

PRIVACY STATEMENT
STICHTING JAPAN DESK ZIEKENHUIS AMSTELLAND

Stichting Japan Desk Ziekenhuis Amstelland ('Japan Desk') is a Japanese Helpdesk situated on the premises of Ziekenhuis Amstelland. Japan Desk is an independent foundation and only acts as a liaison between the Japanese community in and around Amstelveen and Ziekenhuis Amstelland. This means that Japan Desk provides patient care services to predominantly Japanese nationals such as making doctor's appointments and providing guidance and translation during an actual visit to the hospital. Please note that the Japan Desk is not part of, or legally affiliated with Ziekenhuis Amstelland in any way.

We believe that Personal Data of our clients should be treated with all due care. Therefore Japan Desk acts in compliance with all statutory rules, including the General Data Protection Regulation ('GDPR') and other relevant privacy regulations.

In this Privacy Statement Japan Desk informs you about:

1. what Personal Data is processed by Japan Desk;
2. for which purposes that Personal Data is processed by Japan Desk;
3. what measures Japan Desk takes to protect your Personal Data against unlawful use; and
4. how you can exercise your privacy-related rights.

Please note that this Privacy Statement is a simplified version of Japan Desk's Privacy Policy. Japan Desk's Privacy Policy can be found below.

We may provide links to third-party websites and services that are outside our control and not covered by this Privacy Statement or the Privacy Policy. We strongly encourage you to always review the privacy statements posted on the websites you visit.

1. What Personal Data is processed

As a part of our service Japan Desk processes your Personal Data. This can either be Personal Data which you have provided to us yourself, Personal Data that we have obtained through publicly available sources. We further refer to §3 of our Privacy Policy for the categories of Personal Data that Japan Desk can process.

2. The purposes for which that Personal Data is processed

Your Personal Data will only be processed to determine your identity and to be able to provide our services. Your Personal Data will not be provided to Third Parties (i.e. Ziekenhuis Amstelland) unless you have given consent to Japan Desk or when Japan Desk is obliged to do so by law or when Processing is necessary to protect your vital

interests (or those of another natural person). Please note that in the event that you do not agree or withdraw your consent, we obviously cannot be of service to you.

3. What measures Japan Desk takes to protect your Personal Data against unlawful use

Japan Desk takes ongoing and structural measures to optimally protect your Personal Data against unlawful use. We refer to §7 of our Privacy Policy for the measures Japan Desk takes. Japan Desk applies the 'opt-in' rule by default. This means that information or services are only processed if you have expressly consented to this. Japan Desk will register your consent by telephone.

4. How you can exercise your privacy-related rights

If any of your Personal Data is processed, you have a number of rights, which are set out in §8 of our Privacy Policy. You may exercise these rights by submitting your request in writing to Japan Desk or by sending an email to stgjapandeskamstelland@gmail.com

More information

In case you have any questions about this Privacy Statement or our Privacy Policy, please do not hesitate to contact us on the contact information below.

Stichting Japan Desk Ziekenhuis Amstelland
Laan van de Helende Meesters 8, 1186 AM Amstelveen
The Netherlands
Dutch chamber of commerce number: 53210255
Telephone: +31 (0)20 7557146

You can also send an e-mail to: stgjapandeskamstelland@gmail.com

This Privacy Statement was last modified on 3 February 2020.

Please be advised that we will update this Privacy Statement periodically. The revised version will be posted here with an updated revision date. You agree to visit these pages periodically to be aware of and review any such revisions. Stichting Japan Desk Ziekenhuis Amstelland reserves the right to make changes it's Privacy Statement and Privacy Policy.

PRIVACY POLICY

STICHTING JAPAN DESK ZIEKENHUIS AMSTELLAND

1. INTRODUCTION AND SCOPE

This is the Privacy Policy of Stichting Japan Desk Ziekenhuis Amstelland ('Japan Desk').

Stichting Japan Desk Ziekenhuis Amstelland ('Japan Desk') is a Japanese Helpdesk situated on the premises of Ziekenhuis Amstelland. Japan Desk is an independent foundation and only acts as a liaison between the Japanese community in and around Amstelveen and Ziekenhuis Amstelland. This means that Japan Desk provides services to predominantly Japanese nationals such as making doctor's appointments and providing guidance and translation during an actual visit to the hospital. Please note that the Japan Desk is not part of, or legally affiliated with Ziekenhuis Amstelland in any way.

