

## **PERSONAL DATA PROTECTION POLICY**

### **1. In general**

This Privacy Policy (the "**Policy**") provides detailed information about the type of personal data we collect and explains how Dr. Marianna Theodorakopoulou – Maniou, operating a medical clinic under the distinctive title "Theoplastics", at 57 Diakiosynnis str., Heraklion, 71202, (+30) 2810.24.24.00, [info@theoplastics.gr](mailto:info@theoplastics.gr) (hereinafter the "**Data Controller**") processes such data, as well as your rights over your own persona data, in accordance with the applicable legal and regulatory framework, including the provisions of the General Data Protection Regulation (Regulation 2016/679/EU and hereinafter the "**GDPR**"), the relevant Greek legal and regulatory framework including Law 4624/2019, as well as the decisions of the Personal Data Protection Authority (hereinafter the "**DPA**").

As the terms hereof may be improved, updated or in any way modified in whole or in part at any time, please review this Policy regularly.

### **2. Types of Personal Data processed**

#### **A. Personal data (general and special categories)**

1. First name, last name and father's name
2. Residential address and mobile number
3. Electronic address (email)
4. Gender and age
5. Occupation
6. Emergency person's contact information
7. Details of public and private insurance
8. Date and reason for visiting
9. Complete medical history
10. Primary and secondary medical diagnosis or treatment followed
11. Results of clinical and paraclinical examinations
12. Details of surgery

#### **B. Purposes**

We need the above personal data for one or more of the following purposes:

- (a) to enable us to provide you with full and comprehensive aesthetic treatments and health services in the Data Controller's specialty area, ensuring that you receive the best possible medical support;
- (b) to comply with our legal obligations (in particular article 14 of the Code of Medical Conduct) or to safeguard our legal interests;

(c) for the purposes of scientific research in the context of clinical studies that the Clinic will conduct on its own to establish the effectiveness of treatments or surgeries with the aim of improving them in the future (e.g. by taking photos illustrating the progress of your health, but always with care so that your identity is not revealed directly or indirectly and in accordance with your consent). In this case, all necessary measures will be taken to ensure your fundamental rights.

### **3. Legal basis for personal data processing**

Legal bases for the processing of your personal data are the following:

Article 9 §2 (h) in combination with par. 3 of the GDPR: *"the processing is necessary for the purposes of preventive or occupational medicine, (...) medical diagnosis, provision of health or social care or treatment or management of health and social systems and services under Union or Member State law or pursuant to a contract with a health professional" and "personal data is processed by or under the responsibility of a professional subject to the obligation of professional confidentiality"*.

Article 9 §2 (j) of the GDPR: *"processing is necessary... for the purposes of scientific or historical research, ..., which are proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and interests of the data subject"*.

Article 7 §§2 and 3 GDPR: *"Where processing is based on consent, (...) consent is given in the context of a written declaration (...) in an intelligible and easily accessible form, using clear and plain language"*.

### **4. Collection of your personal data**

We collect your personal data, directly from you, when you express your interest in the Clinic's services and when you visit our Clinic to receive health care services or aesthetic treatments.

### **5. Transferring personal data**

We do not transfer your personal data to third parties. Exceptionally, we may only transfer such data if this is absolutely necessary to address your medical issue and exclusively to those necessary to facilitate the provision of our services to you, always under conditions that fully ensure that your personal data is not subject to any illegal processing, i.e. other than the purpose of transmission in accordance with the above.

In particular, we may transfer or disclose your personal data to:

- Doctors, nurses or other healthcare professional involved in your surgery or treatment.
- Other staff members who may be involved in your medical care, such as, for example, secretaries of the Clinic.
- Emergency contacts you have indicated to us, i.e. whom to contact in case of emergency.
- Insurance organizations (public or private).
- Collaborating laboratories for the completion of biological or other tests.

The Controller will not carry out any other transmission or disclosure of your personal data to third parties, without your consent, for any purpose or use. However, according to article 14 (9) of the Medical Code of Conduct we have the obligation to share information concerning you: a) to judicial and prosecutorial authorities in the exercise of their duties ex officio or at the request of a third party citing a legitimate interest and in accordance with legal procedures and b) to other bodies of the Greek State, which based on their statutory provisions have such a right and competence.

We will not transfer your personal data outside the European Union and/or the European Economic Area (EEA) and we expressly prohibit unauthorized persons from accessing your personal data, including our employees.

## **6. Storage duration**

The data provided by you will be kept by the Data Controller only for the duration necessary to fulfill the purpose for which you have communicated such data and in compliance with the relevant statutory provisions. Today, there is a legal obligation to retain your personal data for 10 years starting from your last visit to the Clinic. In any case, your personal data will be retained for twenty (20) years, being the general limitation period for civil claims, with the exception of video surveillance data which is kept for fifteen (15) days and up to one (1) more month, in the event of any security incident, in accordance with the relevant video surveillance policy of the Data Controller.

In the event of pending legal proceedings in which the Data Controller is involved and which directly or indirectly concern you, the retention time will be extended until the issuance of an irrevocable court decision.

