

At Mondzorg Centrum Utrecht, we attach great importance to the privacy of website users. To ensure your privacy to the best of our ability, we adhere to a number of core values.

- **Inform** - We want to inform you as well as possible how and why we process personal data. We do this through this privacy statement.
- **Limit collection** - We take great care to limit our collection of personal data to only what is really necessary for the proper functioning of the website and the services you have requested.
- **No marketing based on personal data** - We do not hand over personal data for marketing purposes and only send commercial mailings with your express consent.
- **Security** - We take appropriate security measures to protect your personal data and require the same from parties processing personal data on our behalf.
- **Right of inspection and correction** - We respect your right to inspect, correct or delete your personal data.

In this privacy statement, you can read how we put these core values into practice and respect and protect your right to privacy.

Use of personal data

By using the website and the services available on it, you leave certain data with us. This may include personal data. We store and use only the personal data directly provided by you or which, when provided, it is clear that it is provided to us for processing.

Depending on the service you use, we may collect the following data:

- Name and address details;
- Gender;
- E-mail address;
- Telephone number
- Data relating to your health;
- The name of your health insurer;
- The name of your other healthcare providers;
- Time of your appointment;
- Payment details;

This data is used for the following purposes:

- Creating your account;
- Maintaining your medical record;
- Scheduling an appointment;
- Improving our services;
- Performing other services requested by you.

Provision to third parties

Your data will expressly not be provided to third parties, other than third parties directly involved in the performance of the agreement between you and us, or unless any legal provision requires us to do so.

Security

We take security measures to limit misuse of and unauthorised access to personal data. We keep statistics on our website, but this is at all times completely anonymised. No statistics are kept on parts of the website where your health data are exchanged.

Retention period

Your personal data are never kept longer than necessary for the purposes described in this privacy statement or on the website, except in cases where any legal obligation precludes deletion of the personal data.

Third-party websites

This privacy statement does not apply to third-party websites linked to this website through links. We cannot guarantee that these third parties will handle your personal data in a reliable or secure manner. We advise you to read the privacy statement of these websites before using them.

Cookies

We use cookies on this website. A cookie is a simple small file sent with pages from this website and stored by your browser on your computer's hard drive. The information stored therein can be sent back to our servers or those of the relevant third parties during a subsequent visit.

Google

Through our website, cookies are placed by the US company Google, as part of its Analytics service. We use this service to track and get reports on how visitors use the website. We do not use this service for logged-in users. We have not allowed Google to use the obtained Analytics information for other Google services, we have the IP addresses anonymised and have concluded a processor agreement with Google. The information collected by Google is anonymised as much as possible. We have no influence on the use of the data by Google and/or third parties. Google may provide this information to third parties if they are legally obliged to do so, or insofar as third parties process the information on behalf of Google. Please read the privacy statement of Google (which may change regularly) to read what they do with your (personal) data that they process via these cookies.

The information collected by Google is transferred to and stored on servers in the United States. Google states that it adheres to the Safe Harbor principles and is a member of the Safe Harbor programme of the US Department of Commerce. This implies an adequate level of protection for the processing of any personal data.

Use of persistent cookies

Permanent cookies allow us to recognise you when you visit our website again. As a result, the website can be customised to your preferences. Even if you have given permission for cookies to be placed, we can remember this by means of a cookie. This avoids you having to repeat your preferences each time you visit, thus saving you time and making our website more user-friendly. You can delete permanent cookies via your browser settings.

Use of session cookies

Session cookies allow us to see which parts of the website you have viewed during this visit. This allows us to adapt our service as much as possible to the browsing behaviour of our visitors. These cookies are automatically deleted as soon as you close your web browser.

Changes to this privacy and cookie statement

We reserve the right to make changes to this statement. It is recommended that you consult this statement regularly so that you are aware of these changes.

Inspection, modification and deletion of your data

For questions about our privacy policy or questions about inspection and changes to (or deletion of) your personal data, please contact us at any time.