This Privacy Policy applies to all persons in contact with Japan Desk.

This means that this Privacy Policy applies to, among others, clients, purchasers, estate agents, landlords, (potential) tenants, investors, visitors, Japan Desk employees, applicants, contractors and other relations of Japan Desk.

Visitors of [the website of Japan Desk](#) are referred to [the privacy statement of Ziekenhuis Amstelland](#).

All of these persons are referred to collectively hereinafter by 'you' and 'your'. The words 'we', 'us', and 'our' refer to Japan Desk. Chapter 2 defines several terms. Those terms are capitalized in the Privacy Policy.

It is important to us that your Personal Data is handled with all due care. Needless to say, we comply with all statutory rules, including the General Data Protection Regulation ('GDPR') and exercise due care to adequately secure your Personal Data.

This Privacy Policy was most recently amended on, and has applied since, 3 February 2020.

2. DEFINITIONS

Data Subject:	person whom the Personal Data being processed regard. In other words: the person whose personal information is being processed.
Third Parties:	natural or legal persons which are not Data Subjects or part of Japan Desk, such as: natural or legal persons with which Japan Desk shares Personal Data pursuant to a contract. These Third Parties might be processors or co-Controllers.
Personal Data:	All data that related to an identified or an identifiable person. In other words: all information that identifies or can be used to identify the Data Subject, including special categories of personal data such as data concerning health.
Processing:	everything that can be done with Personal Data, such as collection, recording, storage, alteration, retrieval, use, dissemination, or destruction.
Controller:	party who processes a Data Subject's data for a particular purpose. In this Privacy Policy, the Controller is Japan Desk.

3. THE PERSONAL DATA WE CAN PROCESS

Below we explain which Personal Data Japan Desk can process.

Personal data that you have provided yourself:

- contact details (name, address, place of residence, e-mail address, telephone number);
- your gender and date of birth;
- citizen service number, copy passport / ID;
- data collected from you in a telephone conversation; and
- data collected from an email from you.

Personal data obtained from other sources:

- data available from public sources and apparently published by you, such as those on social media and commercial websites.

4. WHY DO WE USE YOUR PERSONAL DATA?

Japan Desk processes your Personal Data for the following purposes:

- to verify your identity;
- to improve our services (and the safety of those services);
- to inform you about products and services of Japan Desk;
- to enable us to evaluate, study, and develop our services;
- for marketing/commercial purposes;
- to comply with a statutory obligation imposed on Japan Desk;
- to be able to contact you and respond to any questions you have submitted;
and
- to deal with your requests for information and to settle complaints.

5. LAWFULNESS OF PROCESSING

The Processing of Personal Data requires a legal basis. In the following cases, Japan Desk may process your data:

- if you have given Japan Desk permission for the Processing of your Personal Data;
- if the Processing is necessary for the performance of an agreement to which you are a party, or to take measures at your request prior to the conclusion of an agreement;
- if Processing is necessary in order to comply with a legal obligation that rests on Japan Desk;
- if the Processing is necessary to protect your vital interests or those of another natural person;
- if the Processing is necessary for the protection of a legitimate interest of Japan Desk, a third party and/or public health safety.

Japan Desk can invoke the following legitimate interests:

- the protection of the safety of our clients and/or others, as well as the security of the buildings and property of Japan Desk;
- for quality purposes;
- the analysis and improvement of the services and content of our websites;
- the supply, improvement, adjustment, support, research, and analysis of our services; and
- the advancement of the quality and security of our services.

Furthermore, having regard to Article 9 section 2 subsection h of the GDPR, the prohibition on processing Personal Data concerning health does not apply if the Processing is carried out by Japan Desk in so far as the processing is necessary for the proper treatment or care of the Data Subject or for the management of the institution or professional practice concerned.

