

PRIVACY POLICY

Dicomlab Dental Ltd.

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1. Introduction

The purpose of this privacy policy (henceforth: **privacy policy or policy**) is to provide all users (henceforth: **users**) of the Dicomlab Cloud (dicomlab.com) and its subsystems (e.g. dicomlab.com)(henceforth summarily: **Dicomlab Cloud**) provided by Dicomlab Dental Ltd. (6726 Szeged, Szent Györgyi Albert utca 2., henceforth: **Dicomlab Dental, Dicomlab or provider**) with the necessary information to make informed decisions about the fate of their personal data while using Dicomlab Cloud.

In this privacy policy, Dicomlab Dental defines what personal data of the users are processed, how those data are processed and seeks to enforce the legal principles of data protection and safety. It is Dicomlab Dental's priority to prevent accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the personal data of the users transmitted, stored, or otherwise processed.

Dicomlab Cloud is a complex medical-commercial system focused on guided dental implantation and dental technology. Dicomlab Cloud makes a range of connected products and services available on a single web-based platform in a case-specific manner to ease the planning and performance of tooth replacement tailored to the needs of the patient as an individual.

Dicomlab Dental acts in some instances as a data controller and in others as a data processor or both at the same time. Dicomlab Dental handles personal data related to the use of Dicomlab Cloud primarily to allow its partners and users to use Dicomlab Cloud as intended. To reach that end, Dicomlab Dental as a data controller involves third parties as data processors, as discussed later in this policy.

Dicomlab Dental handles your personal data according to the principles laid out in this policy. All data processing activities described in this policy conform to the pertinent laws and regulations. If you find that anything in this policy is not clear or have further questions, please contact us at any of our availabilities provided later.

Your privacy and informational self-determination are our distinguished priority. Dicomlab Dental handles your personal data only as described in this policy. Your data are used only to the extent, for the purposes and within the time constraints defined here.

Dicomlab Dental applies all necessary and available technical and procedural security measures to keep your personal data safe.

You may object to the processing of your personal data at any time on grounds relating to your particular situation.

1.1. Terms

„Personal data“: any information relating to an identified or identifiable natural person („data subject“); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;

„Data controller“: a natural or legal person which, alone or jointly with others, determines the purposes and means of the processing of personal data;

„Data processing“: any operation or set of operations which is performed on data or on sets of data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

„Data processor“ a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller;

„Consent of the data subject“: Consent is any freely given, specific, informed and unambiguous indication of the individual’s wishes by which the data subject, either by a statement or by a clear affirmative action, signifies agreement to personal data relating to them being processed for one or more specific purposes;

„Profiling“: any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person’s performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements;

„Personal data breach“: a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed.

1.2. Principles relating to the processing of personal data

1. Personal data shall be:

- a) processed lawfully, fairly and in a transparent manner in relation to the data subject (‘lawfulness, fairness and transparency’);
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall, in accordance with Article 89(1) of GDPR, not be considered to be incompatible with the initial purposes (‘purpose limitation’);
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed (‘data minimisation’);
- d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay (‘accuracy’);
- e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) of GDPR subject to implementation of the appropriate technical and organisational measures required by GDPR in order to safeguard the rights and freedoms of the data subject (‘storage limitation’);
- f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures (‘integrity and confidentiality’).

2. The controller shall be responsible for, and be able to demonstrate compliance with, paragraph 1 ('accountability').

1.3. Data Processors

The all-time list of data processors complete with contact information is available from Dicomlab Dental (see)

1.3.1. Dicomlab

Co-workers of Dicomlab Dental Ltd. who perform dental technical and customer support tasks.

1.3.2. Partner

A partner is a white label user of Dicomlab Cloud who uses Dicomlab Cloud in its own online domain with its own branding and make Dicomlab Cloud's services available for their registered dentists and mentors. Your partner is Dicomlab Dental Ltd., whose services are available at **dicomlab.com**.

1.3.3. Dentist

A dentist who is a registered user of Dicomlab Cloud.

1.3.4. Mentor

A mentor is a dentist contracted either with Dicomlab Dental or its Partners who can perform planning on Dicomlab Cloud for other dentists.

