



## A. General Privacy Policy Belgium

Elien Van Bouchaute takes your rights in data processing seriously. In this statement Elien explains how your personal data is collected, processed and used. It constitutes the general policy of the practice 'Maia' in the field of data processing.

The controller is Elien Van Bouchaute, Nijverheidsstraat 38, 9100 Sint-Niklaas, Belgium and the company is registered with the KBO number 0636.891.409.

For questions about this statement and policy, you can always contact Elien Van Bouchaute via [maja@maja-elienvb.com](mailto:maja@maja-elienvb.com). For questions that are more than a request for information, you may be asked to identify yourself, so that we can be sure that the requested information and data is provided to the correct person.

### 1. When does Elien Van Bouchaute collect and process data?

Elien Van Bouchaute collects and processes data about you when you are a person guided by us or contacted us in any other way.

If you are a supplier, your data or those of your contacts will be processed in the context of these activities, but also when preparing invoices and other accounting documents.

In some cases, we process your data with the intention of keeping you informed about activities, services or mental health.

Finally, we may process data about you because it is or may be important for our activities, for example to be able to rely on your advice or services.

### 2. Which data does Elien Van Bouchaute collect and process?

This concerns the data that you provide us with and that we need for your guidance as a person, such as your name and address, mailaddress and all other data in that regard, in particular the data related to your health. You usually provide this information directly, but it is also possible that we obtain this information from other parties, such as your GP or other specialists.

The data may also relate to leisure activities or consumption habits, in particular where they may be related to your guidance. Financial data must be processed in the context of accounting processing.

We collect this data during conversations in person, by telephone or by e-mail; but also when you fill in our paper or electronic forms.



### **3. For what purposes does Elien Van Bouchaute collect and process data?**

We process this data for people care (providing care services and therefore performing the contract that we conclude with you) on the basis of Article 9, 2nd<sup>h</sup> Article 9, 3rd<sup>and</sup> paragraph of the General Data Protection Regulation, direct marketing, supplier management, accounting and communications/public relations.

With regard to our website, we adjust the content and ease of use thereof as much as possible to you as users. In addition, we process your data to comply with the obligations arising from the provision of a website and its content and to enable you to use the services on this website.

### **4. What are the fundamentals for processing data by Elien Van Bouchaute?**

In principle, we collect and process your data on the basis of the contractual relationship that we have with you as a result of your request for guidance and the contract that we conclude with you for that purpose. In other cases, the processing is based on tasks of general interest that we perform as a service provider.

The contractual relationship is also the basis for the processing of data about suppliers.

Where the processing is not necessary to perform the contractual relationship, such as in direct marketing and communication, it is based on our legitimate interests as a healthcare provider, in particular the freedom of association and information. We always ensure that there is a balance between our interests and yours.

### **5. Will the data be passed on to third parties?**

Your data is mainly processed internally in the context of customer management and accounting. They can be passed on to processors we call on for certain punctual services or assignments, albeit always under control of Elien Van Bouchaute. In this case, we have always concluded a processing agreement with this processor.

Sometimes we have permission to pass on data about you, sometimes we are obliged to do so. This is especially the case when we are legally obliged to do so or when government authorities have the right to request data from us. However, the rules regarding professional secrecy are respected.

### **6. Is your data transferred outside of Europe?**

In principle, your data will not be passed on to third countries, which are countries that do not belong to the European Economic Area (which is formed by the European Union, together with Iceland, Norway and Liechtenstein). If that happens, we will ensure that the third countries have an adequate level of protection or that we provide appropriate safeguards by concluding so-called standard contractual clauses with the recipients in those third countries. If this is not possible, we will ensure that we can rely on one of the derogations provided for in the General Data Protection Regulation. For questions in this regard, please contact Elien Van Bouchaute.



## **7. How long is your data kept?**

Elien Van Bouchaute stores the personal data (i) for as long as this is necessary or relevant for the intended purposes, (ii) for the duration to which it is legally obliged, or (iii) until a legal dispute or investigations can occur.

## **8. Your rights**

In principle you have the following rights:

- right to information;
- right to withdraw consent;
- right of access;
- right to rectification;
- right to object;
- right to erasure;
- right to restriction of processing;
- right to data portability;
- right not to be subject to automated decision-making;
- right to lodge a complaint with the Data Protection Authority.

To exercise your rights, it is sufficient to request this from Elien Van Bouchaute via [maja@maja-elienvb.com](mailto:maja@maja-elienvb.com) with proof of your identity. We ask this to prevent your data from being disclosed to someone who is not entitled to it.

If you do not agree with the way in which practice 'Maia' processes your data, you can always submit a complaint to the Data Protection Authority ([www.dataprotectionauthority.be](http://www.dataprotectionauthority.be)), Drukpersstraat 35, 1000 Brussels.

## **9. Liability**

Elien Van Bouchaute is not liable for:

- general malfunctions of the server or the internet or other malfunctions by third parties
- the time that the website is temporarily offline for maintenance or expansion

We are not responsible for damage that a participant might incur during our activities.

## **10. Changes**

Elien Van Bouchaute reserves the right to change this statement and/or this policy. Changes will be notified to users via the website.

