

# DATA PROTECTION POLICY

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## Introduction

This is the data protection policy of the University Hospital of Brussels with regard to the processing of data belonging to persons external to our organisation (e.g. patients, participants in scientific research, job applicants, website visitors, suppliers, donors, etc.).

This policy only applies to the processing of data relating to natural persons, not to legal persons.

The policy may be amended from time to time.

## General information applicable to all our processing of personal data

### *Who is the data controller?*

**University Hospital Brussels** (hereinafter referred to as "**UZ Brussel**", "**UZB**", "**we**" or "**us**"), with registered office in Belgium, 1090 Jette, Laarbeeklaan 101, company number 0499.012.406 and establishment number 2.143.464.230, telephone 02 477 41 11, acts as the controller for the processing of your personal data as set out in this policy.

UZB is an establishment unit of the Vrije Universiteit Brussel, which has *sui generis* legal personality under private law in accordance with the Act of 12 August 1911, amended by the Act of 28 May 1970.

You can contact UZB to exercise your rights with regard to your data. The contact point for the controller can be found in section 0 of this policy.

### *How to contact us?*

UZB has a DPO (data protection officer). All questions, requests or complaints regarding the processing of personal data can be sent to the DPO at [gegevensbescherming@uzbrussel.be](mailto:gegevensbescherming@uzbrussel.be) or to the following correspondence address:

University Hospital Brussels (UZB)  
Data Protection Officer  
Laarbeeklaan 101  
1090 Jette

### *What are your rights as a data subject?*

In the cases and to the extent provided for by law, you have the following rights:

- You have the **right to access** your personal data. This allows you to check which personal data we process about you.
- You have the **right to correct** your personal data. This allows you to correct or supplement any incorrect or incomplete personal data that we process about you.
- You have the **right to erasure** of your personal data. This allows you to permanently erase personal data that we process about you.

- You have the **right to restrict** the processing of personal data relating to you. This allows you to freeze the use of your personal data by us without deleting it.
- You have the **right to object to the processing of your personal data**. This allows you to object to the further processing of your personal data.
- You always have the right **to withdraw** your **consent** when the processing of your personal data is based on your consent.
- You always have the **right to object** to the processing of your personal data for direct marketing purposes (e.g. receiving newsletters).
- You have the **right to data portability**. This allows you to easily move, copy or forward personal data from one controller to another.

You can exercise your rights by contacting us, see section 0 . These rights may be limited by specific regulations applicable to the processing, such as the Patient Rights Act.

You can also submit a request or complaint to a supervisory authority at any time. For Belgium, this is:

Data Protection Authority  
Drukpersstraat 35  
1000 Brussels  
[contact@apd-gba.be](mailto:contact@apd-gba.be)  
Tel. +32 2 247 48 00.  
<https://www.gegevensbeschermingsautoriteit.be/>

### ***How long do we retain your data?***

We do not retain your personal data for longer than necessary. In section 3, we clarify exactly how long this is for each processing purpose (under 'retention period').

### ***From whom do we receive your personal data?***

We collect your personal data primarily from you. Sometimes we may obtain it from other sources. You can find more information about this in section 0 under the specific processing purpose (under 'source').

### ***To whom do we pass on your data?***

Depending on the processing purpose, we may share your data with third parties. We have clarified this in each case in section 0 under the specific processing purpose (under 'recipients').

### ***Do we pass on your personal data outside the European Union?***

Our servers are located in the EU and we will not transfer your personal data to countries outside the European Economic Area, unless:

- (i) at your request; or

- (ii) to the extent necessary for the performance of the agreement between you and us; or
- (iii) to the extent necessary for the establishment, exercise or defence of legal claims; or
- (iv) in the context of the use of certain software applications. In such cases, an adequate level of protection is provided on the basis of the adequacy decisions of the European Commission or through the use of the European Commission's model clauses.

A copy of the appropriate safeguards can be obtained on request.

## Processing that may apply to you

We process your personal data for the following purposes and under the following modalities. These depend on your capacity. More sections may apply to you. The section "In any case" contains information that applies to every capacity.

### *I am a patient*

If you are a patient, we process your personal data for:

- **Provision of care (patient care):** This concerns all medical services that we offer you. We do this on the basis of the need to perform the agreement with you, to provide healthcare and to comply with legal obligations, such as keeping a patient file.