1.3.5. Medical Imaging Partner/CT Partner

Medical imaging service providers registered on Dicomlab Cloud who, at the request of a dentist, perform medical imaging of a given patient and upload it to Dicomlab Cloud. The list of registered imaging partners is available on Dicomlab Cloud.

1.3.6. Dental Laboratory

A dental laboratory that offers various dental technical services to the dentists registered on Dicomlab Cloud, based on its contractual relationship with Dicomlab Dental. Data of the specific dental laboratory fulfilling any specific order at any time are available during the service ordering process on Dicomlab Cloud.

1.3.7. Distributor

An agent who is appointed by a partner to serve dentists based on their country of residence. Your distributor is Dicomlab Dental Ltd.

1.3.8. Supplier

An agent appointed by the distributor to supply dentists with the goods they order. The all-time list of suppliers is available from your distributor.

1.3.9. Payment Service Provider

A service provider contracted to the distributor, who makes money transfer between the dentist and the distributor possible by technical means.

- The Payment Service Provider of Dicomlab Dental is Braintree:
<https://www.braintreepayments.com/>
- The privacy policy of Braintree is available at:
<https://www.braintreepayments.com/hu/legal/braintree-privacy-policy>.

1.3.10. Reseller

If the Dentist registers in Dicomlab's special partner subsystem and thus accepts a custom reseller agreement with a reseller specified there, then this legal entity is the dentist's reseller that issues the invoice after its orders through the platform and through whom the dentist settle its payments. The details of the reseller are set out in the accepted custom reseller agreement.

1.3.11. Courier

Legal and natural persons contracted to the distributor and/or supplier, who deliver the ordered goods to the dentists. The all-time list of couriers is available on Dicomlab Cloud during the ordering process.

1.3.12. Account manager

The Dentist may use a special registration page developed by Dicomlab for the account manager and accept the additional account management contract. In that case the entity named there is his/her account manager.

Henceforth collectively: data processors.

2. Specific data processing activities

2.1. Authentication, login

2.1.1. Purpose

To enable the safe authentication of the user and allow login to Dicomlab Cloud.

2.1.2. Data subjects

- Dentist
- Mentor
- CT partner
- Dental laboratory
- Distributor
- Partner

- Supplier

2.1.3. Processed personal data

- E-mail address
- Password

2.1.4. Data processor

- Dicomlab

2.1.5. Envisaged effect on the data subject

The data subject can log in to Dicomlab Cloud.

2.1.6. Are data subjects required to provide their data?

Yes, without this Dicomlab Cloud cannot be used.

2.1.7. Legal ground

Consent of the user given when registering to Dicomlab Cloud (GDPR Art. 6 (1)(a); Infotv. 5. § (1)).¹

2.1.8. Data processing and retention period

These data are processed while the data subject is registering to Dicomlab Cloud.

2.1.9. Profiling

No profiling is associated with this data processing activity.

2.2. Communication for support purposes

2.2.1. Purpose

To enable communication between Dicomlab Dental and the registered users of Dicomlab Cloud for support purposes.

2.2.2. Data subjects

- Dentist
- Mentor
- CT partner

2.2.3. Processed personal data

- Name
- E-mail
- Phone number

¹ See Section 5 for the applicable law.

- Billing and mailing address
- The public name of the dental practice or imaging laboratory
- Level of experience in implantology (for dentists only)

2.2.4. Data processor

- Dicomlab
- Distributor

2.2.5. Envisaged effect on the data subject

Dicomlab Dental can contact the user in connection with the management of the cases in Dicomlab Cloud, order placement, troubleshooting, etc. to support and guide the user if necessary.

2.2.6. Are data subjects required to provide their data?

Yes, this is necessary for the proper use of Dicomlab Cloud.

2.2.7. Legal ground

Consent of the user given when registering to Dicomlab Cloud (GDPR Art. 6 (1)(a); Infotv. 5. § (1)).

2.2.8. Data processing and retention period

Until the data subject's registration is deleted from Dicomlab Cloud.

2.2.9. Profiling

No profiling is associated with this data processing activity.

2.3. Processing of patient data for implant therapy

2.3.1. Purpose

To allow registered dentists/dental practices to provide their patients the patient-specific dental implantological surgical planning services of Dicomlab Cloud. Patient data are processed to make personalized treatment possible. These data are generated by the dentist/dental practice and/or the imaging partner. Furthermore, the imaging partner, if involved, can identify the patient so that the diagnostic images can be properly uploaded to Dicomlab Cloud.

