

## Privacy Statement

### I.) Responsible person and data protection officer

Thank you for using our software and our virtual medical office service and for taking the time to read our data protection information. With the following information, we inform you in accordance with Art. 13 DSGVO about the processing of your personal data and the rights to which you are entitled under data protection law.

The responsible party for data processing is  
Company MD Medicus Holding GmbH  
Industriestrasse 2a, 67063 Ludwigshafen, Germany  
E-mail: [medicus@md-medicus.net](mailto:medicus@md-medicus.net)  
Tel: +49 (0)621 5490 - 144  
Fax: +49 (0)621 5490 - 266  
Website: [www.md-medicus.net](http://www.md-medicus.net)  
Managing Directors: Frank Ratzlaff, Jochen Müller

If you contact us by e-mail, the data you provide (your e-mail address, if applicable your name and your telephone number) will be stored by us in order to answer your questions. We delete the data arising in this context after the storage is no longer necessary or restrict the processing if there are legal storage obligations.

Our data protection officer is  
Ms Christina Grewe, lawyer  
C/O MD Medicus Holding GmbH  
Industriestrasse 2 a, 67063 Ludwigshafen, Germany  
Telephone: +49 (0)621 / 5490 144  
Fax: +49 (0)621 / 5490 265  
E-mail: [christina.grewe@md-medicus.net](mailto:christina.grewe@md-medicus.net)

MD Medicus Holding GmbH has developed the video chat software and hosts it on a server at its premises in Ludwigshafen. MD Medicus is only involved in the video chat connection as an intermediary to establish the connection. It is not possible to listen in or watch during the video chat connection. Insured party data (see below II a) and b)) are only collected and stored to establish the connection and are deleted immediately after the session has ended.

### II. How and why we collect and save personal data from you and for what purpose

#### a) Personal data of the insured person, call for video consultation

In order to be able to use the video consultation portal as an insured person, we ask you for the following data at the beginning of the appointment form:

First name, surname, date of birth, phone number and e-mail address. This data will be passed on to the doctor who consults you.

Your first name, surname and date of birth are collected for the purpose of identifying you as an insured person and for billing your health insurance company or, if you are insured with a private health insurance company, for billing you. Your e-mail address is required for sending the appointment confirmation e-mail and the link for logging in. The telephone number is required in order to be able to establish a telephone connection between you as a patient and us as a doctor in the event of technical faults.

In addition, our system collects technical data that is required to establish a video chat connection. This includes the IP address, date and time of the request, time difference from Greenwich Mean Time

(GMT), content of the request (specific page), access status/HTTP status code, the amount of data transferred and the website from which the request originated.

The data processing is based on the consent given by you and is necessary for the appropriate processing of the video consultation hours in accordance with Art. 6 para. 1 sentence 1 lit. a DSGVO for the purposes stated.

Your personal data will be deleted as soon as they are no longer required for the above-mentioned purposes and there are no retention obligations. Otherwise, as soon as any retention periods to be observed have expired.

#### **b) Carrying out the video consultation**

The connection between you as a patient and the MD Medicus doctor is made via a point-to-point connection directly from the browser of your device to the browser of the doctor's device. The data transmission is carried out with a secure 256-bit encryption (DTLS). The communication takes place without the interposition of a streaming server. A central server is only required for call forwarding. This server is located on our premises in Ludwigshafen am Rhein, Germany. Only such data and metadata are collected that are necessary and used for the handling of the processes required for video communication and which are deleted again immediately after the video chat connection is finished. Neither plug-ins nor other programmes are required to use the software as a patient.

This video consultation is limited to the duration of your communication. The contents of the conversation conducted between you and your doctor via the software will not be listened to, viewed, recorded or stored in any other way, either by us or by third parties, nor will an uninvolved third party be able to listen in, view or record and store them.

The doctor giving you advice will, if necessary, ask you for additional information and data in order to guarantee appropriate professional advice. The doctor will store this data and information in a patient file, which he is legally obliged to do. Patient files must be kept for 10 years by law.

#### **c) Website**

When you use the website, we only collect the personal data that your browser transmits to our server. If you wish to view our website, we collect the following data, which is technically necessary for us to display our website to you and to ensure its stability and security (legal basis is Art. 6 para. 1 p. 1 lit. f DS-GVO):

- IP address,
- Date and time of the request
- Time zone difference to Greenwich Mean Time (GMT)
- Content of the request (specific page)
- Access status/HTTP status code
- Amount of data transferred in each case
- Website from which the request came
- Browser
- Operating system and its interface
- language and version of the browser software.

This data is stored for a period of 7 days and then deleted.

#### **d) Cookies**

In addition to the data mentioned above, cookies are stored on your computer when you use the video chat portal. Cookies are small text files that are stored on your hard drive in relation to the browser you are using and through which certain information flows to the place that sets the cookie. Cookies cannot

execute programs or transmit viruses to your computer. They are used to make the website as a whole more user-friendly and effective.

The video chat portal uses the following types of cookies, the scope and functionality of these cookies are explained below: Transient cookies.

