

Privacy Policy

We prioritize the data privacy and protection for the users of <https://video-doc.net/> (hereinafter referred to as the Website) operated by VIDEO-DOC ONLINE, SOSIEDAD LIMITADA NIE/CIF/ code: B72723398, address: 30 El-Horno Street, office 208, 38678, Adeje, Santa Cruz de Tenerife, tel.+34 624 578 487 (VIDEO-DOC ONLINE / VIDEO-DOC). The privacy policy defines the rules for the collection, processing and use of personal data of all Website users, those registered (hereinafter referred to as the User) as well as those visiting the Portal without logging into a User account (hereinafter referred to as the Visitor).

When processing data of Users and Visitors, we obey the following:

- we have legal, fair and transparent commitment to the data use;
- we do not ask more information than required to provide VIDEO-DOC services;
- we do not use the data for purposes other than those specified in the Privacy Policy;
- we do not keep data longer than required;
- we process data in a manner that ensures security, including protection against unauthorized or unlawful use and loss, erase or damage;
- we do not disclose data to third parties in cases other than those specified in the Privacy Policy.

WHO ARE WE?

VIDEO-DOC ONLINE, SOSIEDAD LIMITADA NIE/CIF/ code: B72723398 is the administrator of personal data of Users and Visitors obtained during their visit to the Website like Users or Visitors or in connection to the services they requested at the Website.

The Website provides, among other things, the following: telemedicine services, which may be provided by VIDEO-DOC and other medical companies. In the latter case, the administrator of your personal data is an entity that carry out medical activities as the service.

WHAT ARE OUR PURPOSES AND GROUNDS TO PROCESS YOUR PERSONAL DATA?

- If you use the Website as a Visitor with no created account on the Website or contact us via the contact forms on our Website, we do not process any information about you other than your IP address. Your IP address is necessary for technical reasons related to the administration of our servers. We will also use your IP address to get the statistics about you (such as your location you entered the VIDEO-DOC websites). However, we cannot identify you based on your IP address alone.

- We process the data in the contact forms on the Website to answer your question. This data is deleted after the chat with you. VIDEO-DOC puts the Law as the basis for the processing of your personal data (i.e. Article 6 (1) (f) GDPR) – such information let us contact you back. Providing personal data is necessary to consider your request.
- The personal data you provide in the registration form to create an account on the Website is used for your profile to organize the information exchange between you, VIDEO-DOC and other users of the Website under the conditions specified in the Regulations or to consider your complaint in case you have submitted any. The legal basis for the use of your personal data is the contract for the Access Service by VIDEO-DOC referred to in the Regulation (i.e. Article 6 (1) (b) GDPR). Provision of personal data is required in this case. In case you refused to provide the data or entered the incorrect information, VIDEO-DOC cannot provide you the services via the Website.
- Personal data for the telemedicine are processed to provide medical services and filing VIDEO-DOC's medical record obligations, to the extent that telemedicine services are provided by VIDEO-DOC. We process your personal data on a legal basis for health care or occupational medicine, medical diagnosis, medical services, treatment or medical service management (i.e. Article 9 (2) (h) GDPR). Provision of personal data is necessary for the use of telemedical services and medical reports according to the provisions of generally applicable legislation.
- We also can process your personal data for marketing purposes. The ground for processing your personal data in this case is our legal reference such as Art. 6 sec. 1 letter f (GDPR) related to the marketing of our services.
- Your personal data is also processed for accepting, clearing up and handling claims. The ground for use of your personal data for this purpose is our legal reference (i.e. Article 6 (1) (f) GDPR) on the protection of the rights of VIDEO-DOC in judicial or administrative proceedings, as well as in the field of confidential data Art. 9 (2) (f) GDPR. For this purpose, we may use data collected during call recordings by VIDEO-DOC or calls via its systems.

HOW LONG DO WE KEEP YOUR PERSONAL DATA?

- If you contact us, we will delete your personal data from the contact form once your request has been accepted.
- If you create an account on the Website, we are using your personal data within your registration period on the Website. If you deleted the account, we use your personal data within a limitation period for claims from users of the Website as specified by law.
- If you use VIDEO-DOC services, we process your personal data for telemedicine purposes while medical reports are filing as determined by the provisions of the Law on Patient Rights and the Commissioner for Patient Rights. After it ends, your data will be deleted in accordance with the provisions of the law.
- Your personal data is processed for marketing purposes until you claim against it, but no longer than until you delete your account from the Website.
- Your personal data is used for the audio or video records made by VIDEO-DOC for 30 days.

HOW WE DISCLOSE YOUR PERSONAL DATA?

- We ensure the protection of all your personal data and we do not disclose this information to third parties in cases other than those listed below, unless we obtain your consent or disclosure is necessary due to legal obligations imposed on us.
- We will not disclose your personal data to organizations outside the European Union and the European Economic Area, unless applicable data protection standards are met.
- However, the information you provided while using the Website services may be disclosed:
 1. to entities that process payments for our services and make payments for the services you use;
 2. IT providers and systems used for VIDEO-DOC services;
 3. entities that provide services for transaction and product information via email or SMS, if the disclosure is necessary to automate, simplify, and analyse those processes;
 4. external organizations that provide accounting and bookkeeping to the extent that disclosure is necessary to provide those services to us;
 5. legal advisors and consultants serving VIDEO-DOC to the extent that the disclosure is necessary for the use of their services;
 6. state administration, justice and law enforcement bodies, if this is provided for by law. In each case, we will make every effort to ensure that the above-mentioned authorities request the disclosure of data directly to you. If we are required to disclose data, we will notify you immediately and provide you with a copy of the request if we are permitted to do so by law;
 7. entities of medical services and other entities authorized to access medical reports.

YOUR RIGHTS

You have a number of rights in connection with the processing of your personal data. In the next section, we explain in detail what these are and how they can be used.

- **RIGHT TO ACCESS TO PERSONAL DATA**

You have the right to get access to information about you any time, according to 78 processed VIDEO-DOC. The easiest way to exercise this right is to open the *Edit profile* tab, which is available to every User after logging into the account created on the Website.

- **RIGHT TO DELETE YOUR PERSONAL DATA AND RIGHT TO RESTRICT PROCESSING**

We will delete your data when the purpose for which they was no more relevant. You have the right to ask us to delete your data or to limit its processing any time.

However, remember that *your personal data for telemedicine services, which are processed as part of your medical record, must be kept for the period defined by the provisions of the Patients' Rights Act and the Patients' Ombudsman. During this period, we will not be able to fulfil your data deletion request.*

- **RIGHT TO OBJECT AGAINST THE PROCESSING OF PERSONAL DATA**

If we process your data for direct marketing purposes or for important and legal grounds of VIDEO-DOC or the public issues, you have the right to object any time. In this situation, we will stop processing your data used for direct marketing, but in other cases, additional reasons that justify the processing of your data may appear so we will have to refuse your request. You will always be informed of those reasons.

RIGHT TO TRANSFER PERSONAL DATA

You have the right to ask us to send you the data we have collected about you. If technically possible, we will send your data in a commonly used format, in the way and address you specify.

RIGHT TO WITHDRAW CONSENT TO PERSONAL DATA PROCESSING

If data processing is based on your consent, you can withdraw such consent any time. Remember that withdrawal will not make illegal data processing that took place before the consent withdrawal.

PROFILING

We do not use any information you provide for automated decision-making purposes, including profiling.