2.3.2. Data subjects

- Patient

2.3.3. Processed personal data

- Name
- Gender

- Date of birth
- Planned date of the implant surgical intervention
- Diagnostic images as per the applied protocol (cone-beam CT or digital scan images)

2.3.4. Data processor

- Dicomlab
- Dentist
- Mentor
- CT partner

2.3.5. Envisaged effect on the data subject

The data processing does not have any specific effect on the patient and does not carry any inherent prominent risk. The data processing is required for the use of Dicomlab Cloud. The use of Dicomlab Cloud allows the dentist/dental practice to provide the patient a personalized dental/oral surgical treatment, which is safer and more precise than its conventional alternatives.

2.3.6. Are data subjects required to provide their data?

The patient is not required to provide his or her data, but without the data, the dentist/dental practice cannot provide the patient-specific services of Dicomlab Cloud to the patient.

2.3.7. Legal ground

The legal ground for the data processing is a) the contract between the dentist/dental practice and Dicomlab Dental pursuant to which Dicomlab Dental provides patient-specific surgical planning services to the dentist/dental practice and b) the permission of the patient given to the dentist/dental practice to use the patient's personal data to enable such patient-specific services.

2.3.8. Data processing and retention period

Data controller and data processors store patients' personal data recorded during the use of the Platform for as long time as the dentist or the dental practice requires. This usually means the period necessary to complete the dental or oral surgical treatment of the patient. However, if the patient approved that his/her dentist or dental practice could keep their personal data after the treatment for any legitimate purpose, then the data are stored until the withdrawal of the patient's (data subject's) consent pursuant to the Hungarian Act XLVII of 1997 on Processing and Protection of Medical and Other Related Personal Data ("Esztv").

2.3.9. Profiling

No profiling is associated with this data processing activity.

2.4. Processing of patient data for prosthetic therapy

2.4.1. Purpose

To allow registered dentists/dental practices to provide their patients the patient-specific prosthetic services of Dicomlab Cloud. Patient data are processed to make personalized treatment possible. These data are generated by the dentist.

2.4.2. Data subjects

- Patient

2.4.3. Processed personal data

- Name
- Gender
- Date of birth
- Planned date of the intervention
- Oral scan images

2.4.4. Data processor

- Dicomlab
- Dentist
- Dental laboratory

2.4.5. Envisaged effect on the data subject

The data processing does not have any specific effect on the patient and does not carry any inherent prominent risk. The data processing is required for the use of Dicomlab Cloud. The use of Dicomlab Cloud allows the dentist/dental practice to provide the patient a personalized dental prosthetic treatment that is more precise than its conventional alternatives.

2.4.6. Are data subjects required to provide their data?

The patient is not required to provide his or her data, but without the data, the dentist/dental practice cannot provide the patient-specific services of Dicomlab Cloud to the patient.

2.4.7. Legal ground

The legal ground for the data processing is a) the contract between the dentist/dental practice and Dicomlab Dental pursuant to which Dicomlab Dental provides patient-specific dental prosthetic services to the dentist/dental practice and b) the permission of the patient given to the dentist/dental practice to use the patient's personal data to enable such patient-specific services.

2.4.8. Data processing and retention period

Data controller and data processors store patients' personal data recorded during the use of the Platform for as long time as the dentist or the dental practice requires. This usually means

the period necessary to complete the dental or oral surgical treatment of the patient. However, if the patient approved that his/her dentist or dental practice could keep their personal data after the treatment for any legitimate purpose, then the data are stored until the withdrawal of the patient's (data subject's) consent pursuant to the Hungarian Act XLVII of 1997 on Processing and Protection of Medical and Other Related Personal Data ("Esztv").

2.4.9. Profiling

No profiling is associated with this data processing activity.

2.5. Mentoring

2.5.1. Purpose

To enable the mentoring feature of Dicomlab Cloud (see 1.4.4.).

