



Privacy statement

Ambuce Rescue Team

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1 About us: Ambuce Rescue Team

Ambuce Rescue Team (hereafter: ART*) is a service company that provides amongst other things emergency and non-urgent patient transport, preventive first aid stations and repatriation services throughout Belgium. In order to provide a high-quality service, ART* collects and processes personal data in its capacity as data controller within the meaning of the General Data Protection Regulation (GDPR). ART* is a public limited company with company number 0878.991.927, with its registered office at Bijkhoevelaan 8B, B-2110 Wijnegem.

If doctors are involved in our medical services, all health-related data will be processed in your patient file under their responsibility. The doctor will act as co-responsible for the processing of the data. Within the framework of our mutual agreement with these doctors, ART* is responsible for any communication on data protection with the patient.

If you have any questions or comments regarding the processing of your personal data, you may at any time contact ART*'s Data Protection Officer (hereinafter: DPO) via dpo@ambuce.be.

By means of this privacy statement ART* wishes to clearly inform you about the processing of your personal data. This privacy statement was last updated on 01/10/2020.

2 Basic principles

We process your personal data because we have (or have had) a direct or indirect relationship with you.

When processing your personal data, we apply the following basic principles:

- We will always explain in a clear and transparent manner for which purposes we use your personal data.
- The data we collect from patients are processed for the purpose of providing high quality care and services.
- We only process the data that we strictly need in order to provide our services.
- We strive to process your data accurately and correctly.
- We monitor the retention period of your data so that we do not keep it longer than necessary.
- We take the necessary measures to ensure that your data are protected against unauthorised access, loss or destruction.
- Our responsibility for your personal data extends to everyone who comes into contact with it.

3 Processing of personal data in the context of a medical emergency

3.1 Reason and purposes of data processing

ART* collects and processes your personal data in accordance with its data protection policy and to the extent strictly necessary. In the context of medical emergencies, we do so:

- (1) in compliance with legal obligations
- (2) when concluding and executing a contract
- (3) on the basis of legitimate interests

The processing of your personal data is carried out for the following purposes:

- In the context of the relationship with the patient, in particular for patient administration and financial settlement.
- As a healthcare provider, we are legally obliged to create a patient file. These data may be further processed for quality purposes.
- It is possible that we may process data in the context of your vital interests. This is the case in situations where you would be unable to make your wishes known and where medical care nevertheless has to be provided to you;
- In the event of a complaint, we will process your personal data on the basis of the legitimate interest.

3.2 What personal data are processed?

ART* will always ensure that only the personal data that are necessary to achieve the stated objectives are processed. We process health-related data and other special categories of personal data to the extent necessary to respond to a medical emergency.

The following categories of personal data may be processed in the context of medical urgency:

- Identification data (surname, first name, date of birth, national register number, address, telephone number, e-mail address);
- Data about your health insurance;
- Health data (data such as diagnosis, prognosis, anamnesis, treatment);
- Personal characteristics (data such as age, sex, marital status, language...); possibly data about your family members and relatives, only if this is relevant to the care provided;
- Financial data (bank details);
- Travel and flight data (e.g. in the context of a fit-to-fly certificate, or in case of suspicion of specific country or travel related diseases...).

3.3 Will my personal data be passed on to third parties?

In complying with legal and administrative obligations imposed to ART*, personal data is shared with your health insurance fund or with the with the competent authority.

ART* makes use of a number of external processors who, on instruction from ART*, process data for the purposes we determine. Under no circumstances will they process your personal data for their own purposes. This condition is explicitly included in our contracts with these subcontractors. ART* will always process your personal data within the European Economic Area. When data is processed outside the European Economic Area, all legal requirements will be met in order to safeguard your rights.

3.4 Retention period

Your personal data will not be kept longer than necessary for the purpose for which they are processed. In the case of medical data this period is 30 years minimum and 50 years maximum, unless legislation and regulations prescribe otherwise.

3.5 What are your rights and how do you exercise them?

You can exercise various rights regarding the processing of your personal data. ART* will at all times communicate clearly and transparently which rights do not apply, depending on the specific purpose of processing your personal data. To exercise your rights (listed below), please send an e-mail to our data protection officer: dpo@ambuce.be.

3.5.1 Inspection of your personal data

You have the right to access all the personal data we process about you. You can also request a copy of this information, which we will send you on paper or in digital form.

3.5.2 Correction of your personal data

You have the right to ask us to rectify your personal details if they are incorrect or incomplete. You can also request that we temporarily suspend the use of your personal data until they are correct or complete.

Please note: Data, including a diagnosis kept by a healthcare provider in your medical file, may in some cases not be covered by this right. In this case, we will provide reasons for refusing your request.

