



In accordance with the EU General Data Protection Regulation (GDPR) applicable from May 25, 2018, we are providing you with this data protection notice to inform you about the collection and processing of your personal data by VIVISOL Heimbehandlungsgeräte GmbH („VIVISOL“) and the rights to which you are entitled. This information will be updated as necessary and published at www.vivisol.at. There you will also find our data protection information for visitors to our website.

1. Who is responsible for data processing and who can I contact?

The controller within the meaning of the GDPR for the data processing described below is:

VIVISOL Heimbehandlungsgeräte GmbH
Represented by Mag. Ernst-Stephan Schinewitz
Richard Strauss Straße 10, 1230 Wien
E-Mail: office@vivisol.at, Tel. +43 1 524 62 83.

Contact details of the data protection officer:

If you have any questions about data protection at VIVISOL, you can contact our external data protection officer at any time:

Dipl.-Ing. Stephan Sedlmair
TÜV Rheinland Industrie Service GmbH
Vogelsanger Weg 6, 40470 Düsseldorf
E-Mail: datenschutz@vivisol.at

2. Which sources and data are used?

VIVISOL processes data that it receives from the business relationship with you, e.g. in the context of preparing an offer, or data that is necessary for your medical care and that VIVISOL receives directly from your health insurance provider or your prescriber, for example. In particular, the following data is processed:

- Identification data (e.g. name, address and contact details)
- Data in connection with the execution of the specific order (e.g. prescription data, type of care, device type/model, diagnosis and therapy settings, therapy hours)
- Billing and tax-relevant data
- Contract data for other correspondence (e.g. correspondence with you or your insurance provider)

3. What is my data processed for (purpose of processing) and on what legal basis?

VIVISOL processes your data on the basis of the following legal bases and for the purposes listed below:

3.1. For the fulfillment of contractual obligations (Art. 6 para. 1 lit. b GDPR)

Your data will be processed for the performance of our contracts with you or your health insurance provider, for example to process the commissioned service. The purposes of data processing depends in detail on the specific service and the contract documents:

- Provision of respiratory home therapy aids including other services such as advice, instruction and vacation care
- Billing your care directly to you or to your insurance provider
- Booking and creation of invoices and credit notes as well as dunning processes

3.2. As part of the balancing of interests (Art. 6 para. 1 lit. f GDPR)

Your data may also be used on the basis of a balancing of interests to protect our legitimate interests or those of third parties, including for the following purposes:

- General business management and further development of services, systems and products
- Fulfillment of internal requirements
- Market and opinion research
- Ensuring IT security and IT operations
- Enforcement of legal claims and defence in legal disputes

VIVISOL's interest in the respective processing arises from the respective purposes and is otherwise of an economic nature (efficient fulfillment of tasks, sales, avoidance of legal risks). To the extent permitted by the specific purpose, VIVISOL processes your data in pseudonymized or anonymized form.

3.3. On the basis of your consent (Art. 6 para. 1 lit. a GDPR)

If you have given your consent to the processing of personal data, the respective consent is the legal basis for the processing mentioned there. In addition, you may have consented to being contacted by e-mail or telephone for advertising purposes and possibly to a recording of your telephone conversations with us.

You can withdraw your consent at any time with effect for the future. This also applies to declarations of consent that you gave to VIVISOL before the GDPR came into force, i.e. before May 25, 2018. The revocation only applies to future processing.

3.4. Due to legal requirements (Art. 6 para. 1 lit. c GDPR)

As a company, we are obliged to pass on certain documents and data to authorities. These include, for example, social security institutions and tax offices.



VIVISOL
Home Care Services

Data protection notice for customers

Our handling of your data and your rights

Information in accordance with Art. 13, 14 and 21 of the General Data Protection Regulation (GDPR)

4. Who receives my data?

Your data will be processed exclusively by VIVISOL and will not be passed on to third parties. Exceptions relate to cases in which the legislator requires or provides for the disclosure of data, e.g. to protect your or our interests or to fulfill our contractual obligations (e.g. exchange of all data and documents relevant to your medical care between the payer, the prescriber and VIVISOL). Your data will only be passed on by VIVISOL in compliance with the GDPR and the Austrian DSG. Your data will not be forwarded to third parties for commercial purposes. Within VIVISOL, those departments that require your data to fulfill their contractual and legal obligations or to perform their respective tasks (e.g. Customer Service, Sales and Marketing, Finance & Administration) will receive your data.

In addition, the following bodies may receive your data:

- processors employed by us (Art. 28 GDPR), in particular in the areas of logistics, IT or project services (such as helpdesk, service telephony), waste disposal and printing services, who process your data for us in accordance with our instructions
- public bodies and institutions (e.g. insurance providers, auditors) in the event of a legal or official obligation
- other bodies for which you have given us your consent to transfer data

5. For how long will my data be stored?

Your personal data will be deleted or blocked as soon as the purpose of storage no longer applies. However, it may be necessary to store your data beyond this point if deletion is not possible due to applicable legal provisions, such as those arising from the Commercial Code (HGB), the Fiscal Code (AO) or the Value Added Tax Act (UStG).

The duration of data storage is based on the applicable legal provisions for retention periods, depending on the type of documents.

6. Is data transferred to a third country or to an international organization?

Data will not be transferred to a third country outside the EU/EEA or to an international organization.

7. What other data protection rights do I have?

You have the right to access (Art. 15 GDPR), rectification (Art. 16 GDPR), erasure (Art. 17 GDPR), restriction of processing (Art. 18 GDPR) and data portability (Art. 20 GDPR) under the respective legal requirements. You also have the right to submit a complaint to the data protection authority (Art. 77 GDPR).

You can assert these rights directly against VIVISOL.

Responsible regulatory authority:

Austrian Data Protection Authority, Wickenburggasse 8, 1080 Wien, Telefon: +43 1 52 152-0, E-Mail: dsb@dsb.gv.at

8. Do I have an obligation to provide data?

As part of our business relationship, you only need to provide the personal data that is required for the initiation, execution and termination of a business relationship or that we are legally obliged to collect.

9. To what extent is there automated decision-making in individual cases or is my data used for profiling?

In principle, we do not use automated decision-making or profiling in accordance with Art. 22 GDPR to establish and conduct the business relationship. Should we use these procedures in individual cases, we will inform you of this separately if this is required by law.

10. What rights of objection do I have? (Art. 21 GDPR)

a) Individual right of objection

You have the right to object at any time to the processing of your personal data on the basis of Art. 6(1)(f) GDPR (data processing on the basis of a balancing of interests). This also applies to profiling, which may be carried out, for example, for customer advice and support and for sales purposes. If you object, your personal data will no longer be processed unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or for the establishment, exercise or defence of legal claims.

b) Right to object to the processing of data for direct marketing purposes

VIVISOL may also process your data for direct marketing purposes within the framework of the legal provisions. You have the right to object at any time to the processing of personal data concerning you for the purpose of such advertising. This also applies to profiling insofar as it is associated with such direct advertising. If you object to processing for direct marketing purposes, we will no longer process your personal data for these purposes. The objection can be made in any form. You can find our contact details under section 1.

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Servicenummer für Erstbestellungen

Mo-Do 08:00-17:00

Fr 08:00-15:00

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