

Privacy statement

IMS Medical B.V. Date: 20th of July 2018

1. Introduction

The goal of this Privacy statement is to offer transparency regarding IMS Medical's stance concerning privacy and the processing of personal data. Our goal is to show that we handle personal data with care in a way that is in accordance with the legislation, rules and procedures, under which the General Data Protection Regulation (GDPR).

IMS Medical is dedicated to making healthcare safer, more sustainable and more efficient. For the benefit of patients, personnel and the organisation IMS Medical develops standardized products and solutions that contribute to the sustainability, efficiency and safety of workspaces and processes in hospitals and nursing homes around the world.

Safety is one of IMS Medical's most important values, which we also apply to the personal data of our clients. Transparency is very important to us and is fully defined in this Privacy Statement, in which we want to give a clear explanation of the processing of personal data within IMS Medical.

IMS Medical processes personal data over the following categories of data subjects:

- Clients;
- Suppliers;
- Website & web shop users;
- Website visitors;
- Employees & applicants

2. Summary

Just like any other company in the digital age, IMS Medical processes personal data. Through the means of this Privacy Statement we want to give transparency regarding the personal data we process and for which purposes.

The business activities of IMS Medical aim mainly on business-to-business. We supply to clients within the healthcare industry, like elderly care, hospitals, clinics and medical distributors/wholesalers.

IMS Medical processes personal data over the following categories of data subjects:

- Clients;
- Suppliers;
- Website & web shop users;
- Website visitors;
- Employee & applicants, who fall outside the reach of the Privacy statement.

For additional remarks and/or questions about our Privacy Statement or the processing of personal data by IMS Medical you can contact us at info@imsmedical.nl.

3. Safety

IMS Medical protects your personal data against unauthorized access, use or inspection. Your personal data will be saved on servers in a controlled and safe environment. In the case of personal data being sent to other websites, these will be secured through Secure Socket Layer (SSL), whereby all sensitive information will be encrypted provided that the information will be sent non-identifiable.

Besides the standard safety procedures there will be regular technical and functional reviews and formal audits will take place by independent parties. The goal of this is to warrant the safety of our IT-systems and to identify possible risks. A standard procedure is that all information will always be encrypted.

4. Sharing and transfer

4.1 External processors

IMS Medical makes use of external processors for different processes. We work only with external processors who comply with certain previously established safety requirements. IMS Medical will always close a processors agreement when personal data will be processed by an external processor.

4.2 Internal & external recipients

Under certain circumstances IMS Medical passes personal data on to internal and external recipients. With internal recipient we mean our internal departments, in which only personal data will be shared on a need-to-know basis. An example of an external recipient of personal data is the government to whom we share personal data on grounds of legal obligations. Furthermore, we also share personal data with other data controllers with which we work together, for example a logistic partner for the shipment of your order. In the event that we involve external advisors, like juridical advisors, they will also be considered as external recipients and not processors.

4.3 IMS Medical as data controller

When IMS Medical processes personal data in the framework of a contract with her customers, she does not process personal data on assignment of her client. IMS Medical processes personal data for her clients on her own responsibility in her role as data processor. This means that IMS Medical is personally responsible for fulfilling her legal obligations following the applicable privacy legislation, rules and procedures on the moment that the personal data of clients will be processed. As a result of this the existence of a processors agreement between IMS Medical and her clients is not required.

Clients can expect that IMS Medical processes personal data with the highest degree of meticulousness and safety. IMS Medical protects her systems with appropriate measures to warrant the privacy of her clients.

5. Rights of the data subjects

5.1 Right to access

You have the right to access your personal data which is processed by IMS Medical. On request we will provide you with a copy of your personal data which we process. We aim to respond to such requests within a month after receipt, but we can extend this period by two months in complex situations. We will always inform you timely concerning the reasons for delay.