3.5.3 Deletion of your personal data

You have the right to request that your personal data be deleted as soon as they are no longer necessary for the purposes of our processing of these data.

Please note: If data must be retained in order to comply with legal or other obligations that apply to ART*, we may not be able to delete the data. In this case, we will provide reasons for refusing your request.

3.5.4 Objection to the processing of your personal data

You also have the right to object to processing carried out in the public interest or legitimate interest.

Please note: This does not imply, however, that ART* is obliged to stop data processing - the matter must be assessed in the light of each specific situation. In this case, we will provide reasons for refusing your request.

3.6 Lodging a complaint with the supervisory authority

If you are not satisfied with the way in which your personal data are handled, you can lodge a complaint with the Data Protection Authority in Belgium via <https://www.dataprotectionauthority.be/citizen/actions/lodge-a-complaint>. More information can be found via <https://www.dataprotectionauthority.be/citizen>.

4 Processing in the context of COVID-19

4.1 Reason and purposes of data processing

As part of the fight against the COVID-19 virus, Brussels Airport is informing passengers about its use of thermal imaging cameras. More information can be found in their privacy policy¹ and house rules².

If a temperature of 38°C or more is measured twice in a passenger by the thermal imaging cameras at Brussels Airport, a medical examination must be carried out to determine whether the passenger presents a high risk profile for COVID-19. Brussels Airport Company calls on ART* for this examination.

The processing of your personal data in the context of this medical screening is part of a duty of general interest and in accordance with the legal obligation of the Brussels Airport Company, which is legally bound to guarantee security at the airport, to provide quality services and to take measures to combat COVID-19.

4.2 What personal data are processed?

During the medical screening, information like your identification data, certain data relating to your health as requested in the questionnaire, and your travel data will be processed. The data are always collected under the responsibility of a doctor.

The screening is conducted in several phases:

- A new check-up of your body temperature by a nurse using an ear thermometer. This body temperature is recorded.
- We go through a medical questionnaire to be completed by yourself. The questionnaire examines, among other things, a possible previous diagnosis of COVID-19, contact with patients diagnosed as COVID-19 positive, body temperature, medication, symptoms in the last two weeks, the presence of disorders, chronic or otherwise.
- The nurse then determines the risk profile based on the temperature measurement and responses. In some cases, the nurse consults a doctor to confirm the assessment of the risk profile on the basis of the questionnaire. The decision is documented.
- A certificate will be issued to the passenger indicating whether he or she has a high or low risk profile according to the screening.

4.3 Will personal data be passed on to third parties?

Only if you have a high-risk profile or do not wish to complete the medical questionnaire will ART* inform your airline by telephone. No other health information about you will be communicated during this notification.

ART* must also pass on your personal data to Sciensano³ in the event of a high risk profile in accordance with the legal COVID-19 reporting obligation.

¹ <https://www.brusselsairport.be/en/privacy-policy>

² <https://www.brusselsairport.be/en/legal-notice/house-rules>

³ <https://www.sciensano.be/en>

4.4 How long will my data be stored?

As a healthcare provider, we are obliged to keep a record when we process health-related data. The personal data processed in the context of this screening will be kept for a period of 5 years from the medical screening. We limit the retention to 5 years in view of our rights of defence.

4.5 What are your rights and how do you exercise them?

You can exercise various rights regarding the processing of your personal data. ART* will at all times communicate clearly and transparently which rights do not apply, depending on the specific purpose of processing your personal data. To exercise your rights (listed below), please send an e-mail to our data protection officer: dpo@ambuce.be.

4.5.1 Inspection and copy of your personal data

You have the right to consult and/or request a copy of all personal data we process about you.

4.5.2 Correction of your personal data

You have the right to ask us to rectify your personal details if they are incorrect or incomplete. You may also request that we temporarily suspend the use of your personal data until they are correct or complete.

Please note: Data, including a diagnosis kept by a healthcare provider in your medical file, may in some cases not be covered by this right. In this event, we will provide reasons for refusing your request.

4.5.3 Objection to the processing of your personal data

You have the right to object to the processing of your data carried out in the public interest.

Please note: This does not imply, however, that ART* is obliged to stop data processing - the matter must be assessed in the light of each specific situation. In this case, we will give reasons for refusing your request.

4.6 Filing a complaint with the supervisory authority

If you are not satisfied with the way in which your personal data is handled, you can lodge a complaint with the Data Protection Authority in Belgium via <https://www.dataprotectionauthority.be/citizen/actions/lodge-a-complaint>. More information can be found via <https://www.dataprotectionauthority.be/citizen>.