

# Privacy Policy

We respect your privacy. Dentalnetwork.nl strives to safeguard your privacy as best as possible and will treat the information you provide us with confidentially. When processing personal data, we observe the applicable laws and regulations in the field of privacy. In this privacy and cookie statement, we inform you about the way in which we handle your data.

## Categories of personal data

By using the website and the services available on it, you leave certain data with us. This also happens at our practice in the context of the execution of the treatment agreement. This may be personal data. We only store and use the personal data that is provided directly by you or of which it is clear when provided that it is provided to us for processing.

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

Name and address details;

Gender;

E-mail address;

Phone number

Data concerning your health;

The name of your health insurer;

The name of your other healthcare providers;

Time of your appointment;

Payment details;

IP address

Basis for data processing

We may only lawfully process your personal data if we do so on the basis of a legal basis. We process your personal data because this is necessary for the execution of the agreement between you and us, as laid down in article 6 paragraph 1 sub b of the General Data Protection Regulation (GDPR). In addition, we may process your personal data for another legitimate interest, such as informing our patients about current events or changes in our services. This basis is laid down in article 6 paragraph 1 sub f of the GDPR.

## Purposes of data processing

The personal data collected by us are used for the following purposes:

Creating your account to register with the practice;

Logging in to your account;

Maintaining your medical file;

Scheduling an appointment;

Performing a treatment;

Requesting and carrying out an eConsult;

Placing an order in the webshop;

Keeping track of your indicated preferences;

Sending a newsletter;

Improving our services;

Performing other services requested by you.

Providing your personal data to third parties

In principle, we only provide your personal data to third parties if you have given permission for this yourself. Data will be provided without your permission if this is necessary to be able to execute the agreement between you and us or if a legal obligation prescribes this.

## Retention periods

We will not store your data for longer than is necessary for the purposes described in this privacy and cookie statement, unless this is necessary on the basis of a legal obligation. For the storage of your medical data, we use the legal retention period of 20 years from the Medical Treatment Agreement Act. In addition to the WGBO, we also take into account retention periods that arise from other legislation if necessary.

## Security measures

In order to protect your data as well as possible, we have taken appropriate security measures. Our practice works according to the NEN7510 standard for information security and that a privacy policy has been drawn up and implemented within the practice.

## References to third-party websites (via hyperlinks)

In order to be of service to you, we have included references to third-party websites on our websites. We would like to point out that when you visit these websites, the conditions from the privacy statements of these third parties apply. We recommend that you read the privacy statements of these websites before you continue to use them.

## The use of cookies

We use cookies for the functioning of our practice website. Cookies are information files that can be automatically stored on or read from the visitor's device (such as PC, tablet or smartphone) when visiting a website. This is done via the web browser on the device. There are different types of cookies. We use the following types of cookies:

analytic cookies: to be able to analyse how our website is used by visitors and to be able to implement improvements based on this;

Cookies are placed via our website by the American company Google, as part of the Analytics service. We use this service to track and receive 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. The information collected by Google is transferred to and stored on servers in the United States. We have concluded a processing agreement with Google. The information collected by Google is anonymized 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 if third parties process the information on behalf of Google. Google adheres to the privacy principles of and is affiliated with the Privacy Shield of the American Department of Economic Affairs and the European Commission. For more information about this data processing, you can read the privacy statement of Google.

In your browser, you can adjust the settings regarding the use of cookies if desired. You can also manually delete cookies. You can read this in the manual of your browser.

## Your rights

When you have provided us with personal data, you have various rights that you can exercise. For example, you have the right to inspect, rectify and delete your data. You can also request us to transfer your data to you or another party or to limit the data processing. You are also free to object to the processing of your data. You can also withdraw your consent for the data processing at any time. You can make your request known to us by sending us an e-mail to [contact@dev.dentalnetwork.nl](mailto:contact@dev.dentalnetwork.nl) or by contacting us by telephone on: +31 10 766 7000. We aim to respond to your request within one month.

## Submitting a complaint to the Dutch Data Protection Authority

If you are unexpectedly dissatisfied with the way in which we handle your data, you can submit a complaint to the Dutch Data Protection Authority. The contact details of the Dutch Data Protection Authority can be found here: <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-over-gebruik-persoonsgegevens>

## Changes to this privacy and cookie statement

We reserve the right to amend this privacy and cookie statement. These changes will be announced via our practice website. We therefore recommend that you consult this statement regularly so that you are aware of any changes.

Our contact details

Do you have any questions or comments after reading this privacy and cookie statement? You can contact us using the contact details below:

Drs. A. A. Sharif (data protection officer)

[contact@dev.dentalnetwork.nl](mailto:contact@dev.dentalnetwork.nl)

+31 10 766 7000

# General Terms and Conditions

In order to provide optimal care, we have clear agreements in place to make your visit to our practice as pleasant as possible. The following house rules apply after registration with our practice.

Practice visit

Children up to the age of 10 must be accompanied by at least one parent or legal guardian during each visit to the practice;

Pets are not allowed in the practice;

For hygiene reasons, eating and drinking is not allowed in the waiting room and treatment rooms;

Appointments

Our dental team, including the receptionists, will be happy to assist you in making an appointment. However, the final responsibility for making and keeping an appointment lies

entirely with you as a client;

In order to improve the service of our services, you will receive an e-mail confirmation as a reminder of your appointment. No rights can be derived from this;

Consultation and/or treatment is always by appointment only;

If you are unable to keep your appointment for whatever reason, we kindly request that you cancel/reschedule this appointment at least 48 hours in advance, in order to avoid costs for the reserved time.

## Payments

We use the statutory rates set by the Dutch Healthcare Authority (NZa) for our dental care.

We have outsourced the invoicing of your dental treatment to Infomedics (factoring company).

Clients aged 18 or older without additional dental insurance must pay for each dental treatment immediately after completion, at the counter.

If the payment conditions are not met (in time), we reserve the right to make individual agreements with the client regarding dental treatment and payment.

## Guarantee

Quality is always our starting point. We use the most modern techniques and high-quality materials. Depending on the type of treatment, we offer the following guarantees on our dental care:

Implants: 5 years

Crowns and bridgework: 5 years

Protheses: 1 year

Splints: 1 year

Fillings: 1 year

The above-mentioned terms apply under the condition that you visit us twice a year for a dental check-up. In addition, the teeth must be properly maintained by you and no interventions must have been carried out by third parties.

## Complaints

Dentistry is and remains a craft (human) job. In addition, we are dealing with biology: how does the body react to a treatment? We will inform you in advance of the possible risks of a treatment. However, if you do not agree with the treatment method of your practitioner, we would like to hear from you. We will then look for a suitable solution together. If this does not produce the desired result, you have every right to file a formal complaint. For this we would like to refer you to the KNMT (Royal Dutch Society for the Promotion of Dentistry).

## Other agreements:

You will receive a newsletter periodically. If desired, you can easily unsubscribe from this newsletter.

The current standards of decency are applied within our practice. There is a no-tolerance policy for verbal and/or physical violence.

If you use our reserved parking spaces, these may only be used for the duration of your visit to our practice.