2.5.2. Data subjects

- Patient
- Dentist

2.5.3. Processed personal data

- Name of the dentist
- Diagnostic images of the patient
- Patient's gender and date of birth
- The planned date of the implant surgical intervention

2.5.4. Data processor

- Mentor
- Dicomlab

2.5.5. Envisaged effect on the data subject

Dentist: The data processing does not carry any inherent prominent risk. The effect is that the dentist can be contacted during the mentoring process if the mentor has any specific question regarding the case, which increases the safety of the process. Patient: The data processing does not have any specific effect on the patient and does not carry any inherent prominent risk. The data processing is required for the use of Dicomlab Cloud.

2.5.6. Are data subjects required to provide their data?

The patient is not required to provide his or her data, but without the data, the dentist/dental practice cannot use the mentoring feature of Dicomlab Cloud, which means that the dentist must plan the implant surgery without this feature.

2.5.7. Legal ground

The legal ground for the data processing is a) the contract between the dentist/dental practice and Dicomlab Dental pursuant to which Dicomlab Dental provides the mentoring

feature to the dentist and b) the permission of the patient given to the dentist/dental practice to use the patient's personal data to be used in the process of mentoring. Furthermore, when opting to use the mentoring feature, the dentist gives explicit permission to the mentor to use patient data to prepare a surgical plan for the given case according to the dentist's instructions (GDPR Art. 6 (1)(a); Infotv. 5. § (1)).

2.5.8. Data processing and retention period

The mentor processes the data during the mentoring process only.

2.5.9. Profiling

No profiling is associated with this data processing activity.

2.6. Processing of data in connection with online purchases

2.6.1. Purpose

To enable order placement in Dicomlab Cloud and delivery of the ordered goods/services.

2.6.2. Data subjects

- Dentist

2.6.3. Processed personal data

- Name
- E-mail
- Phone number
- Billing and mailing address
- Public name of the dental practice
- Delivery address
- A list of the ordered goods/services with their quantities

2.6.4. Data processor

- Dicomlab
- Supplier
- Distributor
- Courier

2.6.5. Envisaged effect on the data subject

The ordered goods and services are delivered to the dentist.

2.6.6. Are data subjects required to provide their data?

Yes, delivery cannot be accomplished without these data.

2.6.7. Legal ground

Consent of the user when registering to Dicomlab Cloud and when placing the order (GDPR Art. 6 (1)(a); Infotv. 5. § (1)).

2.6.8. Data processing and retention period

Until the dentist's registration is deleted from Dicomlab Cloud.

2.6.9. Profiling

No profiling is associated with this data processing activity.

2.7. Processing of billing information

2.7.1. Purpose

To enable issuing invoices in a proper and lawful manner.

2.7.2. Data subjects

- Dentist

2.7.3. Processed personal data

- Name
- E-mail
- Billing address
- Community tax number
- A list of the ordered goods/services with their quantities

2.7.4. Data processor

- Distributor
- Reseller

2.7.5. Envisaged effect on the data subject

The data processing does not have any specific effect on the data subject and does not carry any inherent prominent risk. Its sole purpose is to allow invoices to be issued to the data subject.

2.7.6. Are data subjects required to provide their data?

Yes, it is necessary to meet the legal requirements regarding billing.

2.7.7. Legal ground

Consent of the user when registering to Dicomlab Cloud (GDPR Art. 6 (1)(a); Infotv. 5. § (1)).

2.7.8. Data processing and retention period

Until the deletion of the registration in Dicomlab Cloud. Note that pursuant to 169. § (2) of Act No. C of 2000 on accountancy (Sztv.), accounting documents are retained for a period of 8 years.

2.7.9. Profiling

No profiling is associated with this data processing activity.

2.8. Processing of payment card information

2.8.1. Purpose

To allow users to pay online for the ordered goods/services in Dicomlab Cloud.

2.8.2. Data subjects

- Dentist

2.8.3. Processed personal data

- Name
- Payment card details (number, expiry date, CVV)

2.8.4. Data processor

- Payment Service Provider

2.8.5. Envisaged effect on the data subject

The dentist can pay online for the ordered goods/services in Dicomlab Cloud.

2.8.6. Are data subjects required to provide their data?

Yes, valid payment information is necessary for order placement.

2.8.7. Legal ground

Consent of the user (GDPR Art. 6 (1)(a); Infotv. 5. § (1)).

