth, user name and IP address. This includes your medical data.

## 2. Which personal data does U-center process?

Depending on your care request and type of treatment, U-center processes the following personal data: name, address, zip code, place of residence, e-mail address, telephone number, gender, date of birth, user name and password, usage logs, IP address, nationality, details concerning your health.

## 3 Purposes

- For the provision of care

The data U-center processes of you are primarily intended to be able to carry out the treatment for which you have turned to U-center. This means that U-center processes the data that are needed to provide you with the desired treatment and good care.

- To inform other care providers inside or outside U-center (GP, referrer)

We use the information from your file to inform other care providers inside or outside U-center (general practitioner, referrer). If you find this objectionable, you must expressly object to this in writing.

- To improve the quality of care we provide.

We also use your data for discussions that should improve the quality of care.

- For the benefit of a financial administration

Where your data is linked to the so-called DBC registrations (declarable units as required by your health insurer). For example, treatments can be claimed from the health insurer. If your treatment is not reimbursed by the health insurer, we use your data to invoice the care provided to you.

- To contact you

U-center processes personal data to be able to contact you if a question has been asked by e-mail or by telephone.

## 4. Principles when collecting personal data

U-center only processes your personal data for the above formulated purposes. If U-center wants to use your data for another purpose, it will explicitly ask you for permission and then only do so if you have given your consent. In that case, your practitioner will clearly inform you about this.

This permission is not necessary if the data is used anonymously. This is the case, for example, with the use of various registrations that are necessary to be able to measure quality, to compare results and to report to insurers and the government. All these data can not be returned to a recognizable person: they remain anonymous.

U-center also considers it important that no unnecessary and too much personal data is collected from you. For that reason, only those data are required, which are necessary for the execution of the care of U-center and are necessary to answer your question.

### **5. Where are your details stored?**

Your data is recorded in an electronic patient record to enable proper treatment; this is also a legal duty. This contains the most important data about your state of health and information about the examinations and treatments performed. In addition, relevant data from your general practitioner and / or data from (previous) examinations and treatments from elsewhere will be stored.

### **6. Access to your personal data**

You have the right to ask U-center which personal data U-center processes from you. You can submit a request to request access to this personal data and U-center for a copy of it.

You can submit your request by completing the following form and signing it up and sending it to U-center. U-center will then take your request for inspection as soon as possible and at the latest within 4 weeks after the arrival of your request, U-center will respond in writing.

At the moment you make a request to U-center, U-center will ask you for identification for the data that are necessary to establish that you are the person in our files.

U-center will inform you about your request:

- whether U-center uses your personal data, and if so;
- what data it concerns;
- what the purpose of the use is;
- to whom U-center may provide the data;
- the origin of the data, if known.

If you are not included in the U-center files, U-center will let you know in writing and immediately delete the data you have provided to us via the form.

You can send your request for inspection to: [service@u-center.nl](mailto:service@u-center.nl) or by letter:

U-center  
to service center  
Julianastraat 23-A  
6285 AH Epen

### **7. Correction, limitation and removal**

You can request U-center to correct your data. For example, if you want to receive mail from U-center or other (digital) correspondence at another address, you can request that this information be corrected. Has your last name changed? Then you can also make a request to adjust your data.

You can also request U-center data to be modified, if these are unexpectedly incorrect or incomplete. U-center will immediately adjust your data.

If it is unclear whether your data may continue to be used in the context of the U-center activities or the data is incomplete, you can ask U-center during that period to limit the use of the data.

It is also possible that you do not wish to have your personal data permanently included in the U-center contact files. You have the right to request a U-center to delete this data. U-center will then proceed to delete your data free of charge and within a reasonable period of time.

You can have your data modified or deleted by contacting our service center and indicating that you wish to modify your data or permanently delete it. In response to your request, you will receive confirmation that U-center has handled your request and what effect U-center has given to it.

