

PRIVACY STATEMENT

B&B Healthcare B.V. highly values your privacy. We are committed to protecting your personal data and safeguarding your privacy. In this privacy statement, we explain which data we collect, how this data may be used, and where it is stored. Additionally, we provide insight into the measures we have taken to protect your data. This privacy statement has been established to comply with the General Data Protection Regulation (GDPR).

COMPANY INFORMATION

B&B Healthcare BV is a company specialized in Physiotherapy, Prevention, and Performance. The organization consists of several branches, including healthcare, education, and performance.

- The healthcare branch focuses on providing information and advice regarding injuries/health complaints, treating these issues, and general prevention.
- The education branch is dedicated to internal training days, external training through courses and programs, and providing education for students from Leiden, Utrecht, and Rotterdam Universities of Applied Sciences.
- Finally, the performance branch concentrates on supporting individual athletes, sports teams, and sports events. This support includes medical guidance as well as performance-enhancing applications.

First company name	B&B Healthcare
Second company name	B&B Fysiotherapie
Third company name	Sport Medisch Centrum
Fourth company name	Altena Fysioplus
Chamber of Commerce Number	69123020
Practice AGB-code	04-005744
VAT-number	NL857745773B01
Email	info@benbhealthcare.nl
Website	www.benbhealthcare.nl

COMPANY DATA PROCESSING OBJECTIVES

B&B Healthcare BV processes your data for the following purposes:

- To provide physiotherapeutic treatment according to legal requirements, including maintaining a patient file during the treatment process (legally required under the Medical Treatment Agreement Act, WGBO).
- To identify or verify the patient in the practice (identity verification requirement).
- To contact your GP or specialist regarding the treatment process (only with your consent).
- To send anonymous data to the National Data Warehouse (LDF, LDK, and/or LDO) to map and improve care delivery (only with your consent).
- To send anonymous data to improve specific care products (only with your consent).
- To send anonymous data for digitalizing care, such as for exercise plans (only with your consent).
- To prepare and implement a personalized treatment plan.
- To contact you via phone, email, or postal address for updates or appointment changes.
- To submit claims to your insurer or issue an invoice via our financial administration.
- To notify you about changes or updates to our services and/or products.

PROCESSING PERSONAL DATA

The personal data required and collected for the processing of patient information are as follows:

- Last name
- First name
- Initials
- Date of birth
- Gender
- Address
- Postal code
- City
- Phone number
- Email address
- Citizen Service Number (BSN)
- ID/Passport/Driver's License number
- General practitioner details (name, address, city)
- Insurance policy details

YOUR RIGHTS

You have several rights regarding your personal data:

- Access, correct, or delete your data.
- Withdraw consent for data processing.
- Object to data processing (note: this may hinder treatment, as data registration is legally required).
- Data portability – request to transfer your personal data to you or another organization.
- File a complaint with the national supervisory authority, the Dutch Data Protection Authority, via [this link](#).

RETENTION PERIOD

B&B Healthcare has a legal obligation (WGBO) to retain your patient records for 15 years. After this period, your data can be destroyed.

ACCESS, AMEND, OR DELETE DATA

The patient has the right to access, modify, or delete their personal data. Access to the medical record can be provided through the patient portal. A request for access can be made to the relevant healthcare provider. Requests for correction or deletion of information can be sent to info@benbhealthcare.nl. If an email is used to request access, correction, or deletion, identification may be required. The same requirements apply to the transfer of personal data. Personal data is stored digitally, and if an individual wishes to have their data deleted, this will be done using a data deletion form, which they must sign. The data will be deleted within a maximum of two weeks.

PRIVACY POLICY CHANGES

We reserve the right to amend this privacy statement. We recommend reviewing this statement regularly to stay informed about any changes.

SECURITY MEASURES

We employ the following measures to secure personal data:

- All computers are secured with a password.
- The Electronic Patient Record (EPR) system, SpotOnMedics (SOM), is protected with two-factor authentication. Additionally, the EPR can be anonymized using a shortcut key.
- Personal data transmitted via the website, such as contact forms, appointment forms, and online scheduling, is secured with an HTTPS certificate (SSL certificate).
- For communication, administration, or invoicing purposes between employees, personal data is exchanged via the secure app Siilo.
- Employees' phones must be password-protected. The EPR can be accessed on employees' phones, and it is safeguarded with two-factor authentication.
- SpotOnMedics maintains backups of personal data, ensuring that the data remains accessible on a secure server in case of system failure. This approach keeps the server up to date, preventing viruses and system obsolescence.
- Referrals are stored securely in locked facilities or digitized within the EPR. A clean desk policy is enforced to prevent unauthorized access to these forms.
- The full privacy policy and GDPR regulations are reviewed annually across the entire organization. Each year, the policy is evaluated using the PDCA cycle in the policy plan to ensure it remains up to date. This evaluation also tests the effectiveness of the current policy.
- All WiFi connections are secured with strong passwords.
- B&B Healthcare may further use your data to improve its services and website. The data is anonymized and aggregated, making it impossible to trace back to you. No one can determine which pages you have visited. Your data is stored on a secure server provided by our server and hosting partner. The servers are continuously updated with the latest software.
- The B&B Healthcare website uses cookies. More information about cookies can be found on our website.