



## PRIVACY STATEMENT

Eurotransplant believes that the greatest attention should be given to handling personal data. For this reason, we process, manage, and protect your personal information with the utmost care in compliance with the requirements imposed on us by the General Data Protection Regulation (GDPR) (or in Dutch the “*Algemene Verordening Gegevensbescherming*” (AVG)).

### Who are we?

Eurotransplant is a non-profit organization that facilitates patient-oriented allocation and cross-border exchange of deceased donor organs. Active for transplant centers and their associated tissue typing laboratories and donor hospitals in eight countries, Eurotransplant ensures an optimal use of donor organs. Through conducting and facilitating scientific research Eurotransplant aims at a constant improvement of the outcome of organ transplantation.

### How do we process your personal data?

Eurotransplant processes your personal data in compliance with the General Data Protection Regulation. Personal data is defined as any details that could disclose information about an identified or identifiable natural person. The information we need to collect is largely dependent on which services you are using. We receive personal data of patients and donors from transplant centers and other professional institutions involved in the process of organ donation and transplantation. While using our website, we may ask you to provide us with certain personal information that can be used to contact or identify you. Personal information may include, but is not limited to, your name, address, email address and phone number. We shall use your personal information in accordance with these terms and conditions and with any additional statements appearing on forms used to submit your personal information.

### Purpose of the processing of personal data:

Eurotransplant processes personal data for the execution and reporting on its performance in the process of organ donation, allocation, and transplantation, as well as any other tasks essential for it to fulfill its stated objectives. We also use data to continuously improve the quality of our services, to ensure safe healthcare and advance scientific studies through audit, inspections, and research.

Eurotransplant collects personal data during and related to the following activities:

- listing patients on the waiting list;
- all relevant steps within waiting list;
- reporting donors to Eurotransplant;
- all relevant steps of the allocation process (matching/offering/acceptance/decline/procurement);
- transplantations;
- follow-up of transplants (registry).

### Protection of personal data:

Eurotransplant ensures that appropriate technical and organizational measures are in place to prevent the misuse, loss, or unlawful processing of personal data. This means that personal data is encrypted and sent via a secure connection. All employees who have access to your personal data are bound by a confidentiality clause. Employees only have access to your personal data if it is necessary for the performance of their duties and must ensure compliance with the principles of the Information Security Policy of Eurotransplant. For more information about our Information Security Policy and other policies see the policies page on our website.

Eurotransplant has a Quality Management System (QMS) and an Information Security System (ISMS) for managing their relevant quality and security risks in a controlled way. The QMS complies with the requirements of the ISO9001-standard and the ISMS complies with the requirements of the ISO27001-standard. Both management systems are certified by an acknowledged accreditation firm in July 2022 and are valid until July 2025.

### How long do we retain personal data?

Eurotransplant does not store personal data for any longer than is necessary for the purpose for which they are being processed or to fulfil legal requirements or patients' needs.

### Register of processing activities:

Eurotransplant maintains a register of all processing activities which fall within Eurotransplant's sphere of responsibilities.

### Who do we share data with?

Eurotransplant does not share your personal data with third parties without your permission. In case we engage third parties to perform services for us, we carefully select these parties and conclude processing agreements in which the party is obliged to keep your data confidential and to only process your personal data on our behalf. We may also disclose your information if we are legally required to do so.

### Your privacy rights:

You are entitled to information on your medical personal data and have the right to request that these details are corrected or deleted. If you wish to know which of your medical personal data has been processed by Eurotransplant, you should contact the transplantation center of your own hospital.

Eurotransplant has appointed a Data Protection Officer who is responsible for ensuring that all practices and processes within Eurotransplant are designed in compliance with the AVG on an ongoing basis. Our Data Protection Officer can be contacted via the following e-mail address:

[privacy@eurotransplant.org](mailto:privacy@eurotransplant.org).

### Email:

If you fill in a contact or registration form on the website, or send us an e-mail, the data you send to us will be kept for as long as the nature of the form or the content of your e-mail is required for the complete answering of your request and processing the data.

#### Click behavior:

Eurotransplant collects and stores general visiting data of this website. In this context, in particular the IP address of your computer, the possible username, the time of retrieval and data that the browser of a visitor sends, can be registered, and used for statistical analyzes of visiting and clicking behavior on the website. We use this data to optimize the operation of the website. The data is anonymized where possible and this information is not provided to third parties.

#### Newsletter:

We offer several newsletters per year in which we want to inform partners and interested parties about news of Eurotransplant, our services and related matters. Each newsletter contains information on how you can unsubscribe. The subscriber file of the newsletter is not provided to third parties.

#### Intellectual property rights:

Our website contains components which are protected by intellectual property rights. The logo of Eurotransplant is registered as a trademark at the Benelux Trademark Office. It is therefore not allowed to copy, disclose and/or change (components of) the website without permission of Eurotransplant.

#### Cookies:

Some parts of our website may contain cookies. Cookies are small pieces of information (files) that a website stores on your computer. The website instructs your browser to do so. Cookies are not used to obtain or save personal information. When you decide to adjust the settings of your browser, it is possible that you may not have access to certain areas of our website.

#### Other sites:

On our website you will find links to other websites. Eurotransplant is not responsible for the way these parties handle your personal information. We recommend that you read the privacy statement of the website you visit.

#### Changes:

Eurotransplant reserves the right to update or change this privacy statement anytime. Changes will be published on our website. We recommend that you check this statement periodically.

#### More information:

If you have any questions about our privacy policy, please let us know. You can send your message to: [privacy@eurotransplant.org](mailto:privacy@eurotransplant.org).