

# Information for clients of the pharmacy loyalty programme

The Administrator of your personal data is the company EUC a.s., with its registered office at Na Pankráci 1690/125, Prague 4, Postal code 140 00, Identification number 26730413, entered in the Commercial Register administrated by the Municipal Court in Prague, Section B, File 7918 (hereinafter referred to as the “Administrator”).

## Introductory information

The reason for processing the personal data provided by you consists in your participation based on a customer-card application in connection with the “In Our Care” loyalty programme operated by the Administrator. Due to the fact that without such data, it would not be possible to provide services and the benefits of participation in this programme at an adequate level, we would like to thank you for your trust and assure you that no unauthorised person will gain access to your data. We carefully select all persons who may gain access to your data in connection with the loyalty programme, whether that concerns our employees or contractors. All employees of the Administrator are bound to strict confidentiality. We also negotiate a confidentiality obligation with all of our contractual partners if they may come into contact with personal data. We consider trust and a high level of data security to be one of the fundamental priorities within our operations.

## Which of your data do we process?

Within the “In Our Care” programme, we obtain your personal data directly from you.

- **identification data:** name, surname, date of birth, birth-registration number, public health-insurance policyholder number (if not the same as the patient’s birth-registration number), health-insurance provider code.
- **the patient’s contact information:** address of permanent residence or correspondence address, telephone number, e-mail address.

## In what form is my personal data processed?

We retain all of your personal in connection with the “In Our Care” programme in the written form of your application for participation and in electronic form within our pharmacy information system.

## Why do we process your data and what is the legal basis for such processing?

The purpose of processing your personal data is assurance of your participation in the “In Our Care” programme. The legal basis for such processing consists in your consent provided in the Customer Card Application.

Your personal data is processed on the basis of your voluntary consent to personal data processing, which you cannot and will not be forced to provide in any case. You can withdraw your consent at any time or, as the case may be, exercise your other rights connected with personal data processing, about which we will thoroughly instruct you before you grant consent.

We are authorised to process your personal data also for the purpose of sending commercial messages, provided that you expressed your consent to such form of processing in the Application. For this purpose, however, we process only the necessary data in such a form that makes it impossible to easily identify you.

## To whom can we provide your personal data?

We administrate your personal data within the Administrator, whereas we transfer such data to third parties with your consent as a matter of principle.

In order for us to provide you with high-quality care, in certain cases we also use external contractors, particularly if this involves technical support for our information system. Processing of any of your personal data may occur in the course of such activities. External contractors are in the position of processors. Please be aware that we select our contractors and cooperating processors according to strict criteria and you thus need not be concerned about your data. At present, your personal data is processed by the following processors participating in the “In Our Care” loyalty programme.

<b>Name of pharmacy</b>	<b>Address of pharmacy:</b>	<b>Pharmacy operator</b>	<b>Identification number</b>
<b>EUC Lékárna</b>	Huťská 211, 272 80, Kladno	EUC Klinika Kladno, spol. s.r.o. 272 80, Kladno Huťská 211	<b>47539771</b>
<b>EUC Lékárna</b>	Smetanovo nám. 1358, Slaný, 274 01	EUC Klinika Kladno, spol. s.r.o. 272 80, Kladno Huťská 211	<b>47539771</b>
<b>EUC Lékárna</b>	Libušina 1379, Přebouč, 535 01	EUC Klinika a.s. 535 01, Přebouč Libušina 203	<b>60917415</b>
<b>EUC Lékárna</b>	Karla Šípka 282, Pardubice, 530 09	EUC Klinika a.s. 535 01, Přebouč Libušina 204	<b>60917415</b>
<b>EUC Lékárna</b>	Masarykova 92, Ústí nad Labem, 400 01	EUC Klinika Ústí nad Labem s.r.o. Masarykova 92, Ústí nad Labem, 400 01	<b>62740482</b>
<b>EUC Lékárna</b>	Matice školské 1786/17, České Budějovice, 370 01	EUC Klinika České Budějovice s.r.o.; Matice školské 1786/17, České Budějovice, 370 01	<b>62525107</b>
<b>EUC Lékárna</b>	Denisovo nábřeží 4, 301 00 Plzeň	EUC Klinika Plzeň . s r.o. Denisovo nábřeží 1000/4, 30100 Plzeň	<b>25202171</b>
<b>EUC Lékárna</b>	nám. Českých legií 599, 330 03 Chrást	EUC Klinika Plzeň . s r.o. Denisovo nábřeží 1000/4, 30100 Plzeň	<b>25202171</b>
<b>Lékárna Frýdlant</b>	V Úvoze 860, 464 01 Frýdlant	Nemocnice Frýdlant s.r.o., V Úvoze 860, Frýdlant, 46401	<b>47311576</b>
<b>EUC Lékárna</b>	Třída T. Bati 5135, 7601 Zlín	EUC Klinika ,a.s. Třída T. Bati 5135, 7601 Zlín	<b>60726636</b>
<b>EUC Lékárna</b>	Bratří Štefanů 895/1 Hradec Králové 500 03	Bratří Štefanů 895/1 Hradec Králové 500 03	<b>48169820</b>