2.8.8. Data processing and retention period

See the privacy policy of the provider at:

<https://www.braintreepayments.com/hu/legal/braintree-privacy-policy>

2.8.9 Profiling

See the privacy policy of the provider at:

<https://www.braintreepayments.com/hu/legal/braintree-privacy-policy>

2.9. Providing a list of imaging partners to dentists

2.9.1. Purpose

To enable contacts between dentists and CT partners registered in Dicomlab Cloud so that the dentists can use the services of the CT partners.

2.9.2. Data subjects

- CT partner

2.9.3. Processed personal data

- Name of the CT partner
- Address of the CT partner

2.9.4. Data processor

- Dentist
- Distributor
- Partner

2.9.5. Envisaged effect on the data subject

The information of the CT partner is visualized on a map and dentists can send patients for imaging to the CT partner.

2.9.6. Are data subjects required to provide their data?

Yes, without this, the purpose of their registration cannot be fulfilled.

2.9.7. Legal ground

Consent of the user given when registering to Dicomlab Cloud (GDPR Art. 6 (1)(a); Infotv. 5. § (1)).

2.9.8. Data processing and retention period

Until the registration of the data subject is deleted from Dicomlab Cloud.

2.9.9. Profiling

No profiling is associated with this data processing activity.

2.10. Retention of patient data to comply with regulations and to enable the data controller to pursue its legitimate interests

2.10.1. Purpose

To comply with the applicable laws and regulations and to foster the data controller's legitimate interest to pursue its interests in legal debates.

2.10.2. Data subjects

- Patient

2.10.3. Processed personal data

- Name
- Gender
- Date of birth
- The planned date of the intervention
- Diagnostic images (cone-beam CT and/or digital scan images)

2.10.4. Data processor

- Dicomlab

2.10.5. Envisaged effect on the data subject

None

2.10.6. Are data subjects required to provide their data?

The patient is not required to provide his or her data, but without the data, the dentist/dental practice cannot use Dicomlab Cloud's patient-specific features.

2.10.7. Legal ground

Compliance with the applicable law and the data controller's legitimate interest to be able to pursue its interests in legal debates.

2.10.8. Data processing and retention period

Patient data may be processed for the general limitation period of 5 years for civil law claims to enable data controller to pursue its legitimate interests in connection with the treatment provided to the patient using Dicomlab Cloud.

The patient's personal data that form part of the healthcare documentation, especially the diagnosis, pursuant to § 30 (1) of Esztv. will be retained for at least 30 years, the closing report for at least 50 years, while pursuant to § 30 (2) of Esztv. the diagnostic images (e.g. CT images) shall be kept for a period of 10 years, while the diagnosis based on the image shall be kept for 30 years from the date of the image).

Out of public interests, the data may be retained for longer than the statutory retention period, e.g. (public health-related) scientific research (GDPR Preamble (50), (52), (53), (54), (65), (159); § 30 (1) Esztv.).

2.10.9. Profiling

No profiling is associated with this data processing activity.

2.11. Providing the name and praxis data of the dentist for account management

2.11.1. Purpose

If the dentist registers through our account partner special registration page, his/her account manager can provide personalized support to the dentist.

2.11.2. Data subjects

- Dentist

2.11.3. Processed personal data

- Name of the Dentist
- Praxis data of the Dentist

2.11.4. Data processor

- Account manager

2.11.5. Envisaged effect on the data subject

The account manager can provide personalized support and advice.

2.11.6. Are data subjects required to provide their data?

The dentist must accept the specific conditions related to this data management for registration in the registration interface prepared for the account manager. If the dentist does not want it, he/she can register for Plaform in the general registration interface. In this case, the data management described in this section will not be implemented.

2.11.7. Legal ground

Consent of the user given when registering to Dicomlab Cloud (GDPR Art. 6 (1)(a); Infotv. 5. § (1)).

2.11.8. Data processing and retention period

Until the registration of the data subject is deleted from Dicomlab Cloud.

2.11.9. Profiling

No profiling is associated with this data processing activity.

3. Your rights as a data subject

You, as a data subject whose personal data are processed, are entitled to specific rights concerning the data processing activities. You may exercise these rights against the data controller.

