

Privacy Statement

Fysiologic ECG Services BV (hereinafter: Fysiologic), located at Herikerbergweg 179, 1101CN Amsterdam, is responsible for the processing of personal data as shown in this privacy statement.

This statement is to inform you about the privacy, cookie and security policy of our organisation. Should you have any questions, require additional information, or wish to report anything regarding a data or security leak in our services, please do not hesitate to contact Fysiologic. You can reach us by phone on +31 88 045 06 00 or by email at info@fysiologic.nl.

Purposes and principles for processing personal data

Fysiologic uses your personal data for the following purposes:

- executing a contract, for example because you use our ECG analysis related services or because of our role as a processor of personal data related to our ECG analysis services,
- customer relations including associated marketing activities,
- visit to website of www.fysiologic.nl,
- contact with our customer service,
- freely providing data to us for a specific type of processing and purpose,
- Fysiologic journal app and
- to fulfil a legal obligation.

We do not retain this data longer than is strictly necessary to properly fulfil a request, service or agreement, unless we are legally obliged to keep it longer. This includes the following:

- We delete inactive customer accounts after 7 years. After that period, we only use the data anonymously, for internal reports;
- The Tax Authorities require us to retain our administration with your invoice, payment and order data for 7 years. After that, we only use anonymous data for internal reports.
- If you have subscribed to the newsletter or have authorised the receipt of personalised messages, we retain that authorisation for 5 years. Even if, at some point, you decide that you no longer wish to receive the newsletter or personalised messages, we will retain the withdrawal of your request. We do not retain the emails you receive from us for longer than 60 days. Therefore, you need not worry that you will receive the same email from us. After that period, we only use your data anonymously, for internal reports.
- We retain data that we use to prevent fraud for a maximum of 20 years.

Website visit data and click behaviour

When visitors use our public website, we obtain general visitor data. We use this data for statistical analyses of visitor and click behaviour on the Fysiologic website. This helps us improve the effectiveness of our website. We try to pseudonymise this data as much as possible or to anonymise it; it is not released to third parties who could use it for their own purposes. Anonymised data (no longer containing personal data) is retained as long as it is relevant to us.

Processing orders

When you place an order with us, we use your personal data to process it correctly. We give your personal data to our delivery service to have the order delivered to you. So, we need your name, phone number, billing address, and email. We retain this information until the order is completed and 7 years thereafter (the legal retention period).

Contact form

Use our contact form to ask questions or make requests, such as registering for our training and various courses.

We will use your name and email address for this. We use this data on the basis of the agreement. The data will be retained until we are confident you are satisfied with our response.

Information provided by you or the employer

We retain your data as long as required to send you our newsletter and advertising folders at your request. To allow us to properly fulfil our service obligations, we retain your data to report to our customers about our services. We retain your data as long as required to provide information about changes in our products and services.

Releasing personal data to third parties

Fysiologic only releases your data to third parties if this is absolutely necessary for our services. This concerns parties such as suppliers, payment service providers (and collection agencies), trade information agencies, shipping partners, event organisations and IT service providers. We only grant access to your data to parties requiring it to provide you with a service on Fysiologic's behalf or those to whom we are legally obliged to release it. This is unless such parties are themselves responsible for obtaining and protecting your data. Some cookie suppliers have access to the data that cookies collect on our website. You can read more about this in our cookie statement and the privacy policy of said parties. We never sell your data to third parties.

In relation to our services, Fysiologic may release your personal data to parties established outside the European Economic Area (EEA). Fysiologic only does this if there is an appropriate level of protection for the processing of personal data. This means, for example, that we use a model agreement from the European Commission or make agreements about the handling of personal data.

Applying for a job with us

You can respond to one of our current vacancies under the heading 'Vacancies' on our website, or you can submit an open application. Do this by contacting one of the respective contact persons. We will request more data from you, such as your name, contact data (phone and/or email), education and employment experience, salary expectations and availability, reference letters and diplomas if indicated, and possibly a cover letter. We may possibly share your data with third parties who assist us in the application procedure and will not release it for other commercial purposes.

Screening

Part of the application procedure is screening, which means that with your permission we will search publicly accessible online information about you, such as your social media (LinkedIn, Facebook, etc.). We may use information found during the application procedure for further assessment. Of course, we will always discuss the findings with you. We do not reject applicants based on screening alone.

Retention periods

We do not retain your data longer than is necessary for the aforementioned application purposes. If you are not employed by Fysiologic after the application procedure, we will not retain your data longer than six weeks after completion of the procedure. In this way, we can still contact you if a previous candidate later proves unsatisfactory. If you have authorised us to retain your data longer, we may retain it for maximally one year after completion of the application procedure.

Security

Fysiologic takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised alteration. Fysiologic has taken such security measures as the following to ensure this:

- physical and logical access control (rooms, computers, servers and systems);
- encryption (encoding) of digital files and data connections;
- network and system monitoring and protection;
- ISO 27001 and NEN 7510 certified quality system.

If you feel that your data is not properly secured or that there are indications of abuse, please contact Fysiologic immediately.

Viewing, modifying or deleting data

You have the right to view, correct, limit use of or delete your personal data. You also have the right to object to Fysiologic's processing of your personal data or to withdraw your consent for this; you have the right to data portability. This means that you can submit a request to us to send the personal data that we have about you in a computer file to you or another organisation that you specify. You can contact Fysiologic to ask to view, correct, delete, or transfer your personal data, object to its processing, or withdraw your consent to

this. To ensure that a request for viewing is made by a legitimate person, we ask that you include a copy of your ID with the request.

In this copy, black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number (BSN). This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks. Fysiologic would also like to remind you that you may file a complaint with the national supervisory body, the Dutch Data Protection Authority.