



Privacy statement General Practice UGC Heyendaal

Your privacy and your personal data in our GP practice

General

The General Data Protection Regulation (GDPR) is the law for the protection of privacy and personal data. Under this act, an organization that works with personal data has certain obligations and the person whose data it concerns has certain rights. In addition to this general law, specific rules apply to privacy in health care. These rules are stated in the law 'Wet Geneeskundige Behandelings-overeenkomst' (WGBO).

This privacy statement is meant to inform you of your rights and our duties that apply on the basis of the GDPR and the WGBO.

GP practice

Various personal data about you can be processed in our GP practice. This is necessary for proper medical treatment and the accompanying financial reimbursement.

Additional processing may be necessary for, for example, fighting against severe danger to your health or to comply to a legal obligation, for example the obligation to report a contagious disease under the law 'Wet Publieke Gezondheid' (WPG).

The obligations of the GP practice

According to the GDPR, UGC Heyendaal is responsible for the processing of personal data that takes place in the practice. The obligations following this responsibility result in the following:

- Your data are collected for specific purposes:
 - for care provision;
 - for effective management and policy;
 - for supporting scientific research, education and information.
- In principle, no processing takes place for other purposes.
- You will be informed of the fact that your personal data are processed. This can be done by your healthcare provider, but also via a flyer, via our website or web app.
- All employees within the GP practice have committed themselves to confidentiality with your personal data.
- Your personal data are properly protected against unauthorized access.
- Your personal data will not be kept longer than is necessary for proper care.

For medical data, this storage period is in principle 15 years (from the last treatment), unless longer storage is necessary, for example for the health of yourself or your children. This is at the discretion of the practitioner.

Your rights as concerning person

You have the following rights:

- The right to know if and which of your personal data are processed.



- The right to access and copy these data (as far as another person's privacy is not harmed).
- The right to correct, supplement or delete data if necessary.
- The right to request (partial) destruction of your medical data. This can only be granted if retention of the data is not of considerable importance for another person and the data does not have to be retained on basis of a statutory regulation.
- The right to add your own statement (of medical nature) to your file.
- The right to oppose the processing of your data in certain cases.

If you wish to make use of your rights, you can inform the GP practice of this in person or through the application form for inspection, copy, correction or destruction of medical data. Your interests can also be represented by a representative (such as a written representative, or your curator or mentor).

Provisioning of your personal data to third parties

The employees of UGC Heyendaal have the obligation to deal confidentially with your personal data. This means, for example, that the healthcare provider needs your explicit consent for the provisioning of your personal data.

There are, however, some exceptions to this rule. On the basis of a statutory regulation the non-disclosure obligation can be overruled by the healthcare provider, also when there is a suspicion of danger to your health or that of a third party. Recorded data can be exchanged, if necessary, verbally, in writing or digitally with other healthcare providers (for example, the pharmacist who processes a prescription and thus receives information from the general practitioner).

Exchange of data via the 'Landelijk Schakelpunt' (LSP - or National Exchange Point)

UGC Heyendaal exchanges relevant medical data securely via the 'Landelijk Schakelpunt' (LSP - or National Exchange Point) with the GP post after you have given your consent for this purpose. If you have been at the GP post in the evening or at the weekend, it will in turn share an observation message with the GP practice. This way the GP knows with what complaints you have been at the GP post and what has been done in response to this.

Also medication data can be shared with your pharmacy and your treating medical specialists. This involves the medication the GP has prescribed to you, but also any intolerances, contraindications and allergies (ICA data). Other prescribers and providers of medication can take this into account.

Transfer of your medical file

If you choose a new GP, it is important that your new GP is aware of your medical history. Your medical history is in your patient record.

It is customary for your old GP to hand over the medical file to your new GP. The old GP will do this as soon as possible, at least within a month, after you have asked your old GP to transfer the medical file to your new GP.

Your medical file is electronically transferred to the new GP. It is not possible to hand the original file over to you. However, you are entitled to inspect and receive a copy of your file.



UGC Heyendaal
Universitair gezondheidscentrum

A question or a complaint

Do you have a question or a complaint? For example with whom we share your data or how we process your medical data? Your GP or caregiver will be pleased to discuss your concerns with you.

Scientific research and your privacy

UGC Heyendaal takes part in the Radboudumc Academisch Huisartsen Netwerk, a network of GP practices that provide data for scientific research. Research helps GP's to offer better daily care for their patients. The GP can ask you to take part in a scientific research. Your medical data can only be used when you give your GP permission to do so. Medical data, without name or address are transferred to the department of primary care of Radboud University Medical Centre. We keep your privacy in mind, processing these data scientifically. Radboudumc preserves the data safe and according to the rules in the Dutch " Algemene Verordening Gegevensbeveiliging (AVG)".