Retention period: Your patient file will be retained for a minimum of 30 years and a maximum of 50 years after the last patient contact.

Recipients: See below under 'Patient administration'.

Source (other than yourself): See below under 'Patient administration'.

- **Patient administration:** This concerns identification, invoicing, reimbursements to the health insurance fund and declarations to the government. We do this on the basis of the need to perform the agreement with you, to provide healthcare and to comply with legal obligations, such as social security and financial obligations, and possibly also to protect your vital interests if you are physically or legally unable to give consent.

Retention period: We retain your personal data for up to 10 years after the end of the taxable period to which the service provided to you relates.

Recipients:

For the purposes of patient care and patient administration, we may share your personal data with:

- Subcontractors who provide support services (processors) such as IT suppliers, suppliers of medical equipment and software
- Healthcare professionals (doctors, paramedics and nursing staff)
- Insurance institutions (both yours and UZB's)
- Health insurance funds

- Any representatives within the limits of what is stipulated by the Act of 22 August 2002 on patient rights
- Government agencies authorised to do so by government decision or when required by law (e.g. RIZIV)
- Other hospitals and care institutions
- A family member who is not a representative, or a friend, if applicable and, where necessary, with your consent.

Source (other than yourself): External healthcare providers, such as your general practitioner, specialist or other medical institutions involved in your care, or via your health insurance fund.

- **Patient registration and reporting with a view to improving the quality of care within hospitals in general:** This concerns the registration and reporting of certain (statistical) data for quality purposes which, on the one hand, are imposed by the government, such as in the fight against epidemics, the reporting of side effects or the improvement of care, and, on the other hand, are determined internally, such as increasing operational efficiency, research and care optimisation purposes, patient satisfaction and the training of our staff. We do this on the basis of our legal obligations as a hospital and because it is necessary for the provision of healthcare and the management of healthcare systems and services.

Retention period: We retain your personal data for at least 30 years and up to 50 years after the last patient contact.

Recipients:

- Subcontractors who provide support services (processors) such as IT suppliers, suppliers of medical equipment and software
- Competent (supervisory) government authorities
- Social security authorities

Source (other than yourself): /.

- **Security:** This concerns the use of security cameras based on the Act of 21 March 2007.

Retention period: We keep camera images for a maximum of 30 days from the date of recording.

Recipients: Judicial authorities or external security companies, if necessary.

Source (other than yourself): the surveillance cameras.

- **Access to the electronic patient portal ("My UZBrussel"):** This concerns access to the electronic patient portal based on the execution of the agreement we conclude with you when you create an account.

Retention periods: up to a maximum of 10 years after closing your account.

Recipients:

- Subcontractors providing support services (processors) such as IT suppliers, suppliers of medical equipment and software

Source (other than yourself): /.

- Sending newsletters (see section "I am subscribed to a newsletter").

### *I am participating in scientific research*

If you participate in **scientific research**, including innovative research and clinical studies, we process your personal data for the purpose of gaining new knowledge about diseases and/or treatments. This is done on the basis of the agreement we conclude with you in the context of the specific research, as well as on the basis of our legitimate interest and the public interest, which consists of promoting healthcare, public health and increasing knowledge for the benefit of society.

Retention period: We retain your personal data for up to 25 years after the completion of the study.

#### Recipients:

For this purpose, we may disclose your personal data to:

- Subcontractors who provide support services (processors) such as IT suppliers, suppliers of medical equipment and software Another academic institution.
- The client commissioning the study (e.g. a pharmaceutical company).
- The hospital's ethics committee.
- An external audit firm.
- National/international government agencies.

Source (other than yourself): /.

### *I am a donor*

If you make a donation to UZB, we - in particular our UZ Brussel Foundation department - will process your personal data for:

- The **management of donations and gifts** based on the execution of the agreement and based on the law (tax certificate).
- Sending **newsletters** (see section 'I am subscribed to a newsletter').

Retention period: We retain your data for up to 10 years after your last donation.

#### Recipients:

For this purpose, we may share your personal data with:

- FPS Finance (tax authorities).
- Subcontractors who process personal data on our behalf (processors).

Source (other than yourself): /.

### *I am a visitor to the hospital*

If you are a visitor to the UZB, we use your personal data for:

- **Security**: This concerns the use of security cameras in accordance with the Act of 21 March 2007

Retention period: We keep camera images for a maximum of 30 days from the date of recording.

