

Privacy statement Sento Medical Physiotherapy and Manual therapy

The AVG is the new law to protect privacy and personal data. According to this law, the organisation which processes personal data has certain obligations and the person to whom the personal data belongs to, has certain rights. Besides this general law, there are specific rules for the privacy in Healthcare. These rules are stated in the 'Wet geneeskundige behandelingsovereenkomst (WGBO)'. This privacy statement will inform you about your rights and our obligations concerning the AVG and the WGBO.

Our practice

In our medical practice we process personal data. This is necessary in order to be able to treat you well, to ensure the financial process and to get in contact with you by phone, mail or e-mail.

Sento Medical may process the following personal data: • Your first and last name

- Your date of birth
- Your address information

- Your phone number
- Your email address
- Your IP address
- Your social security number
- Your health care insurance data

The obligations of the practice

According to the AVG, Sento Medical is responsible for the processing of personal data. The obligations of Sento Medical therefore consist of:

Your information will be collected for specific purposes only:

- for physiotherapy care services;
- for effective management and policy;
- to support scientific research, education and information.

- There is, in principle, no processing for other purposes.
- You will be notified of the fact that personal data are processed by your healthcare provider, but also through a flyer or via our website.
- All employees within Sento Medical are committed to confidentiality to deal with your personal data.
- Your personal information will be secured from unauthorized access.
- Your personal information will not be kept longer than necessary for good care.

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

Your rights as a data subject

- The right to know if and what personal data are processed.
- The right to access and copy of such data (as far as the privacy of another thereby would not be prejudiced).
- The right to correction, addition or deletion of data if necessary.
- The right to the (partial) destruction of your medical data. This can only happen in case that the storage of these data is no longer of interest to the other party and if the data is not to be stored by the law.
- The right to add your own statement (of a medical nature) to your file.
- The right to object to the processing of your data in certain circumstances.

If you want to use your rights, you can do this either verbally or by means of an application form. Your interests can also be represented by a representative (such as a delegate in writing, your curator or mentor).

Provision of your personal data to third parties

Sento Medical staff have the obligation to deal with your personal data confidential. This means, for example, that the health care provider for the provision of your personal data needs your opt-in consent. However, there are some exceptions to this rule. On the basis of a legal requirement the non-disclosure obligation of the health care provider can be broken, but also in case of serious risk to your health or that of a third party. In addition, the captured data can be exchanged (verbally, in writing or digital) with other health care providers (for example, the general practitioner).

Transferring your file

If you choose a new physiotherapist, it is important that your new physiotherapist knows about your medical history. Your (medical) history in your patient file. It is common that your old physiotherapist transfers the file to your new physiotherapist. The old physiotherapist does this as soon as possible, in any event within one month, after you have asked your old physiotherapist to transfer the file to your new physiotherapist.

Your file is then transferred by your physiotherapist personally or by certified mail. You cannot get the original file. However, you always have the right to access your file and to obtain a copy of your file. The file can also be transferred to the new physiotherapist by e-mail (if possible). Both physiotherapists have to ensure that their computer and internet connections are sufficiently secured.

Website

On our website (www.sentomedical.nl), data is being tracked, including your computer's IP address and the time of extraction and data that your browser sends. This data is used for analysis of visiting and clicking behavior on the website. Sento Medical uses this information to improve the functioning of the website. This data is anonymized as far as possible and will not be provided to third parties.

View, modify, or delete data

You have the right to view your personal data, to correct or remove it. You can send a request for access, correction or removal to robert@sento.nl. Sento Medical will respond to your request as soon as possible (at least within 4 weeks).

Security

Sento Medical takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. The website of Sento Medical uses a reliable SSL certificate to prevent that your personal information falls into the wrong hands.

If you have the impression that your data is not properly secured or there is evidence of abuse, or if you would like more information about the security of personal data collected by Sento Medical, please contact Sento Medical via robert@sento.nl.

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