

**INFORMATION FOR PATIENT  
(RECORDING OF CALLS – CENTRUM OBSŁUGI TELEFONICZNEJ)**

Your personal data are being processed by **CRH Żagiel Med Sp. z o.o.** seated at K. Przerwy-Tetmajera 21 in Lublin (postal code: 20-362), KRS number: 0000315316 (*hereinafter: CRH Żagiel Med*) as personal data controller, for purposes and according to rules set hereof.

CRH Żagiel Med appointed Data Protection Officer, whom may be contacted in all matters concerning personal data protection via e-mail address: [iod@zagiemed.pl](mailto:iod@zagiemed.pl).

Personal data collected while this call shall be processed in order to ensure security and highest quality of our services, including securing claims. Legal basis for this processing is pursuing our legitimate interests (so: Article 6(1)(f) of Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27<sup>th</sup>, 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, so called General Data Protection Regulation), for no longer than 6 months from today, or until you effectively object to the processing of your personal data - whichever occurs first.

Providing your personal data is voluntary.

We may disclose your personal data to entities which cooperate and support us, for example our IT service providers and call recording software. Your data will not be transferred to countries outside the European Economic Area. Based on the data, no decisions will be made in an automated manner, nor will they be subject to profiling.

In regard to processing your personal data, you are entitled to access your personal data, request their rectification, and when law enables it, you are also required to request their erasure or limitation of their processing, object to their processing and to data portability. To exercise your rights, please contact Data Protection Officer (e-mail: [iod@zagiemed.pl](mailto:iod@zagiemed.pl) or via traditional mail, at CRH Żagiel Med address, with a note “DPO” or “IOD”).

You also have the right to lodge a complaint with the supervisory authority monitoring compliance with the law on the protection of personal data, which from May 25<sup>th</sup>, 2018 is the President of the Office for Personal Data Protection.