6. ENGAGEMENT OF THIRD PARTIES

We share your Personal Data with Third Parties only if this is necessary because those Third Parties perform work at the instruction of Japan Desk and then only for the purposes described in this Privacy Policy. If a Third Party is engaged, Japan Desk will ensure that this Third Party maintains the same level of security and confidentiality as we do.

Japan Desk remains responsible for the Processing of your Personal Data. Japan Desk enters into contracts with Third Parties to ensure that your Personal Data is properly secured.

7. PROTECTION

Japan Desk takes ongoing and structural measures to optimally protect your Personal Data against unlawful use. Measures taken by Japan Desk include:

- access to the Personal Data is restricted to authorized persons, whereby this number is kept to a minimum;
- all employees of Japan Desk (regardless of the form of their employment) have signed a confidentiality agreement whereby they undertake to observe complete confidentiality with regard to all information of a confidential nature or of which they must understand its confidential nature, including Personal Data;
- the electronic transmission of Personal Data always takes place in encrypted form and via a secure connection; and
- if Personal Data is provided to Third Parties, Japan Desk concludes processor agreements and/or agreements with co-controllers.

In addition, Japan Desk ensures that all of its services are designed to maximize your privacy protection. With regard to the provision of information and services, Japan Desk applies the 'opt-in' rule by default: information or services are only processed if you have expressly consented to this. Japan Desk will register your consent by telephone.

If the Controller processes Personal Data and he or she is not already subject to an obligation of secrecy by virtue of an office, profession or legal requirement, he or she is obliged to maintain secrecy with regard to the Personal Data, save in so far as he or she is obliged to disclose them by law or his or her responsibilities require that they be disclosed to others who are authorised to process them.

8. RIGHTS OF DATA SUBJECTS

If any of your Personal Data is processed, you have a number of rights, which are set out below. You may exercise these rights by submitting your request in writing to Japan Desk or by sending an email to stgjapandeskamstelland@gmail.com. Japan Desk is required to verify your identity before your request can be met.

Japan Desk will respond to your request as soon as possible, but at the latest within one month. In principle, your requests will be processed electronically (and will therefore be replied to by email), unless this is not possible or you request otherwise.

In principle, Japan Desk will not charge you for the Processing of the aforementioned requests, unless your requests are excessive, manifestly unfounded or if you request additional copies when exercising your right of access.

1. Right of access
2. Right to rectification
3. Right to restriction of Processing
4. Right to withdraw consent
5. Right to data portability
6. Right to be forgotten
7. Right to object
8. Right to lodge a complaint with the Dutch Protection Authority

We make efforts to join you in working to find a fair solution if you have a complaint or problem relating to our use of your Personal Data. However, if your position is that we cannot assist you with your complaint or problem, you also have the option of lodging a complaint with the Dutch Data Protection Authority or instituting judicial proceedings. You will find the contact details of the Dutch Data Protection Authority (Nederlandse Autoriteit Persoonsgegevens) on the following website:

<https://www.autoriteitpersoonsgegevens.nl/>

9. CONTACT DETAILS / QUESTIONS / COMPLAINTS/ COMMENTS

Our contact details are as follows:

Stichting Japan Desk Ziekenhuis Amstelland
Laan van de Helende Meesters 8
1186 AM Amstelveen
The Netherlands

Location: Room B004, near the main entrance of the hospital, follow the yellow route.

Telephone: +31 (0)20 7557146

Opening hours:

Monday, Wednesday and Thursday from 09.00 until 16.00 (closed from 12.00-13.00)

Tuesday and Friday from 9.00 until 12.00.

Saturday and Sunday closed.

10. CHANGES AND APPLICABLE LAW

It may happen that our Privacy Policy will need to be amended. The most recent version is always available on our website. We inform you of any changes to the Privacy Policy by email and/or a clearly visible notification on our website.

None of the provisions of this Privacy Policy are intended to create any obligation or contract between you and Japan Desk. Dutch law will apply to the provisions of this privacy statement and all disputes arising there from.

11. RETENTION PERIODS

Japan Desk does not store Personal Data for longer than is necessary for the purpose of the Processing. Japan Desk retains your Personal Data as long we consider this necessary to be able to provide you with services, to comply with applicable laws, to resolve disputes with parties, and for other purposes that enable us to conduct our commercial activities.

* * *