

Web Privacy Policy

Responsible for Treatment

The company responsible for processing your data under this Privacy Policy is:

Domain name: www.institutomaxillofacial.com

Commercial name: : INSTITUTO DE CIRUGÍA MAXILOFACIAL E IMPLANTOLOGÍA FACIAL

Company name: FACIAL SURGERY, SLP

CIF: B63522890

Registered office: Teknon Medical Center, C/ Vilana 12 Office 185 (08022 - BARCELONA) – SPAIN

Telephone: +34 933 933 185

e-mail: coordinacion@institutomaxillofacial.com

Registered in the Mercantile Registry of Barcelona: Volume 36633, FOLIO 128, Sheet B-280770.

At FACIAL SURGERY, SLP, we recognize the importance of protecting your personal information and we are committed to treating it responsibly and in accordance with data protection laws.

This privacy policy aims to regulate all aspects related to the data processing of the different users who browse or provide their personal data through the different forms located on the web.

Personal information

Personal data is information that identifies you or makes you identifiable. Through the web, in the boxes established for this purpose, we collect the personal data that the user communicates to us: Name, surnames, email, telephone, postal address, population, etc.

The user's visit to the website does not imply that they have to provide any information about their personal data. However, if provided, the data will be processed lawfully subject at all times to the principles and rights contained in the RGPD 2016/679 of April 27, 2016 and the LOPDGDD 3/2018 of December 5.

Specifically, the categories of personal data that we can process at the INSTITUTO DE CIRUGÍA MAXILOFACIAL E IMPLANTOLOGÍA FACIAL are the following:

- Identification data, contact information of patients or their representatives (including signature, image, health card, social security or mutual insurance number);
- Health-related data integrated into the patient's Clinical History;
- Personal characteristics, social circumstances;
- Transactional data (payments, deposits, transfers, debits)

The data may come from the interested party (patient) or, where appropriate, from their legal representative or volunteer and/or health personnel.

Purpose, duration and legitimacy of the treatment:

The data that the user provides us will be treated with the following purposes:

1.- Provision of health care: your personal data is processed in order to provide you with the health care you need, as well as to properly manage the health and hospital administration services necessary for it, for example:

- Remind you of your appointments and check-ups;
- Issue proof of your attendance at the health center in favor of relatives or people related to you who request it, within the framework permitted by the regulations;
- Address any communication with the health center reported by the patient;
- Manage any incident or claim filed by the user and/or patient;
- Conduct surveys in order to know your opinion about the care received and that will be used only to improve and develop our care and management services;
- Enable access to the patient's space to allow the viewing of Electronic Medical Records, request appointments, access to certain medical tests, etc.

2.- Scientific research: your data may be processed for scientific purposes, complying with the specific regulations in this regard.

3.- Anonymization and pseudonymization procedures: Certain procedures may be applied to your data so that they are not identifiable or cease to be so, or so that they can no longer be attributed to an interested party without using additional information that appears separately, for research purposes, scientific or statistical.

4.- Attention to requests for information, complaints, suggestions, claims, exercise of data protection rights, etc.: in these cases your data will be processed in order to manage and process the request, by any means, including communications telephone and/or electronic

5.- Compliance with legal obligations: it may be necessary to process personal data in order to comply with the corresponding legal requirements. Specifically, to comply with the legislation on data protection, tax, health, etc.

6.- Formalization and execution of the contract: personal data is processed for the purpose of managing the contractual relationship with the patient.

7.- Sending commercial communications by any means in case of additional consent: if you explicitly consent, your contact data may be used in order to inform you by any means of promotional and advertising purposes about the centers, services, products or related events affiliated with the health and/or health sector of INSTITUTO DE CIRUGÍA MAXILOFACIAL E IMPLANTOLOGÍA FACIAL (in no case will your data be used to send you external advertising content).

The data collected will be processed for the specified purposes and in no case in a manner incompatible with said purposes. We remind you that processing for scientific research or statistical purposes is not considered incompatible with the initial purpose.

