

Privacy Statement Pipzorg

1. Introduction

Pipzorg attaches great importance to the protection of personal data. We handle the personal data of our clients, employees and partners with care. In this privacy statement we explain which data we process, why we do so and how we comply with the General Data Protection Regulation (GDPR) and the relevant healthcare legislation, such as the Wkkgz (Quality, Complaints and Disputes in Healthcare Act), the Wmo (Social Support Act) and the Wlz (Long-Term Care Act).

Pipzorg is responsible for the processing of personal data as described in this statement.

Contact details

Pipzorg B.V.

Veenpluis 36

2408LR

Info@pipzorg.nl

0648777052

2. Data Controller

Pipzorg is the data controller for the personal data processed within its organisation. For the electronic client records, Pipzorg uses the ONS system from Nedap Healthcare B.V. Nedap acts as a data processor, with which a data processing agreement has been concluded that meets the requirements of the GDPR.

3. Data Protection Officer (DPO)

Pipzorg has appointed a Data Protection Officer (DPO). The DPO ensures that Pipzorg complies with the requirements of the GDPR and other privacy legislation.

For questions about privacy or the processing of personal data, you can contact the DPO by email: info@pipzorg.nl.

4. Purposes of data processing

Pipzorg processes personal data exclusively for the following purposes:

- Providing care and support on the basis of a care agreement.
- Maintaining an electronic client record in ONS.
- Communicating with clients, their representatives and professionals involved.
- Complying with statutory obligations under the Wkkgz, Wmo, Wlz and the WGBO (Medical Treatment Contracts Act).
- Declaring care to municipalities, care offices or health insurers.
- Improving the quality of care and carrying out internal analyses.

5. Personal data we process

Depending on the nature of the care or support, we may process the following data:

- Name, address, date of birth, telephone number, email address.
- Citizen Service Number (BSN).
- Medical and care-related data (such as diagnoses, medication, reports and treatment plans).
- Details of contact persons or legal representatives.
- Insurance details, indications and decisions from municipalities or care offices.
- Financial data required for declaration or invoicing.

6. Legal grounds for processing

Pipzorg processes personal data on the basis of the following legal grounds:

- The performance of a care agreement.
- Compliance with statutory obligations (such as the Wkkgz, Wmo, Wlz, WGBO and tax legislation).
- Consent of the client or their representative, where required (for example for sharing information with third parties).
- The legitimate interest of Pipzorg, such as improving quality or safeguarding safety.

7. Retention periods

Pipzorg does not retain personal data longer than necessary for the purpose for which it was collected, or as long as is required by law.

The following retention period applies to care records:

At least 20 years after the end of the care relationship, in accordance with the WGBO.

Financial data is retained for 7 years, in accordance with the statutory tax retention obligation.

8. Sharing data with third parties

Pipzorg only shares personal data with third parties when this is necessary for the provision of care, or to comply with a statutory obligation. This includes:

- Municipalities, care offices or health insurers (for declarations and accountability).
- General practitioners, specialists or other healthcare providers involved.
- The Health and Youth Care Inspectorate (IGJ) or other supervisory authorities, if required.
- With all parties that process personal data on behalf of Pipzorg, such as Nedap Healthcare, a data processing agreement has been concluded in which arrangements have been made about security, confidentiality and compliance with the GDPR.

9. Security of personal data

Pipzorg takes appropriate technical and organisational measures to protect personal data against loss or unlawful access. The ONS system is secured in accordance with the NEN 7510 standard for information security in healthcare. Access to client data is only possible for authorised employees who are bound by a duty of confidentiality.

10. Rights of clients

Clients (or their representatives) have the right to:

- Inspect their data.
- Have incorrect data corrected.
- Have their record supplemented or deleted (insofar as legally permitted).
- Receive a copy of their record.
- Object to the processing of their data.
- File a complaint with the Dutch Data Protection Authority.
- Requests for inspection or correction can be submitted in writing or by email via the contact details at the top of this statement.

11. Data breach notification obligation

Pipzorg acts in accordance with the statutory data breach notification obligation. In the event of a data breach, this will, if required, be reported to the Dutch Data Protection Authority and to the data subjects who may suffer disadvantage.

12. Changes

Pipzorg reserves the right to modify this privacy statement. The most up-to-date version is always published on our website. We advise you to consult the statement regularly.