

“Saules veselības centrs”
PRIVACY POLICY
Last updated on 11 May 2021

1. Purpose and scope of the privacy policy

1.1. The purpose of the privacy policy (hereinafter - Policy) is to inform clients, patients, personnel and co-operation partners about the measures taken by the Controller to ensure the personal data protection and processing of individuals who can be identified, directly or indirectly, (hereinafter - Data subject). The Controller carries out the processing activities in conformity with the General Data Protection Regulation and other related legal acts.

The policy describes what personal data of the Data subject are collected, processed, transferred and stored, the purpose of data collection, processing, transfer and storage for which the data are transferred and for what purpose, the types and time limits of data storage, the rights of the Data subject.

1.2. The Policy applies to personal data obtained in any form and by any information channel (on-site in the premises of the Controller, verbally, by telephone, in paper format, electronically through e-mail, filling out the form on the website of the Controller - www.svc.lv, in the social network profiles managed by the Controller, etc.).

1.3. The Controller shall have the right to modify the Policy at its discretion. The Policy is available on the website of the Controller - www.svc.lv and is applicable from the date of entry into force of the relevant version of the document.

2. Controller

2.1. Controller of Personal Data Processing is the “Saules veselības centrs” Ltd., Unified Reg. No. 40103357674, address: Brīvības Street 68-9, Rīga, LV1004, Latvia; phone: +371 67186950, email: info@svc.lv, home page: www.svc.lv.

2.2. The practices of physicians of the Controller are collaboration partners, responsible for the processing of personal data of their clients and collaboration partners.

2.3. For the use, processing and storage of personal data by the controller, or any questions regarding data protection, please contact info@svc.lv.

3. Applicable law

3.1. Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on a natural person protection with regard to the processing of personal data and the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter referred to as the Regulation).

3.2. The Patient Rights Act of the Republic of Latvia.

3.3. Medical Treatment Law of the Republic of Latvia.

3.4. Personal Data Processing Law of the Republic of Latvia.

4. Personal data collection, processing and storage

4.1. The Controller ensures to acquire, process and store only the personal data required for the direct provision of health services to the Controller's customers and patients. In order to protect the interests of the Data subjects, the Controller shall ensure that personal data are processed fairly and legally only in accordance with the intended purpose and to the extent necessary.

4.2. The exact amount of data to be collected, processed and stored depends on the type of health service provided to the Data Subject. The data obtained, processed and stored may contain the following information:

- 4.2.1. identification data - the given name, surname, personal identity number, age, gender of the customer or patient;
- 4.2.2. contact information - the actual address of the place of residence, telephone number, e-mail address;
- 4.2.3. history of the received services, medicinal treatment used, weight, height;
- 4.2.4. information supporting the diagnosis, as well as the results of diagnosis and treatment;
- 4.2.5. the telephone number and time of the call, if the Data subject calls by the phone the Controller to make the appointment.
- 4.2.6. by contacting the Controller electronically (e-mail, social networks, communication form on the website of the Controller www.svc.lv) - the name and/or surname, e-mail address (when contacted by e-mail) of the Data subject, the content of the communication, the time of communication shall be stored.
- 4.2.7. The home page uses cookies to improve the functionality and user experience of the site, but does not generate personal data.

5. Purpose and legal basis for the acquisition, processing and storage of personal data

- 5.1. Personal data shall be collected, processed and stored for the purpose to ensuring the fulfilment, high-quality and operational provision of healthcare services for the Controller's customers and patients (Data subjects) on the basis of Article 6(1)(b) and (c) of the Regulation and Article 9(2)(h) of the Regulation.
- 5.2. The contact details of the data subject shall be processed for the purpose of contacting or providing the Data subject with information only in the interest of the Data subject and in relation to the healthcare services for which the Data subject has applied for on the basis of Article 6(1)(a) and (c) of the Regulation and Article 9(2)(h) of the Regulation.
- 5.3. The content of telephone conversations and the content of electronic communications shall be obtained, processed and stored with a view to improve the quality of the Controller's services and to resolve potential complaints, conflict situations, ensuring the legitimate interests of the Controller and the Data subject on the basis of Article 6(1)(f) of the Regulation.
- 5.4. Personal data collected during the visit to the website of the manager shall be collected, processed and stored with a view to improving the quality of the content of the home page and adapting it to the needs of the users on the basis of Article 6(1)(f) of the Regulation.

6. Date of storage of personal data

- 6.1. Personal data shall be stored in accordance with the regulatory enactments of the Republic of Latvia, including, the procedures specified in the Archives Law, according the contract provisions or the legitimate interests of the Controller.
- 6.2. Content of electronic communications is stored for 1 (one) year, unless such data are necessary to protect the legitimate interests of the Controller or the Data subject for a longer period of time.

7. Data storage security

- 7.1. The Controller shall ensure the security of the storage of personal data by means of protective instruments in devices and programmes in which personal data are stored, as well as organisational measures such as limiting access to medical records and archives.

8. Access to personal data

- 8.1. The personal data of the Data subject may only be accessed by persons who need it for the provision of health care services and the provision of support processes, the production of statistics necessary in regulatory enactments, updating and maintaining data and the fulfilment of other work duties under the management of the controller.

8.2. The Controller shall ensure not to transfer personal data to third parties, except where the Data subject has given consent to the transfer of personal data or it is necessary for the protection of legitimate interests, as well as insurance undertakings, in order to comply with the contractual and legal obligations.

9. Rights of the Data subject

9.1. The right to access and receive their personal data in written form.

9.2. The right to request information on when, where, how and why the data was collected is processed and stored.

9.3. The right to request the rectification of their personal data if they are incorrect, incomplete or altered.

9.4. The right to require the deletion of their personal data from an electronic database (if consent is the legal ground for data processing).

9.5. The right to object to the processing of the personal data where the Data subject considers that the data are processed unlawfully and not in conformity with the purpose.

9.6. Right to withdraw consent for the processing of personal data.

9.7. The right to submit complaints regarding the use and processing of personal data by the Controller to the State Data Inspectorate if the Data subject considers that the processing of his or her personal data infringes his or her rights and interests in accordance with the applicable laws and regulations.

Saules veselības centrs Ltd.

Chairman of the Management Board

Vija Belevica

(updated version of the initial Policy of 25 May 2018)