<b>Lékárna Canadian Medical</b>	V Parku 2308/8 Prague 4, 148 00	Canadian Medical s.r.o. Velešlavínská 1/30 16200 Prague 6	<b>25706381</b>
<b>Lékárna Amphora</b>	Opavská 962/39, Poruba, 708 00 Ostrava	EUC Klinika Ostrava a.s. Opavská 962/39, Poruba, 708 00 Ostrava	<b>25860836</b>
<b>EUC Lékárna</b>	Opatovská 1763/11, Prague 11	EUC Klinika Praha a.s. Plaňanská 573/1, Malešice, 108 00 Prague 10	<b>1918028</b>
<b>EUC Lékárna</b>	Plaňanská 1/753, Prague 10		
<b>EUC Lékárna</b>	Kartouzská 204/6, Prague 5		
<b>EUC Lékárna</b>	Šustova 1930/2, Prague 11		
<b>EUC Lékárna</b>	Majerského 2038/21, Prague 4		
<b>EUC Lékárna</b>	Počernická 699/62e, Prague 10		
<b>Slevolékárna</b>	Pražská 152/36, Liberec, 460 01		

and the company

Apatyka servis s.r.o., K Pérovně 945/7, 102 00 Prague 10, Identification no. 48027821, ref. no. C 14413 administrated by the Municipal Court in Prague, as the operator of the pharmacy system IS Mediox a zpracovatel o.ú.

As a matter of principle, we do not transfer your personal data abroad.

## How long do we retain your personal data?

Your personal data is always retained for the absolutely necessary period of your participation in the “In Our Care” programme. We undertake to process your data only for the period set forth in the Consent/Application.

## What rights do you have in relation to your personal data?

As a data subject, the law confers on you a full range of rights. As a participant in the “In Our Care” programme, you have the following rights in relation to your personal data.

### Right of access to personal data

Of course, you have the right to know the kind of data pertaining to you that is being processed, the purpose and duration of such processing, where we obtained the data and whether and to whom we transfer the data. At the same time, you have the right to information on other rights pertaining to such data. This document in particular serves for your awareness in this regard; nevertheless, we are prepared to provide you with confirmation or clarification regarding any item of this information.

If you request it from us, we will also provide to you, without undue delay, a copy of your processed

personal data. In connection with administrative costs, we are authorised to charge a proportionate fee for such copy, especially in the case that it is requested repeatedly. If you submit the request in electronic form, we will automatically assume that you are interested in provision of information also in electronic form. However, you have the option of requesting provision by other means. Please bear in mind that the rights of other persons cannot be adversely affected by the right to obtain a copy of processed personal data.

### Right to correction of personal data

In the event you determine that the personal data that we process in relation to you is not accurate or complete, you have the right to request that we supplement or correct such data without undue delay.

### Right to restriction of personal data processing

In certain cases, this right enables you to demand that certain items of your personal data be marked for restricted processing and thus not be the subject of further processing for a certain period. This is not the same as the right to deletion, as restriction of processing is not permanent. You have the right to demand restriction of the processing of your personal data in the case that:

- you refute the accuracy of your data that we are processing; restriction will be imposed for the period necessary to verify the accuracy of the data.
- processing is without a legal basis (e.g. beyond the scope of data that we are authorised to process), but you prefer restriction of processing instead of deletion because, for example, you anticipate that you will provide the data to us in the future.
- we no longer need to process your personal data, but you request the data for the purpose of determining, exercising or defending your legal claims.
- you raise an objection against processing (see the point of instruction on this right below).

If processing is restricted, data can be processed only with your consent or for the purpose of determining, exercising or defending legal claims, for the purpose of protecting the rights of another entity, whether a natural person or legal entity, or for important reasons in the public interest.

### Right to raise objections against personal data processing

You can exercise the right to raise objections against the processing of personal data only in the situation when we would process any of your personal data in the public interest or on the basis of our legitimate interests or for the purposes of direct marketing. In such cases, you can raise an objection at any time. If that happens, we will further process your personal data only if we demonstrate serious, legitimate reasons for doing so (particularly if we need the data for determining, exercising or defending our legal claims). If, however, you raise an objection against data processing for the purpose of direct marketing, we will cease processing your data for such purpose without delay.

## Right to file a complaint with the supervisory authority

Exercising the rights set forth above shall not in any way affect your right to file a complaint with the Office for Protection of Personal Data via the contact information set forth in the introduction to this document. You can find the current contact information on the website of the Office for Protection of Personal Data ([www.uoou.cz](http://www.uoou.cz)). You can file a complaint at any time when you have doubts as to whether your personal data is being processed as it should be, i.e. if you believe your personal data is being processed without authorisation or in conflict with legal regulations.

## Right to deletion

In certain cases, you, as the data subject, have the right to have your personal data deleted. We generally accede to deletion of your personal data when we no longer need such data or we do not have a legal reason to process it. Furthermore, we will delete your personal data if it was processed on the basis of consent and that consent has been withdrawn.

Please bear in mind that, even though this concerns one of the reasons for deletion, it does not mean that we will immediately delete all of your personal data. This right does not apply in the case that processing of personal data continues to be necessary for fulfilment of our legal obligations, archiving purposes, scientific or historical research or for statistical purposes, or for determining, exercising or defending our legal claims.

## Right to withdraw consent

If this involves cases in which your personal data is processed on the basis of consent, you further have the right to withdraw your consent at any time. However, previous processing that we carried out prior to withdrawal of consent shall not be affected in any way by such withdrawal of consent.

## How can individual rights be exercised?

In all matters associated with the processing of your personal data, whether that involves an enquiry, exercise of rights, filing of a complaint or anything else, you can contact our data protection officer using the following methods:

- by post or in-person upon prior agreement at the address EUC a.s., Evropská 859/115, 160 00 Prague 6
- by e-mail at the e-mail address **dpo@euc.cz**
- by telephone at +420 731 546 921 from 9:00 a.m. to 3:00 p.m. (not by SMS)

We will handle your request without undue delay, though within one month at the latest. In exceptional cases, particularly due to the complexity of your request, we are authorised to extend this period by two months. Of course, we will inform you of any such extension and the rationale for it.