

Doctor Florence 24 by BMC Health Solutions

BMC HEALTH SOLUTIONS H24 S.r.l.

Registered & Operational Office: PIAZZA DELLA STAZIONE 1 - 50123 FIRENZE

Administrative Office: Via GUGLIELMO MARCONI 65 - 81041 Vitulazio (CE)

VAT: IT01404180521

PATIENT INFORMATION NOTICE (in English)

This information notice has been drafted pursuant to Article 13 of Regulation (EU) 2016/679 "on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC (General Data Protection Regulation)" (hereinafter GDPR) in order to inform you about the methods of processing your data.

DATA CONTROLLER & DPO

The entity that decides how your data is processed and for what purposes is the Data Controller:

The Data Controller of your data is **BMC HEALTH SOLUTIONS H24 S.r.l.**, Tax Code/VAT IT01404180521, with registered and operational office at Piazza della Stazione 1, 50123 Florence (FI), and administrative office at Via Guglielmo Marconi 65, 81041 Vitulazio (CE).

Contact channels for privacy matters: Email: amministrazione@bmch24.com, PEC: bmch24@pec.it, Telephone: +39 0823 1766412.

The Data Protection Officer (DPO) is Maurizio Monaco, Tel: +393200751500, Email mauriziomonaco@hotmail.com, Pec: maurizio.monaco@ordingce.it

PURPOSES OF PROCESSING

The data you provide - or provided on behalf of a minor - will only be processed for predetermined purposes. Specifically, for the following purposes:

- Health-related data, biometric data such as photos, and genetic data will be used for the provision of healthcare services (specialist visits, diagnostic examinations, treatments, and therapies) and for any other activity necessary to perform such services and fulfill related obligations. The legal basis for processing is Art. 9 lett. h) GDPR. Refusal to provide such data will make it impossible to provide the healthcare service.
- Tax, personal, and contact data will be used for invoicing and to fulfill all other administrative, bureaucratic, and tax obligations, as well as for the general business

activities connected with the existing relationship. These data are collected on the basis of our legal obligations and as necessary for the execution of the contract (Art. 6.1.b-c GDPR). Refusal to provide such data will prevent us from fulfilling contractual obligations.

- Your data will NOT be processed for purposes of research, study, monitoring, or scientific presentations.
- Personal and contact details will be used to send communications/information about the activities of the Clinic (by postal mail, operator phone calls, SMS, e-mail).

Once consent has been given for a specific purpose, the data subject has the right to withdraw it at any time (Art. 7.3 GDPR).

DATA PROCESSING METHODS

Processing will be carried out digitally and/or in paper form, in the manner and within the limits necessary to pursue the purposes described above, in compliance with the principles of Art. 5 GDPR.

Processing will be carried out by the Data Controller and authorized personnel, with all necessary precautionary measures to ensure security and confidentiality.

DISCLOSURE OF DATA

For the execution of the contract and the purposes indicated above, your personal data may be disclosed to:

- External laboratories if necessary for the provision of requested services;
- Private insurance companies for reimbursement of services;
- External consultants for administrative activities and IT activities;
- Lawyers, experts, and insurance companies in case of dispute;
- AlfaDocs GmbH for the provision of management systems.

DATA SUBJECT'S RIGHTS (PATIENT'S RIGHTS)

Users (data subjects) have a series of rights under Regulation (EU) 2016/679, including:

- Right of access to personal data (once confirmed that the data are being processed);
- Right to obtain rectification and integration of data;
- Right to obtain erasure of data;
- Right to restriction of processing under certain circumstances;
- Right to receive personal data provided to the Controller in a structured, commonly used format, and to transmit them;
- Right to object to processing of personal data on grounds relating to the individual's situation;
- Right not to be subject to automated decision-making;

- Right to be informed in case of a serious personal data breach;
- Right to withdraw consent to processing at any time;
- Right to lodge a complaint with a Supervisory Authority.

Requests to exercise these rights must be addressed to the Data Controller, even through an authorized person. A proper response must be provided without undue delay. The Data Controller undertakes to make it as easy as possible for data subjects to exercise their rights.

TRANSFER OF DATA OUTSIDE EUROPE

Please note that your data are NOT transferred to third parties (companies, laboratories, organizations, etc.) outside the EU, unlike the data subject (patient).

DATA RETENTION PERIOD

Data relating to the healthcare services provided are retained for the period required by healthcare regulations and for the necessary retention time to ensure possible protection of the facility in matters of healthcare liability.

Data used for sending communications and information from the Clinic are retained until deletion requested by the data subject, following withdrawal of consent.

Consent to the processing of your data

The patient, having read the information notice pursuant to Article 13 of Regulation (EU) 2016/679 (GDPR) and acknowledging that the processing of my personal data or those of the Represented Persons carried out in order to fulfill administrative and tax obligations strictly connected with the requested healthcare service, hereby gives the consent to the processing of the aforementioned data.