5.2 Right to rectification

You have the right to request an alteration of your personal data with IMS Medical when this information is incorrect or disproportionate. We aim to respond to such requests within a month after receipt, but we can extend this period by two months in complex situations. We will always inform you timely concerning the reasons for delay. If applicable we will inform external recipients from your personal data regarding the change.

5.3 Right to deletion

You have the right to ask IMS Medical to delete your personal data in the following instances:

- the goal for the processing of data does not exist anymore;
- you have retracted your consent;
- you have objections regarding the processing of your personal data;
- the processing conflicts with the law;
- your data must be deleted on the grounds of a legal obligation.

IMS Medical may deny your request in the following instances:

- IMS Medical has a legal obligation to process the personal data;
- The processing is necessary for the practice or defence of a juristic claim;
- The processing is necessary to warrant the quality of our products;

In the case that IMS Medical has shared your personal data with external recipients or through an online platform, we will inform the external recipients of your request for deletion. An exception to this is the situation that the informing turns out to be impossible or that a disproportionate effort is required from IMS Medical.

We aim to respond to your request within a month after receipt, but we can extend this period by two months in complex situations. We will always inform you timely concerning the reasons for delay or refusal. In case of refusal of your request we will inform you regarding the reasons for this.

5.4 Right to limitation of processing

You have the right to ask IMS Medical to limit the processing of your personal data in the following instances:

- your personal data aren't up-to-date;
- you have protested against the processing of data and IMS Medical will see whether she has a justifiable sake to process your data;
- the processing of data conflicts with the law;
- you need your personal data for a legal dispute, while IMS Medical no longer needs your personal data.

IMS Medical may deny your request if the request is unfounded or disproportional. We aim to respond to your request within a month after receipt, but we can extend this period by two months in complex situations. We will always inform you timely concerning the reasons for delay or refusal.

5.5 Right to transferability of personal data

We will comply to the right of transferability of personal data by transferring your data securely to a party of your choice.

This right to transferability only exists in the following instances:

- you have provided your personal data to IMS personally;
- the processing of your data is based on your consent of an existent agreement;
- the processing of your data takes place through automated systems.

We aim to respond to your request within a month after receipt, but we can extend this period by two months in complex situations. We will always inform you timely concerning the reasons for delay

5.6 Right to protest

You have the right to protest the processing of your personal data if you meet the following conditions:

1. The reason of protest is situated in your personal circumstances;
2. There is talk of the following circumstances:
 - IMS Medical has a justifiable interest in the processing of your personal data;

- IMS Medical process your personal data for direct marketing purposes.

IMS Medical does not have to comply with your request if she follows the following conditions:

1. The processing of personal data does not have a relation to direct marketing;
2. There is talk of the following circumstances:
 - IMS Medical processes your personal data in relation to a juristic dispute.

6. Cookies

IMS Medical attaches particular importance to your privacy and the innovation of technology to offer you the best and safest online environment. We use cookies to improve the level of user friendliness of our website.

What are cookies?

Cookies are small text files which are temporarily saved on your computer while you are visiting our website. Cookies are used to monitor the preferences of our website visitors with as goal to improve the user experience. An example of this is that cookies give us the opportunity to see which webpages are visited most frequently and how they shift between different webpages. Besides that, cookies keep track of how many people visit the website and how long they stay on the website. IMS Medical uses this information to optimize her website.

Are cookies safe?

Cookies are safe. They do not safe personal data or other sensitive information that is reducible to an individual. Furthermore, it is not possible to trace personal data using cookies and there can't take any spam or other undesirable e-mail traffic place via cookies.

How can I change my cookie-settings?

Via your browser settings you can indicate which websites have permission to use cookies. You can change the following settings for example:

- You can ask for a notification if a website wants to place cookies;
- You can deny cookies from third parties;
- You can delete cookies.

7. Complaints

If you have a complaint regarding the processing of your personal data by IMS Medical you can send an e-mail to info@imsmedical.nl. If you are not pleased with the support of your complaint you can go to the Authority Personal data.