You are entitled to the following rights:

- right to information,
- right to access,
- right to rectification,
- right to erasure, “right to be forgotten”,
- right to restrict processing,
- right to objection,
- right to data portability,
- right to withdraw consent,
- right to lodge a complaint with a supervisory authority,
- right to an effective judicial remedy.

3.1. Right to information

Data controller shall inform the data subject in detail, prior to the start of the data processing, upon the obtainment of the personal data at the latest, about the information concerning the data processing that is detailed in this privacy notice.

Data controller is responsible for informing the data subject before the data processing. The data subject may request information at any stage of the data processing from the data controller, beyond the initial information, as follows. In this case data controller shall provide the information immediately but within a month at the latest. The one-month deadline may be extended only in justified cases, with up to 2 months additionally.

Data controller may deny the information provision only if it can be demonstrated that the data subject is unidentifiable.

If the data controller does not take action on the request of the data subject, the controller shall inform the data subject without delay and within one month of receipt of the request at the latest about the reasons for not taking any action and on the right to lodging a complaint with a supervisory authority and seeking judicial remedy. This privacy notice contains detailed information concerning the complaints and the judicial procedure.

Data controller shall provide the information to the data subjects and take the relevant steps free of charge. However, in certain cases the data controller may charge a reasonable fee or may deny the information and any further action if the request of the data subject is clearly unfounded, repeated, or excessive.

3.2. Right to access

The data subjects shall have the right to obtain information from the data controller² as to whether or not personal data concerning them are being processed, and, where data are processed, data subjects may request access to the personal data and the following information:

Based on the right to access the data subjects are to be informed about the following pieces of information, if requested:

- a) purposes of the data processing;
- b) the categories of personal data concerned;
- c) the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organizations;
- d) where possible, the envisaged period for which the personal data will be stored;
- e) the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;
- f) the right to lodge a complaint with a supervisory authority³;
- g) where the personal data are not collected from the data subject, any available information as to their source;
- h) the existence of automated decision-making, including profiling, or the lack of thereof and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.

The controller shall provide a copy of the personal data undergoing processing. For any further copies requested by the data subject, the controller may charge a reasonable fee based on administrative costs.

Where the data subject makes the request by electronic means, and unless otherwise requested by the data subject, the information shall be provided in a commonly used electronic form.

3.3. Right to rectification

The data subjects shall have the right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning them. Taking into account the purposes

³ See under Right to complaint (3.9.)

of the processing, the data subject shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

3.4. Right to erasure, “right to be forgotten”

The Data subject shall have the right to obtain from the data controller the erasure of personal data concerning him/her without undue delay and the data controller shall have the obligation to erase personal data without undue delay where one of the following grounds applies:

- a) the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- b) the data subject withdraws consent on which the processing is based (e.g. newsletter service) and where there is no other legal ground for the processing;
- c) the data subject objects to the processing and there are no overriding legitimate grounds for the processing;
- d) the personal data have been unlawfully processed;
- e) the personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject;
- f) the personal data have been collected in relation to the offer of information society services.

Where the controller has made the personal data public and is obliged pursuant to paragraph 1 to erase the personal data, the controller, taking account of available technology and the cost of implementation, shall take reasonable steps, including technical measures, to inform controller which is processing the personal data that the data subject has requested the erasure by such controller of any links to, or copy or replication of, those personal data.

The data controller is not obliged to comply with the above detailed requests for erasure to the extent that the data processing is necessary:

- a) for exercising the right of freedom of expression and information;
- b) for compliance with a legal obligation which requires processing by Union or Member State law to which the controller is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- c) or reasons of public interest in the area of public health;
- d) for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in so far as the right to erasure is likely to render impossible or seriously impair the achievement of the objectives of that processing or
- e) for the establishment, exercise or defence of legal claims.

3.5. Right to restrict processing

The data subject shall have the right to obtain from the controller restriction of processing where one of the following applies:

- a) the accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data;
- b) the processing is unlawful, and the data subject opposes the erasure of the personal data and requests the restriction of their use instead;
- c) the controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims; or
- d) the data subject has objected to processing; in this case the restriction depends on the verification whether the legitimate grounds of the controller override those of the data subject.

Where processing has been restricted as detailed above, such personal data shall, with the exception of storage, only be processed with the data subject's consent or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the Union or of a Member State.