In any case, we process your data to always serve you with the same level of care quality, regardless of the channel you use to communicate with us (health center, website, mobile applications, whether in person, by telephone or online).

Transfer or communication of personal data and international transfers:

Your data will not be communicated or transferred to third parties unless there is a legal obligation or those providers linked to the Responsible who act as data processors.

To guarantee an adequate provision of the service, it is necessary that certain service providers and/or entities that process data on behalf of the person in charge and as those in charge of processing your personal data. These entities can be, for example, providers of medical, diagnostic, clinical analysis, auditing, physical security, archiving, storage or digitization of information, destruction of documentation, legal advisory services, IT services, etc.

In some of these cases, we inform you that certain medical treatments may involve international data transfers. However, they will always be carried out following the adequate guarantees established in the data protection regulations (either through standard contractual clauses approved by the European Commission or based on the existence of an adequacy decision by the Commission). If you want more information, or obtain a copy of said guarantees, you can contact the data protection delegate.

Your personal data will not be communicated to third parties except legal obligation, vital interest, legitimate interest, or prior consent of the interested party, as well as in the cases and to the recipients detailed below:

The data of the patients may be visible by other health centers, based on the legitimate interest of the person responsible for the treatment, in order to facilitate their health care, in such a way that the health centers can have a true and updated knowledge of the health information of patients, thus guaranteeing a comprehensive and effective care provision.

Given that the patient may have an insurance contract by virtue of which a third party (for example, insurance companies, mutual societies, public administrations, even those of a third party in the case of civil liability insurance) is the party obliged to pay the health services provided by the health center, as long as the patient makes it known, we can communicate your data to said entities, in order to manage, validate, verify and control the payment of the care services provided on the legitimacy of the management health care systems and services and Law 50/1980 of the Insurance Contract.

In the event that the patient has insurance with an entity located outside the European Economic Area[1], (hereinafter E.E.E.) whose legislation does not offer a level of data protection equivalent to that of the European Union, it may be necessary to carry out an international transfer of data, with the prior explicit consent of the patient after having been informed of the possible risks. We inform you that these transfers only occur with the aim of collaborating with the patient and facilitating the payment of the healthcare services provided; In short, these transfers only take place, for the management and verification as agile as possible with the insurer, of the payment of services in cases in which the patient has contracted an insurance policy with an entity located outside the E.E.E.

If you object to the communication of your data, these entities may refuse to pay for the healthcare services received, and you will be responsible for paying them, as these entities do not have the possibility of checking, verifying, validating or controlling the correct billing by part of the health center of each of its care processes.

The data processed for scientific research purposes may entail international data transfers, in these cases, you will be informed of said possibility as well as the guarantees so that they can be carried out or, failing that, your consent will be requested.

We also inform you that due to legal obligation, your personal data may be communicated to providers of medical supplies, prostheses and implants, or ambulances based on a vital interest of the patient.

Data update

It is important that in order for us to keep the personal data updated, the user informs us whenever there has been any change in them, otherwise, we are not responsible for their veracity.

The user guarantees that the personal data provided is true, guaranteeing that all the information provided corresponds to the real situation, that it is updated and accurate, and is obliged to communicate any changes.

Third Party Data

If the user provides data of third parties for any purpose to FACIAL SURGERY, SLP, he guarantees that he has obtained this data in a lawful manner, that he has previously informed those affected, obtaining their consent to communicate them and that the information provided is accurate and truthful.

What is the legitimacy for the treatment of your data?

Purpose	Base for Treatment
Provision of health care	Necessary treatment for the purposes of preventive medicine, medical diagnosis, provision of health care or treatment, as well as the management of health care systems and services, Treatment necessary for the execution of a contract in which the interested party is a party; and/or legitimate interests of the data controller
Scientific research	Treatment based on legal obligation, consent of the interested party and/or legitimate interest of the controller.
Anonymization and pseudonymization procedures for scientific research or statistical purposes	Treatment based on legal obligation, consent of the interested party and/or legitimate interest of the controller.
Attention of requests	Processing based on the consent of the interested party and/or legitimate interest of the data controller
Compliance with legal obligations	Processing necessary to comply with a legal obligation applicable to the data controller