## **8. Transfer your data**

You can also request U-center to transfer your data to another healthcare provider. U-center will then contact this healthcare provider and forward your medical file to your new healthcare provider.

## **9. Objection**

Do you have any objections to the use of your personal data? Then you can object. If you object, U-center will temporarily no longer process the use of your personal data until the decision has been made on your objection.

You can lodge an objection by sending a letter to the above mentioned address under 16, for the attention of the Data Protection Officer (DPO) of U-center.

## **10. Save your data**

U-center does not store your data longer than necessary. This means that your personal data will only be kept for as long as this is necessary for the care of U-center. In addition, U-center has set specific deadlines for how long which data is stored by U-center. At the end of these concrete terms, the data will be deleted.

Your medical data will in principle be kept for a period of fifteen years. Only in very exceptional cases may your data be stored for longer than this period.

U-center is also bound by other legal retention periods. These are storage periods that apply to U-center, for example, or from a different statutory regulation. The data will be deleted at the end of these legal deadlines.

## **11. Complaints and requests**

In addition to exercising your statutory rights, as mentioned above, you can at all times file a complaint or request information from the Data Protection Officer of U-center if you have a complaint about the handling of your data or have questions about this. privacy statement and how U-center handles your data.

You also have the right to file a complaint with the Dutch Data Protection Authority. More information on this can be found on the website of the Authority.

## **12. Data leaks**

U-center has an active policy in the field of signaling and monitoring of possible data leaks and security incidents.

As part of the information security policy, a protocol has been set up to enable timely follow-up of signals of possible data leaks and security incidents. The starting point here is that the security and protection of personal data is guaranteed as much as possible and that the parties involved are informed on time.

Of course U-center makes every effort to prevent data leaks and other security incidents and has taken appropriate technical and organizational measures.

### **13. Security**

As part of the appropriate technical and organizational measures U-center has formulated principles and guidelines and agreed different protection levels to protect information and personal data. For example, U-center systems are set up in such a way that an appropriate level of security applies by default. The electronic patient file is NEN 7510, ISO 27001 and ISAE3402 certified. The basic principle here is that processes, systems and any third parties involved guarantee as much as possible the security and integrity of data, including your personal data.

If third parties process personal data for U-center, U-center makes agreements with these parties on the basis of a so-called processor agreement about the security of your data.

### **14. Cookies**

U-center uses functional and anonymous cookies about the use of the U-center website. By clicking on 'Accept' you indicate that you are aware of this and accept that these cookies are used.

A cookie is a small file that is sent with pages from this website and stored by your browser on the hard drive of your computer. This allows U-center to collect anonymous data that can not be traced to you in order to improve U-center's services and information provision.

### **15. Changes**

This privacy statement may change over time. At the moment that the purposes of processing your personal data change, U-center will inform you of this and if necessary ask for permission. If other parts of this privacy statement have been changed, you will be informed on this website or personally.

## 16. General contact information

U-center  
Visiting address Epen  
Julianastraat 23-A  
6285 AH Epen  
The Netherlands

Visiting address Ambulante Location / Communication center Driebergen  
Landgoed De Horst  
Building Vossesteijn number 7  
De Horst 1  
3971 KR Driebergen  
The Netherlands

Phone: 0800-2224446

E-mail address: [service@u-center.nl](mailto:service@u-center.nl)

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## Letter request regarding personal data

To:  
U-center  
regarding the marketing department  
Juliana Street 23a  
6285 AH Epen

[date]

Dear Sir / Madam,

With reference to Article 35 of the Personal Data Protection Act, I would like to enter four weeks in writing from you:

- whether you use my personal data, and if so:
- what data it concerns;
- what the purpose of the use is;
- to whom you may have provided the data;
- the origin of the data, if known.

If you use my personal data, I request that you provide me with copies of all my personal documents, a paper summary or a printout of the digital file.

Sincerely,

[name]  
[date of birth]  
[address]  
[ZIP code and address]