A data subject who has obtained restriction of processing shall be informed by the controller before the restriction of processing is lifted.

The controller shall communicate any rectification or erasure of personal data or restriction of processing carried out in accordance with Article 16, Article 17(1) and Article 18 of GDPR to each recipient to whom the personal data have been disclosed, unless this proves impossible or involves disproportionate effort. The controller shall inform the data subject about those recipients if the data subject requests it.

3.6. Right to objection

You, as a data subject, shall have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you. The controller shall no longer process the personal data unless the controller demonstrates compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defence of legal claims.

Where personal data are processed for direct marketing purposes (e.g. sending marketing mails to clients), the data subject shall have the right to object at any time to processing of personal data concerning him or her for such marketing, which includes profiling to the extent that it is related to such direct marketing. Where the data subject objects to processing for direct marketing purposes, the personal data shall no longer be processed for such purposes.

3.7. Right to data portability

The data subject shall have the right to receive the personal data concerning him or her, which he or she has provided to a controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, where

a) the processing is based on consent (e.g. newsletter service) or where the processing is based on the fulfilment of a contract between the parties (e.g. provision of Dicomlab Cloud and its elements); and

b) the data processing is carried out by automated means.

In exercising his or her right to data portability, the data subject shall have the right to have the personal data transmitted directly from one controller to another, where technically feasible.

The exercise of the right to data portability shall be without prejudice to the right to erasure. The right to data portability shall not adversely affect the rights and freedoms of others.

3.8. Right to withdraw consent

The data subject shall have the right to withdraw his or her consent at any time, if the legal basis of the data processing is the consent of the data subject (e.g. newsletter service). The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

3.9. Right to lodge a complaint with a supervisory authority

Without prejudice to any other administrative or judicial remedy, every data subject shall have the right to lodge a complaint with a supervisory authority, in particular in the Member State of his or her habitual residence, place of work or place of the alleged infringement if the data subject considers that the processing of personal data relating to him or her infringes the provisions of GDPR.

Complaints may be lodged at the National Authority for Data Protection and Freedom of Information. Contact information:

Seat: 1125 Budapest, Szilágyi Erzsébet fasor 22/C., Hungary

Mail address: 1530 Budapest, Pf.: 5.

Phone: 06 1 391 1400 Fax: 06 1 391 1410

Web: <http://www.naih.hu>

E-mail: ugyfelszolgalat@naih.hu

3.10. Right to an effective judicial remedy

3.10.1. Right to an effective judicial remedy against the supervisory authority

Without prejudice to any other administrative or non-judicial remedy, each natural or legal person shall have the right to an effective judicial remedy against a legally binding decision of a supervisory authority concerning them.

Without prejudice to any other administrative or non-judicial remedy, each data subject shall have the right to an effective judicial remedy where the supervisory authority which is competent pursuant to Articles 55 and 56 of GDPR does not handle a complaint or does not inform the data subject within three months on the progress or outcome of the complaint lodged pursuant to Article 77 of GDPR.

Proceedings against a supervisory authority shall be brought before the courts of the Member State where the supervisory authority is established.

3.10.2. Right to an effective judicial remedy against a controller or processor

Without prejudice to any available administrative or non-judicial remedy, including the right to lodge a complaint with a supervisory authority pursuant to Article 77 of GDPR, each data subject shall have the right to an effective judicial remedy where he or she considers that his or her rights under GDPR have been infringed as a result of the processing of his or her personal data in non-compliance with GDPR.

Proceedings against a controller or a processor shall be brought before the courts of the Member State where the controller or processor has an establishment. Dicomlab Dental Ltd. is a Hungarian company with seat in the city of Szeged, Hungary. The courts of competent jurisdiction in proceedings against Dicomlab Dental Ltd. are thus the Szeged District Court (Szegedi Járásbíróság) and, in the cases of special jurisdiction, the Szeged Regional Court (Szegedi Törvényszék).

Alternatively, such proceedings may be brought before the courts of the Member State where the data subject has his or her habitual residence, unless the controller or processor is a public authority of a Member State acting in the exercise of its public powers.

