

## PRIVACY DECLARATION FOR OUR PATIENTS (GDPR)

### HOPEn Muskelterapi,s handling of personal information

When you are in contact with us as a patient, we will process personal information about you. Below you will find information about personal information collected, why we do this and your rights related to the processing of your personal information.

The manager of the personal information we process is : MR. **Stig Runar Hopen**

### The contact information for Stig Runar Hopen at HOPEn Muskelterapi is:

**Address :** Slettvollvegen 130, 7730 Beitstad

**E-mail:** stig-runar@hopenmuskelterapi.no

**Phone:** +47 917 43 025

**Reg.:** 997 793 374

For questions about our processing of your personal information, please contact the persons mentioned above.

#### **1. We collect and process the following personal information :**

- Contact information :
  - Name, address and date of birth, phone number and optionally, email address
- Information for use in the treatment of the patient "health information" :
  - Information on health and previous treatment and any medication, to the extent that such information is needed / helpfull in the treatment program
  - Other personal circumstances of the patient, to the extent that such information is needed / helpfull in the treatment program

#### **2. Why do we collect personal information and what information we collect**

We collect and use your personal information for various purposes :

- Contact information: to administer the patient relationship
- Health information: to be able to treat the patient in the best possible way

#### **3. Processing will include the following :**

- Processing of personal data will consist of registering and storing contact information in our archive (an electronic archive and / or physical archive), as well as updating it in case of changes
- Processing of the health information will consist of registering / recording the necessary information that the patient tell us when he / she is visiting us and we store this information in our archive (an electronic archive / journal and / or physical archive / journal)
- Health information will be deleted when there is no need for this information or when the treatment and / or patient relationship is finally terminated.
- Neither contact information nor health information will not be made available, disseminated or transmitted to others at any time, except for:

#### **4. Sharing of personal information to others**

We do not provide personal information we process on to others unless there is a legal basis for such extradition. Examples of such a basis will typically be an agreement with the patient, the patient's written consent or a legal basis that obliges us to release the information.

If we use an IT provider to handle our IT systems and it is necessary for them to access our personal information archive, we will make a contract with them to secure your personal information at all stages of the processing.

We use the following IT provider (so-called: data processor) as of today :

- Hano As (supplier of cloud-based journal and cash register system)

In addition, we have entered into an agreement with Trønder Data (Responsible for IT security in networks, equipment such as computers and printers, etc.)

Any processing of personal data that we carry out will, in any case, take place within the EU / EEA area.

#### **5. Storage time**

We store personal information as long as it is necessary for the purpose for which the personal information was collected. Personal information we process to fulfill an agreement with you is deleted when the agreement is fulfilled and all obligations arising from the agreement are fulfilled. This means that when the patient relationship and / or treatment is finalized. Normally, we may consider having an ongoing patient relationship until the patient explicitly terminates the patient relationship with HOPEn Muskelterapi and in writing requests that collected information be deleted. Personal data that we process on the basis of your consent is deleted if you withdraw your consent.

#### **6. Your rights when we process personal information about you**

You have the right to demand access, correction or deletion of the personal information we process about you. You also have the right to demand limited treatment, remedy the treatment and claim the right to data portability. You can read more about the contents of the rights : [www.datatilsynet.no](http://www.datatilsynet.no) (NO -GDPR Public Department)

To apply your rights, you must submit a written signed request to us at our office. We will respond to your inquiry to us as soon as possible, and at the latest within 30 days.

We will ask you to confirm your identity or to provide additional information before allowing you to use your rights to us. We do this to make sure that we only give you access to your personal information - and not someone who pretends to be you.

You may at any time withdraw your consent for the processing of personal data with us. The easiest way to do this is to submit a written signed request to us at our office.

#### **7. Complaints**

If you believe that our processing of personal data does not match what we have described here or that we in other ways violate the privacy law, you can appeal to the Datatilsynet (GDPR Public Department).

You can find information on how to contact the Datatilsynet at: [www.datatilsynet.no](http://www.datatilsynet.no)

#### **8. Changes**

If there is a change in our services or changes to the rules for processing of personal data, it may result in changes to the information provided here. If we have your contact information, we will alert you to these changes.