Transient cookies are automatically deleted when you close the browser. These include, in particular, session cookies. These store a so-called session ID, with which various requests from your browser can be assigned to the joint session. This means that your computer can be recognised when you return to our website. The session cookies are deleted when you log out or close the browser.

The data processing is carried out on the basis of the contract of use concluded with you and is necessary according to Art. 6 para. 1 p. 1 lit. a and lit. b DSGVO for the aforementioned purposes for the appropriate processing of the order and for the fulfilment of obligations arising from this order.

### **III. Passing on data to third parties**

The personal data collected will only be collected, stored, processed and used for purposes that are necessary in connection with the purposes described under II.

The data collected under II a will only be passed on to the doctor conducting the video consultation.

Within MD Medicus, only those employees receive information about their data who need it to fulfil our contractual obligations. All employees entrusted with data processing are obliged to maintain the confidentiality of your data and are subject to the agreed duty of confidentiality. The processing of data takes place exclusively in Germany. Your personal data will not be transferred to a third country. Billing with your health insurance company (statutory health insurance or private health insurance) takes place in anonymised/pseudonymised form. Health data will not be forwarded to your health insurance company.

### **IV. We now inform you about your rights as a person concerned**

You have the right:

- revoke your consent at any time in accordance with Art. 7 (3) DSGVO. This means that we may no longer process the data based on this consent in the future. However, your revocation does not affect the lawfulness of the processing carried out on the basis of the consent until the revocation;
- to request information about your personal data processed by us in accordance with Art. 15 DSGVO. In particular, you can request information about the processing purposes, the category of personal data, the categories of recipients to whom your data have been or will be disclosed, the planned storage period, the existence of a right to rectification, erasure, restriction of processing or objection, the existence of a right of complaint, the origin of your data if it has not been collected from or by us, as well as the existence of automated decision-making, including profiling, and, if applicable, meaningful information about its details;
- to demand the correction of incorrect or the completion of your personal data stored by us without delay in accordance with Art. 16 DSGVO;
- in accordance with Art. 17 DSGVO to request the deletion of your personal data stored by us, unless the processing is necessary for the exercise of the right to freedom of expression and information, for compliance with a legal obligation, for reasons of public interest or in the exercise of official authority or for reasons of public interest in the field of public health or for archiving purposes in the public interest, scientific or historical research purposes or for statistical purposes or for the assertion, exercise or defence of legal claims;
- You have the right to request the restriction of the processing of your personal data in accordance with Article 18 of the GDPR while the accuracy of your data is being verified, if you refuse the deletion of your data due to unlawful data processing and instead request the restriction of the processing of your data, if we no longer need your data for the purposes of

processing but you require your data for the assertion, exercise or defence of legal claims, if you have objected to the processing in accordance with Article 21 of the GDPR and it has not yet been determined whether the legitimate grounds of the controller override your grounds. If the processing of your personal data has been restricted, these data may - apart from being stored - only be processed with your consent or for the assertion, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of an important public interest of the Union or a Member State.

If you have obtained a restriction of processing, you will also be informed by the responsible person before the restriction

- in accordance with Art. 20 DSGVO, to receive your personal data that you have provided to us in a structured, common and machine-readable format or to request the transfer to another responsible party; and
- to complain to a supervisory authority in accordance with Art. 77 DSGVO. Generally, you can contact the supervisory authority of your usual place of residence or place of work or the place of the suspected breach or our company headquarters for this purpose.

If your personal data is processed on the basis of legitimate interests pursuant to Art. 6 (1) sentence 1 lit. f DSGVO, you have the right to object to the processing of your personal data pursuant to Art. 21 DSGVO, provided that there are grounds for doing so that arise from your particular situation. If you wish to make use of your right of objection, it is sufficient to send an e-mail to [Medicus@MD-Medicus.net](mailto:Medicus@MD-Medicus.net).

- In addition, you have the right to submit a complaint to our aforementioned data protection officer or to the data protection authority responsible for us. The competent data protection authority is the State Commissioner for Data Protection and Freedom of Information of Rhineland-Palatinate, Hintere Bleiche 34, 55116 Mainz.

## **V. Dispute settlement**

With the Consumer Dispute Settlement Act (VBSG), the legislator has created an alternative possibility to settle a consumer dispute, i.e. a dispute in which you as a consumer and we as an entrepreneur are involved, outside of ordinary court proceedings in a dispute settlement procedure in front of a conciliation body.

MD Medicus is neither legally obliged nor in principle willing to participate in a dispute resolution procedure before the consumer arbitration board.

Notwithstanding this, MD Medicus is obliged pursuant to § 37 VSBG to inform you after a dispute has arisen which arbitration board would be competent if we were to participate in the dispute resolution procedure. We comply with this obligation in advance. The competent consumer arbitration board is:

Central Consumer Arbitration Board of the Zentrum für Schlichtung e.V. Strassburger Str. 8, 77694 Kehl  
[www.verbraucher-schlichter.de](http://www.verbraucher-schlichter.de)