

INFORMATION ON DATA PROCESSING

We would like to inform you on your rights and on the obligations of Special Hospital AGRAM (hereinafter referred to as: the Hospital), as your personal data controller, in order to ensure compliance with the General Data Protection Regulation. We process personal data in the manner and scope defined by the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.

Personal data controller:

Special Hospital AGRAM
Trnjanska cesta 108, 10 000 Zagreb
OIB (taxpayer ID number): 89718348767
E-mail address: ravnateljstvo@agram-bolnica.hr
Website: www.agram-bolnica.hr
Contact telephone: 0800 85 85

Personal data that we collect and process:

- ▲ Data necessary for identification: name and surname, date of birth, sex, OIB (Croatian taxpayer ID number), identity card number, passport number, driving licence number
- ▲ Services and medical documentation
- ▲ Financial documentation data: IBAN or credit card number
- ▲ Employer, in case of contracts with employers
- ▲ Contact information: address, telephone number, e-mail address

We collect and process your data for the following purposes: The data are used exclusively for the purposes of Special Hospital AGRAM's basic activity. No data is collected for marketing or other purposes. Apart from the aforementioned purpose of data collection and processing, we have the right to process your data for the purposes of our legitimate interests, unless in cases when your interests or basic rights and freedoms take precedence.

Personal data collection and processing modality:

We collect personal data on the basis of your statement or by inspecting your documents, i.e. by copying your documents when prescribed by law or the Hospital's by-laws.

Communication with clients:

- ▲ E-mail (directly or via website)
- ▲ Telephone
- ▲ SMS
- ▲ Social networks

Categories of recipients to whom, if necessary, we can submit your personal data and the possibility of transfer to third countries

The provision of some services offered by Special Hospital AGRAM has been contracted with other medical institutions such as the Croatian Institute of Public Health, University Hospital Centre Zagreb etc. (processors). We submit your personal data to processors exclusively for the purposes of service provision or fulfilment of contractual obligations.

As to a part of services that Special Hospital AGRAM offers in relation to health checks for employment purposes, if necessary, the report can be submitted to third persons exclusively with the aim of executing medical services and in the cases foreseen by law.

The medical documentation which, along with your request and approval and upon your consent, is submitted to our e-mail, shall be in PDF or image format. Medical documentation entered in the Hospital's system is protected in accordance with the Information System Security Rules.

Fulfilment of your and our legal obligations

Personal data according to contractual obligations

Obligations prescribed by tax regulations

Obligations defined by international agreements and EU law

If you withhold data, we will not be able to fulfil our legal or contractual obligations, which will disable us for fulfilling the agreed obligations.

Personal data retention and processing

Personal data shall be stored at prescribed locations and only for the period necessary for the fulfilment of the purpose for which they have been processed. The collected and processed personal data can be withheld from processing at your request, except in cases of legal obligation or legitimate interest (e.g. litigation) for longer storage. The personal data stored in the Hospital's system are protected in accordance with the Information System Security Rules, described in more detail in the Personal Data Protection Policy, i.e. Privacy Policy.

The personal data subject to processing are processed in the manner and scope defined by the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, with the legal basis for the processing of your personal data being the applicable legal provisions.

Data subjects' rights

We hereby inform you on your basic rights and the manner of exercising these rights in Special Hospital AGRAM.

- ▲ Right to access data: request for inspection is to be submitted in writing by the legally authorised person to the following e-mail address: aop@agram-bolnica.hr
- ▲ The right to data rectification implies the right to correct and complete personal data.
- ▲ Right to personal data portability or erasure
- ▲ Right to withhold consent to personal data processing
- ▲ Right to object or complain about personal data processing

Data protection officer

In order to exercise your rights, you can submit the request personally or by writing to the following address:

Special Hospital AGRAM
Trnjanska cesta 108, 10 000 Zagreb
Or via e-mail: dpo@agram-bolnica.hr

Your requests or complaints shall be resolved in accordance with the applicable regulations and within the prescribed deadlines, at the latest within 30 days of the date of their receipt.

If you are not satisfied with our decisions and believe that your rights have been breached, you can contact Croatian Personal Data Protection Agency, Martićeva ulica 14, Zagreb or send an e-mail to azop@azop.hr.