

## **PRIVACY POLICY OF ENQUIRIES, REQUESTS, AND COMPLAINTS SUBMITTED TO "EGLÈS SANATORIJA" AB VIA E-MAIL**

"Eglès sanatorija" AB (hereinafter – Medical SPA or We) is taking care to protect Your privacy. We adhere to the Regulation (EU) 2016/679 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, and repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter – GDPR) and other legislation that protects Your information.

This privacy policy will provide information regarding how we collect, use, and store the information about You when You submit an enquiry, a request, or a complaint via e-mail.

If you have any questions or any section of this privacy policy is not clear, reach us out via this contact info:

*"Eglès sanatorija" AB*

*Company registration number: 152038626*

*Address: Eglès g. 1, Druskininkai*

*Tel.: +370 313 60221*

*E-mail: [office@sanatorija.lt](mailto:office@sanatorija.lt)*

*<https://sanatorija.lt/>*

### ***Data protection officer appointed by the Medical SPA***

Tomas Revuckas

IT specialist

*Address: Eglès g. 1, Druskininkai*

*Tel.: +370 694 87 785*

*E-mail: [dap@sanatorija.lt](mailto:dap@sanatorija.lt)*

Data protection officer shall provide information about the processing of personal data in the Medical SPA.

### ***Who processes Your data?***

We inform you that upon submitting an enquiry, a request, or a complaint to the e-mail of the Medical SPA, further on Your data will be collected and processed by *Data processor* "Eglès sanatorija" AB (registration number of a legal person 152038626, address Eglès g. 1, Druskininkai, tel. [\(8 313\) 2](tel:83132), e-mail address [office@sanatorija.lt](mailto:office@sanatorija.lt)) in adherence to the provisions of GDPR and in exercise of the obligations prescribed in the law.

### ***Which, for what purpose, and on which legal grounds Your personal data is processed?***

We inform you that if You were to submit an enquiry, request, or complaint to the e-mail of the Medical SPA, it shall be deemed that we have entered into a contract and on these grounds, we shall process Your data (GDPR Article (6)(1)(b)). Therefore, in effort to maintain the communication between You and Us, We will process the following personal data of Yours: name, surname, e-mail address, the contents of an enquiry, a request, or a complaint, the date, the answer to an enquiry, other information submitted by You.

Upon submitting an enquiry, it might be required to submit some additional information about You so we could properly respond to Your enquiry.

No sensitive information about You is collected and we ask you to not provide us with such information. If You were to provide us with such information, we shall deem that You have consented to our processing of such personal data

If the provision of sensitive data is necessary due to lodging a complaint or making a request or an enquiry, this information will be stored in accordance with law obligation.

***To whom may we transfer Your data?***

No personal data of Yours that is processed for the purposes of responding to Your enquiries, requests, or complaints will be transferred to anyone.

We may provide access to Your personal data to the director, the employees that are responsible for the procurement, the providers of IT, server, archiving, and legal questions, but obligating these service providers or employees to ensure data confidentiality and proper protection.

***Do we transfer information about You beyond the boundaries of the European Economic Area?***

The information about You is not transferred beyond the boundaries of the European Economic Area.

***For how long do we store Your data?***

The information about You that We process to respond to Your enquiries, requests, or complaints will be stored for two years following the day of the submission of an enquiry, request, or complaint.

***What rights do You have?***

We inform that You, as a data subject, under the legal acts of data protection and if You were to submit a written *request*, may exercise these rights of a data subject:

1. The right to access the information about data processing;
2. The right to access the data;
3. The right to rectification or having incomplete data completed;
4. The right to erasure (“right to be forgotten”) or to suspend the processing activities (except storing);
5. The right to limit the processing;
6. The right to data portability;
7. The right to object the data processing;
8. The right to lodge a complaint with the State Data Protection Inspectorate.

You can find more information regarding the exercise of Your rights on Procedures for the Exercise of the Rights of the Data Subjects.

***If You have any questions, please contact-***

The data protection officer appointed by the Medical SPA, whose contact info has been given.

To access the relevant information about the processing of Your personal data, please regularly read this privacy policy.

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