Formalization and execution of the contract	Treatment necessary for the execution of a contract in which the interested party is a party
Sending commercial communications	Treatment based on the consent of the interested party

Rights of the interested parties:

You have the right to access your data and obtain confirmation of its processing, as well as a copy of the personal data being processed. You have the right to update them and request the rectification of the data that is inaccurate or request its deletion when the data is not necessary for the purposes for which it was collected. You can request the limitation in the processing of your data and oppose their processing by revoking your consent, as well as exercising the right to data portability. Similarly, you have the right not to be subject to decisions based solely on the automated processing of your personal data. You can exercise your rights by contacting us at our registered office: Centro Médico Teknon, C/ Vilana 12 Despacho 185 (08022 - BARCELONA) – SPAIN or by e-mail: coordinacion@institutomaxillofacial.com

If you consider that your rights have not been duly addressed, you have the right to file a claim with the Spanish Data Protection Agency www.aepd.es

Treatment of data of Minors

Whoever provides the data through the forms on this website and accepts its treatment declares to be over 14 years of age, and access to and use of the portal by minors under that age is prohibited. If at any time, the Responsible detects that a child under 14 years of age has provided personal data, we will proceed to cancel them. Likewise, parents or guardians may in any case contact FACIAL SURGERY, SLP to block the access account of minors in their care who have registered by falsifying their identity.

Cookie treatment:

A cookie is a small file that is downloaded and stored on the user's computer when they access a web page. Cookies allow the web, among other things, to store and retrieve information about the browsing habits of the user or their equipment and, depending on the information they contain and the way in which they use their equipment, they can be used to recognize the user.

The user has the option to prevent the generation of cookies, by selecting the corresponding option in their browser program. You can obtain more information by reading our [Cookies Policy](#).

Period of conservation of your data

Your data derived from healthcare, in accordance with the provisions of art. 12 of Law 21/2000, of December 29, on the rights of information concerning the health and autonomy of the patient, and the clinical documentation will be kept as follows:

The clinical history will be kept, along with the identification data of each patient, for a minimum of fifteen years from the date of discharge of each care process:

- Informed consent
- Discharge reports
- Surgical reports.
- Data relating to anesthesia.
- Reports of complementary explorations

The rest of the documentation that makes up your clinical history may be destroyed as soon as five years have elapsed from the discharge date of each healthcare process.

However, according to the criteria established by the Technical Commission regarding clinical documentation, the documentation that is relevant for healthcare purposes, especially for epidemiological, research or organization and operation of the National Health System, will be kept.

In the treatment of this documentation, anonymization processes will be carried out, unless they are incompatible with the established purposes.

Clinical documentation must also be kept for judicial purposes, in accordance with current legislation.

Once said minimum period has been exceeded, and having ended the healthcare and contractual relationship, we will keep your data duly blocked and pseudonymised, during the end of the periods corresponding to the legal prescription.

The personal data processed for the purpose of scientific research will be stored under a conservation criterion for a maximum period of five years from the end of the research. Regarding the data processed for the purpose of scientific research, the control authorities of the autonomous communities may, upon request of the data controller and in accordance with the procedure established by regulation, agree on the full maintenance of certain data, taking into account the historical values, statistical or scientific in accordance with the legislation that is applicable to each case.

The personal data provided in order to manage any request for information, complaint, suggestion, claim, exercise of data protection rights, etc., will be kept for the time necessary to process the request, and in any case during the legally established time, as well as during the period necessary for the formulation, exercise or defense of claims.

The data processed to comply with legal obligations will be kept for the time established in the applicable legislation, such as, for example, for tax purposes.

The data collected for the formalization and execution of the contract will be kept during the period in which the contractual relationship is maintained, as well as during the period necessary for the formulation, exercise or defense of claims, at least five years.

The data processed to send commercial communications will be blocked immediately and only proof of consent and withdrawal of consent will be kept for a period of two years, for the purpose of merely proving their existence and in order to deal with possible claims.

Last update: 05/30/2022