



Privacy statement

Introduction

We respect the privacy of people who provide personal data to us. We will secure the personal data provided to us and treat it confidentially. We comply with the General Data Protection Regulation (GDPR), the Telecommunications Act and other privacy regulations. This privacy statement is intended for all our customers with whom we have an agreement or customers who use our services or the website. Because we are active in this care, we handle personal data with extra care. In this privacy statement, we inform you about the purposes for which we use your personal data. We will only process the personal data obtained for the purposes for which it was provided. We will also explain how we use your personal data and what retention periods we apply.

Relationship details

We need your contact information to inform you first of all and to have contact with each other. We have the personal data so that we can make a suitable offer and execute the agreement with you and inform you about it. The personal data that we process about you are: gender, name, name and address details, e-mail, telephone numbers, date of birth, height and weight of the person in need of care, BSN number, details of the general practitioner in need of care, other data insofar as necessary to be able to properly execute the agreement.

In addition, we also collect personal data from the person who represents the person in need of care. This concerns the following data: gender, name, name and address details, e-mail address, telephone numbers, date of birth, description of relationship with customer (e.g. daughter or son). We keep this data for as long as it is necessary to execute the agreement and for a maximum of five years thereafter.

Financial data

To ensure that we send you the correct invoice, we also process your personal data. We keep this invoice data for as long as necessary. For certain financial data, a tax retention period of seven years applies after the end of the agreement. In addition, we do not destroy this personal data until the invoice has been paid and, in the event of proceedings, for the duration of these proceedings.

Third-party websites

On our websites you will find links to other websites and social media (Facebook, Google, Instagram and Linked In). This privacy statement does not apply to this. These websites have different privacy policies over which we have no influence.

Google Analytics

This website uses Google Analytics, a web analytics service provided by Google Inc. Google Analytics uses "cookies" (text files that are placed on your computer) to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may provide this information to third parties if Google is



legally obliged to do so, or insofar as these third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You can refuse the use of cookies by selecting the appropriate settings in your browser. However, we would like to point out that if you do this, you may not be able to use all the features of this website. By using this website, you consent to the processing of information by Google in the manner and for the purposes described above.

Cookies

We use cookies on this website. A cookie is a simple small file that a website stores on your hard drive via the browser. Information is stored in a cookie. For example, we use a cookie to remember what you have done previously on this website, so that you do not have to do it again on your next visit. Why do we use cookies? To make the website function better; To make it easier to use the website. To measure whether visitors can easily find the desired information on our website.

What cookies do we use on this website?

Persistent cookies By using persistent cookies, we ensure that you do not have to perform certain actions again. We recognize the preferences you have indicated when you previously visit our website. This saves you time and makes the website more pleasant to use. Permanent cookies can be deleted via the settings of your browser.

Session cookies Session cookies are used during your visit and are automatically deleted as soon as you close the browser. We remember which parts you look at during a visit and tailor our services accordingly.

Google Analytics cookies Cookies are placed by Google on our website as part of the 'Analytics service'. We use this service to track visitor behavior and to receive reports on how visitors use our website. Based on this, we can then improve the website. It is therefore not about remembering personal data, but about keeping track of your actions on the website.

Social media cookies On our website you will find buttons with which you can promote our messages or web pages on social media. Think of 'liking' via Facebook or sending a 'tweet' via Twitter. These buttons work via pieces of code that come from the social media platforms themselves. Cookies are placed via this code. We have no influence on that. The social media platforms indicate in their privacy statement what they do with your data via the cookies.

Tracking cookies of our own We request a tracking cookie as soon as you visit a website in our network. This allows us to know that in addition to our website, you have also been to the relevant other website(s) from our network. The profile built up in this way is not linked to your name, address, e-mail address and the like, but only serves to tailor advertisements to your profile, so that they are as relevant to you as possible.

Contact

You can fill in a contact form on our website. By filling in this form, you give permission to contact you and we have a legitimate interest in contacting you. For this we use your name, telephone number and e-mail address.

Applicants

If you apply for a job or come to work for us, we will also process your personal data for that reason. For this purpose, we use the data you provide, such as your name and e-mail address and necessary salary data. We will retain applicants' personal data until your application has been submitted and,



if you have consented, for up to 12 months thereafter in the event that there is a suitable alternative vacancy.

could occur. We store the personal data of employees for 7 years after the end of the agreement (due to the tax retention obligation).

Rights in relation to personal data

If you have any questions or want to know what personal data we have about you, you can always contact us. You have the following rights: to obtain an explanation of the personal data we process and what we do with it; access to your personal data; correcting justified errors; removing obsolete data; withdrawing consent; object to a particular use and; transferring your data to a third party. If you feel that we are not helping you in the right way, you have the right to make a complaint.

contact person below or the Dutch Data Protection Authority.

How can I do this? You can easily submit a request as referred to above to us.

Livenzorg

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