3.10.3. Right to compensation and liability

Any person who has suffered material or non-material damage as a result of an infringement of the provisions of GDPR shall have the right to receive compensation from the controller or processor for the damage suffered.

Any controller involved in processing shall be liable for the damage caused by processing which infringes the provisions of GDPR. You may claim compensation of damages or the payment of aggravated damages (restitution) primarily from the data controller.

A processor shall be liable for the damage caused by processing only where it has not complied with obligations of GDPR specifically directed to processors or where it has acted

outside or contrary to lawful instructions of the controller. The data processor may not be held liable for the actions of the data controller.

4. Data security

4.1. Storage of personal data and data security

The IT infrastructure, data storages and other hosting platforms of Dicomlab Dental are located at its seat and in the data centres of Google Cloud located in the European Union. In connection with the data processing of Google Cloud, please see:

<https://cloud.google.com/terms/data-processing-terms>

The IT devices and solutions for the data processing, especially the security systems are chosen and applied so that the processed personal data are accessible for the authorized persons, the authenticity and verification of the data are ensured, the lack of any changes can be demonstrated, and the information are protected against unauthorized access.

The personal data are protected with adequate measures, especially against unauthorized access, modifications, data breaches, data thefts, data leaks, data transfers, publications, erasure, or destruction and against accidental destruction or harms, furthermore against inaccessibility due to the change of the applied technology.

Dicomlab Dental ensures for the protection of the data records with adequate technical solutions so that the stored data should not be directly connectible or assignable to the data subject, unless prescribed by law.

With a view to the level of technical development as amended from time to time, we implement such technical, organizational, and structural measures for the security and safety of the data processing activities that provide an adequate level of security for the personal data.

The IT systems and networks of Dicomlab Dental and its partners are protected against hazardous human actions supported by IT devices (e.g., fraud, spying, sabotage, vandalism, viruses, electronic break-ins, etc.) and against natural events (e.g., fire and flood) or against other harmful events (e.g. service breakdown, etc.). Dicomlab Dental ensures the protection of the personal data by implementing server and software level protective measures and services.

Dicomlab Dental, in connection with the data processing activities, protects the personal data and ensures that only those can access the data who have authorization (secrecy), ensures the accuracy and completeness of the processing (integrity), arranges that the personal data are accessible for the authorized users (availability).

Please be informed that the personal data are partly transferred to Dicomlab Dental through the Internet. The security of data and electronic messages transmitted via the internet, irrespective of the applied protocol (e-mail, web, ftp, etc.), are vulnerable against network hazards that are aimed at fraudulent actions, objection against contracts or the revealing or modification of information. In order to prevent such hazards, Dicomlab Dental carries out each and every security measure that can be expected.

4.2. Data breach

Pursuant to GDPR, personal data breach is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed; In other words, personal data breach is any incident as a result of which your personal data may fall into the wrong hands.

In the case of a data breach, we report immediately, but within 72 hours after learning about the incident at the latest, the data breach to the competent supervisory authority and provide information to You as the data subject of the data processing if the data breach results in risk for your rights and freedoms.

5. Applicable law

5.1. International Law

REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 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 (General Data Protection Regulation) (GDPR);

5.2. Hungarian National Law

Act No. CXII of 2011 – on the informational self-determination and on the freedom of information (Infotv.);

Act No. XLVII of 1997 - on the processing and protection of health and other related data (Esztv.);

Act No. C of 2000 – on accountancy (Sztv.);

Act No. XLVIII of 2008 – on the basic conditions and certain limits of business advertising (Gr.);

Act No. V of 2013 – on the Civil Code (Ptk.).

6. Contact information

If you have questions regarding the data processing in connection with the operation of Dicomlab Cloud, you can turn to Dicomlab Dental as a data processor.

Contact information:

Name: Dicomlab Dental Kft.

Seat and mailing address: Magyarország 6726 Szeged, Szent Györgyi Albert utca 2.

e-mail: info@dicomlab.com

Phone: +36 62 737-304

Web: <https://www.dicomlab.com>

Customer Support Service: Dicomlab Help Desk: +36 30 624 9970

Representative: Dr. Endre Varga, CEO

e-mail: endre.varga@dicomlab.com

Data Protection Officer: dr. Ildikó Boross

e-mail: boros.ildo36@gmail.com