## **7. What are your rights regarding your personal data**

You can exercise the following rights in accordance with the terms and provisions of the GDPR and the relevant legal and regulatory framework:

- a. Right of access to your personal data, which we process, as well as information regarding their processing.
- b. Right to correct your personal data, in case of any inaccurate information or to update your data.
- c. Right to object to the processing of your personal data where there is a legitimate interest, including your right to object to the processing of your data for promotional purposes.
- d. Right to restrict the processing of your personal data, which allows you to request the restriction of said processing, if you question the accuracy of the data, you have objections to their processing or you have another reason provided for in the Greek or European Data Protection framework.
- e. Right to the portability of your data, in order to receive your personal data, in the event that the conditions of article 20 GDPR are met.
- f. Right to delete your personal data without undue delay following your relevant request under the conditions defined by the relevant current Greek or European Data Protection framework.
- g. Withdrawal of consent, in cases where we process your personal data based on your consent, without this affecting the legality of the processing for the period before the withdrawal of your consent.
- g. Right to be informed of incidents of infringement, if applicable in accordance with the requirements of the relevant legislative framework, including the GDPR.

Please note that the exercise of these rights is not absolute and may be subject to limitations by law. In any case, you have the right to appeal before the Data Protection Authority for issues related to the processing of your personal data. For more information on the DPA and on how to submit a complaint, you can visit its website (<http://www.dpa.gr>).

For all the above cases, as well as for any further information, you can send us an email with your relevant request, at [info@theoplastics.gr](mailto:info@theoplastics.gr).

## **8. Data Security**

We have adopted all the appropriate and necessary technical and organizational measures for the legal collection, processing as well as for the effective protection of your personal data from loss, damage or unauthorized access by third parties. Among other things, we have implemented the following technical and organizational measures and procedures to protect your personal data:

Access to the information systems (IT) used by the Clinic for data processing is ensured only by authorized persons.

Adopting individual procedures for maintaining personal data and securely deleting/destroying it.

The procedures and security measures we apply are constantly being improved in order to keep up with technological developments.

### **9. Jurisdiction and Applicable Law**

Any dispute or claim arising out of or in relation to this Policy and/or the interpretation of any of its terms shall be governed by and construed in accordance with Greek law. The competent courts of Heraklion, Crete will have exclusive jurisdiction.

### **Notification regarding personal data processing through video surveillance systems**

#### **1. Data Controller**

Dr. Marianna Theodorakopoulou – Maniou, operating a medical clinic under the distinctive title "Theoplastics", at 57 Diakiosynnis str., Heraklion, 71202, (+30) 2810.24.24.00, [info@theoplastics.gr](mailto:info@theoplastics.gr).

#### **2. Purposes and legal basis for processing**

We use video surveillance systems for the purposes of protection of persons and property. This processing is necessary for the purposes of the legitimate interests pursued by us in our capacity as data controller [article 6 (1) item f of Regulation 2016/697/EU].

#### **3. Legitimate interests' analysis**

Our legitimate interest is composed of the need to protect our real estate property and the goods located in it, against illegal acts, such as theft. The same applies to the safety of life, physical integrity, health as well as the property of our staff and third parties legally located in the supervised area. We only collect image data and limit the surveillance to areas where we have assessed that there is an increased chance of committing illegal acts e.g. theft, as near our coffers and at the entrance/exit of our premises, without focusing on areas where the privacy of the persons being surveilled may be severely restricted, including their right to respect for their personal data.

#### **4. Recipients**

Collected material from the video surveillance system is accessible only by our competent / authorized personnel or associates in charge of the security of the Clinic. This material is not transmitted to third parties, except in the following cases: a) to the competent judicial, prosecutorial and police authorities when it contains information necessary for the investigation of a criminal offense involving persons or property of the data controller; and b) to the competent judicial, prosecutorial and police authorities when such authorities are requesting data, lawfully, in the context of performing their duties.

#### **5. Retention Time**

We retain the collected data for fifteen (15) days, after which period such data is automatically deleted. In case we find that an incident occurred during this period, we isolate a part of the video and keep it for one (1) additional month, in order to investigate the incident and initiate legal proceedings to defend our legitimate interests, while in the case where the incident concerns a third party we may keep the video for up to three (3) more months.

#### **6. Rights of data subjects**

Data subjects have the following rights:

- Right of access: you have the right to know if we are processing your image and, if so, to receive a copy thereof.
- Right of restriction: you have the right to ask us to restrict processing, such as not deleting data that you deem necessary to establish, exercise or support legal claims.
- Right to object: you have the right to object to the processing.
- Right of erasure: you have the right to request the erasure of your data.

You can exercise your rights by sending an e-mail to [info@theoplastics.gr](mailto:info@theoplastics.gr) or a letter to our postal address or by submitting the request to us in person, at the premises of our Clinic. In order to examine a request related to your image, we require that you inform us about when you were within range of the cameras and give us a picture of you, to make it easier for us to locate your data and hide the data of third parties depicted. We also note that exercising the right of objection or erasure does not imply the immediate deletion of data or the modification of the processing. In any case, we will answer you in detail as soon as possible, within the deadlines set by Regulation (EU) 2016/679.

#### **7. Right to file a complain**

In case you consider that the processing of your personal data violates Regulation (EU) 2016/679, you have the right to file a complaint to a supervisory authority. The competent supervisory authority for Greece is the Hellenic Data Protection Authority, at 1-3 Kifissias avenue, 115 23, Athens, [www.dpa.gr](http://www.dpa.gr), telephone number (+30)210-6475600.