

Information Clause of Infermedica Customer Satisfaction Survey (NPS)

In accordance with Article 13 and 14 of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals 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) – hereinafter referred to as the “GDPR” – we hereby inform you that:

I. Personal Data Controller

The controller of your personal data (“Data Controller”) is Infermedica Sp. z o.o. with its registered office in Wrocław, Plac Solny 14 lok. 3, 50-062 Wrocław, Poland, KRS: 0000429183, NIP: 8971782877, REGON: 021889810. Infermedica has appointed a Data Protection Officer: Marcin Kaleta. DPO can be contacted at the following email address: dpo@infermedica.com.

II. Sources of your personal data

We may process your personal data you have provided to us directly or the data might be provided to us by your employer, commissioner or business partner in the course of cooperation with the Data Controller, whether on negotiations or performance stage.

III. Data Controller’s contact details

The Data Controller can be contacted:

1. by email: support@infermedica.com or dpo@infermedica.com
2. in writing, by sending correspondence to the address: Infermedica Sp. z o.o., Plac Solny 14 lok. 3, 50-062 Wrocław, Poland.

IV. Purposes and grounds for the processing

We process your personal data of the ordinary category for the following purposes:

1. to receive your opinion about Data Controller’s products, services and overall performance – on the basis of your consent (legal basis under Article 6(1)(a) of the GDPR),
2. to establish, assert or defend ourselves against claims related to negotiations and concluded contracts or the processing of your personal data – since the processing is necessary for us to pursue our legitimate interest (Article 6(1)(f) of the GDPR), namely being able to establish, assert or defend ourselves against claims.

V. Categories of data recipients

The recipients of your personal data may include:

1. entities authorized by law (courts, state authorities);
2. entities providing accounting, IT, marketing, communication, measurement and analytical, legal services;
3. our subcontractors and other entities with which the Data Controller cooperates.

VI. Right to withdraw consent

At any time you have the right to withdraw your consent to the processing of your personal data, by sending such a request to the Data Controller as indicated in point III. The withdrawal of consent does not affect the lawfulness of the processing based on your consent before its withdrawal.

VII. Transmission of data outside the European Economic Area

1. If the Data Controller transfers personal data outside the European Economic Area, i.e. to third countries, the transfer of personal data will be based on appropriate legal mechanisms such as a Commission Implementing Decision, standard contractual clauses or other similar legal instruments provided for in the GDPR, including your explicit consent.
2. You will have the right to obtain a copy of your personal data transferred to third countries at any time.

VIII. Data storage period

Your data will be processed by the Data Controller:

1. to measure the client's satisfaction and net promoter score- until the withdrawal of consent, or until the entity remains Data Controller's client and one year after that period.
2. to establish, assert or defend ourselves against claims – until such time as such claims become time-barred.

IX. Rights of data subjects:

In accordance with the GDPR, you have the following rights:

1. the right to request access to your data and to receive a copy of your data;
2. the right to object to the data processing;
3. the right to rectify (correct) your data;
4. the right to erasure;
5. the right to limit the processing of data;
6. the right to data portability;
7. the right to lodge a complaint to the supervisory authority (if the data are processed illegally, a relevant complaint may be lodged with the President of the Personal Data Protection Office or another competent supervisory authority).

In order to exercise your rights, you may send a request as indicated in point III. Please note that before exercising your rights, the Data Controller will have to identify you accordingly.

X. Information that the provision of data is voluntary

Providing your personal data on the basis of your consent is voluntary and is not a contractual obligation.