Recipients: Judicial authorities if necessary.

Source (other than yourself): /.

- **To provide a secure Wi-Fi network** based on the performance of the agreement we have with you.

Retention period: 1 year after last use.

Recipients: For this purpose, we may share your personal data with subcontractors who process personal data on our behalf (processors).

Source (other than yourself): /.

### *I am a visitor to the website*

When you visit our website(s), we process your personal data **to grant you access to the website**. This requires the placement and reading of cookies based on our **legitimate interest** or your **consent**. More information about our use of cookies can be found in our cookie policy.

Retention period: Cookies are stored in line with our cookie policy.

Recipients: For this purpose, we may share your personal data with the third parties mentioned in the cookie policy.

Source (other than yourself): /.

### *I am a supplier*

If you supply products or services to us or work at/for a supplier of products and services to us, we process your personal data **for supplier management**: this includes the management of orders and deliveries based on the need to perform an agreement with the supplier. Without your personal data, we cannot perform the agreement.

Retention period: We retain your personal data for up to 10 years after the last delivery.

Recipients: For this purpose, we may share your personal data with subcontractors who process personal data on our behalf (processors).

Source (other than yourself): /.

### ***I am subscribed to a newsletter***

If you have subscribed to the newsletter, we will send you communications about UZB's activities based on your consent or our legitimate interest. Our legitimate interest is to keep you informed of our activities, such as medical services, treatments, research results, events and other relevant information that may be of interest to you as someone interested in our healthcare services.

Retention period: We keep your data for up to 10 years after the end of your relationship with UZB. You can unsubscribe from our newsletter at any time. If we write to you as a potential donor and you have not made a donation in the past, UZB will not store your data or process it further.

Recipients: Subcontractors who process personal data on our behalf (processors).

Source (other than yourself): if you receive invitations to donate from the UZ Brussel Foundation, your data may have been obtained from third parties who provide address files for specific fundraising campaigns (in particular Direct Social Communications BV, Victor Rauterstraat 33, 1070 Brussels, KBO 0427.917.874).

### ***I am a job applicant***

If you apply for a job at UZB, we process your personal data for:

- The **management and evaluation of your application** in the context of taking pre-contractual measures;
- **Maintaining a recruitment reserve** based on our legitimate interest. Our legitimate interest is to contact you later for a job opportunity if there is no vacancy immediately available. If you do not wish to be included in the recruitment reserve, you can always object to this.

Retention period: We retain your personal data for up to 2 years and, in the case of a recruitment reserve, up to 5 years after your application.

Recipients: For these purposes, we may disclose your personal data to our subcontractors who process personal data on our behalf (processors) .

Source (other than yourself): recruitment agencies.

### ***In any case***

For each of the above purposes, we may also process your personal data for:

- **The management of the continuity of the hospital**, including mergers and collaborations with other healthcare institutions, based on the need to pursue our legitimate interest. Our legitimate interest consists of i) enabling the legal entities considering such an operation to take note of each other's personal data and ii) actually implementing the merger or acquisition.

Retention period: We retain your personal data for up to 10 years.

Recipients: see below.

Source (other than yourself): Third parties involved in the merger or collaboration with another healthcare institution.

- **Management of disputes and complaints (where applicable by our ombudsman service)** on the basis of the Act of 30 July 2018 (Art. 10, §1, 1°) and the need to protect our legitimate interests. Our legitimate interest consists of being able to safeguard our rights in the context of disputes. The processing is necessary for the establishment, exercise or defence of legal claims.

Retention period: We retain your personal data for up to 10 years after the end of the dispute.

Recipients: see below.

Source (other than yourself): intermediaries such as solicitors or, in the event of a patient's death, possibly via the spouse, legal or de facto cohabiting partner, blood relatives or the person acting as representative at the time of death.

- **Reporting security incidents** under relevant legislation (including the NIS Act and GDPR) based on our legal obligations.

Retention period: We retain your data for up to 5 years after the incident has been closed.

Source (other than yourself): /.

For the purposes stated in this section, we may disclose your personal data to:

- Subcontractors who process personal data on our behalf (processors);
- Courts, solicitors, external advisers, bailiffs, notaries, legal experts and other legal actors to the extent necessary for the achievement of the relevant purpose;
- Insurers;
- Judicial, police or administrative authorities, when required by law or to the extent necessary to achieve the relevant purpose.

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