lopital®
If caregivers have a choice

Privacy Statement of Lopital Nederland B.V. and Lopital België BVBA

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Privacy Statement of Lopital Nederland B.V. and Lopital België BVBA

This Privacy Statement applies to Lopital Nederland B.V. and Lopital België BVBA (hereinafter: Lopital). This statement applies to all activities of Lopital. Lopital considers your privacy important, which is why we act in accordance with the General Data Protection Regulation (GDPR). We are responsible for the processing of personal data as set out in this Privacy Statement. Lopital receives your personal data through various channels. In this Privacy Statement, we explain what we do with the data and why we do this. In addition, we would like to inform you about what you can and may expect from us, and which privacy rights you have.

1. Responsible party

Lopital is the responsible party within the meaning of the GDPR.

2. Contact details

Name:	Lopital Nederland B.V.
Address:	Laarakkerweg 9
Postal code:	5061 JR Oisterwijk
E-mail:	info@lopital.nl
Telephone number:	013-5239300

3. Personal data we process

- Name and address details (name, address, place of residence);
- Bank account number (IBAN);
- Telephone number;
- Age or date of birth;
- Gender;
- Email address;
- If necessary: other data required for the performance, sale and services for which one has registered;
- Interaction data (for example, information received when we are contacted. For example, a note of the conversation with the participants is stored).

Lopital does not process special categories of personal data. If such data are provided by third parties, they will be deleted. Lopital collects personal data directly, but in some cases also through third parties, insofar as this is in accordance with the GDPR. You will always be informed about this.

4. Personal data of minors

We do not intend to collect data about website visitors who are under the age of 16. Unless they have permission from their parents or guardian. However, we cannot verify whether a visitor is older than 16. We therefore advise parents to be involved in their children's online activities, in order to prevent data about children from being collected without parental consent. If you are convinced that we have collected personal data about a minor without such consent, please contact us (email address at the bottom of this statement), and we will delete this information.

5. For what purpose and on what legal basis we process your data

Lopital's purpose is to provide products and services in the field of medical devices. Lopital achieves this purpose by organizing sales, maintenance and research. Lopital collects and processes personal data for clear and predetermined purposes, because this is necessary for, among other things:

- Entering into and performing agreements with customers;
- Maintaining records for invoicing purposes;
- Offering products and services, sending a newsletter, promotion and marketing purposes;
- Purchasing products and services;
- Surveying customers, suppliers and, where applicable, third parties for research purposes;
- Recording settings and preferences regarding the use of the website (via cookies);
- Entering into a collaboration with third parties;
- Our business operations; - complying with a legal obligation;
- Archiving purposes, whereby data are only used in legal proceedings or for historical, statistical or scientific purposes.

Lopital processes personal data through, among others, the customer service, sales and administration departments and the Lopital website. This is done on the basis of consent or the legitimate interest of Lopital, and only insofar as this is necessary for the relevant purpose or the agreed products and/or services. Outside the above-mentioned processing purposes, Lopital does not process personal data without prior consent.

It may occur that, in certain cases, data will be used in anonymized form for statistical analyses and reports.

The legal bases

- **Performance of an agreement:** to provide the services you request from us.
- **Legal obligation:** to comply with laws and regulations.
- **Consent:** for specific processing activities for which you have explicitly given consent.

- **Legitimate interest:** we process personal data on the basis of legitimate interest for the following purposes:
  - Improving our services and adapting our offering to the needs of our customers. This includes, for example, analyzing customer behavior to optimize our services.
  - Marketing purposes, such as sending newsletters or offers that may be of interest to you, based on the relationship we have established with you.

These processing activities are necessary for our business operations and the provision of valuable services to our customers. However, we have always weighed our legitimate interests against your rights and freedoms. We ensure that the processing of your data is minimally intrusive and that appropriate security measures are taken.

You always have the right to object to the processing of your personal data for marketing purposes or other legitimate interests, and you can withdraw this consent at any time. If you wish to object, you can contact us.

6. Subscribing to and unsubscribing from the newsletter

Lopital offers a newsletter through which interested parties are informed about news concerning the activities of our organization and related matters. The email address is only added to the mailing list with explicit consent. Each newsletter contains a link that allows you to unsubscribe. The newsletter mailing list is not provided to third parties.

7. Automated decision-making

Lopital does not use automated decision-making.

8. How long we retain your personal data

Lopital retains personal data in accordance with the GDPR. The data are not retained for longer than strictly necessary to achieve the purposes for which the data were collected. The retention periods are:

- **Tax data:** these data must legally be retained for 7 years, as required by tax legislation.
- **Other personal data:** data that are not subject to a statutory retention obligation are retained for as long as you are a customer and for a maximum of 2 years thereafter, in case there is still a corresponding relationship or legal obligation.

After the retention period has expired, the personal data are deleted or anonymized, unless there is another legal obligation to retain the data for longer.

9. Sharing personal data with third parties

Unless stated in this Privacy Statement, personal data are not rented, sold or otherwise shared with or provided to third parties. Lopital may share your personal data with third parties when you have given your consent to do so. Lopital provides personal data to enforcement authorities or fraud-fighting organizations when this is necessary to comply with a legal obligation (request).

On behalf of Lopital, business service providers may provide certain parts of the services in the performance of an agreement. Lopital makes arrangements with these processors to ensure the confidential and careful handling of personal data. These arrangements are contractually laid down in so-called 'data processing agreements'.

10. How Lopital protects personal data

Lopital handles personal data confidentially. Lopital also takes appropriate technical and organizational measures to ensure that personal data are protected. Lopital only shares personal data in accordance with this Privacy Statement and only with third parties when this is permitted and done with due care.

The measures we take are designed to ensure the security of personal data in line with the requirements of Article 32 of the GDPR, which requires companies to take appropriate measures to protect personal data against loss, unauthorized access and other security risks. We have implemented both technical and organizational measures, depending on the nature of the data processed and the risks we need to mitigate.

Technical measures such as monitoring, encryption, firewalls and antivirus software help to protect the data against digital threats.

Organizational measures such as role-based access and multi-factor authentication ensure that only authorized persons have access to personal data and that systems are regularly checked for security vulnerabilities.

If you have the impression that your data are not properly secured or there are indications of misuse, please contact us. If you have any questions about the security measures we take, you can always contact us.

11. The rights of the data subject are:

As a provider or data subject, you have various rights under the GDPR:

- Right of access;
- Right to be forgotten or deletion;
- Right to rectification or supplementation;
- Right to data portability;
- Right to withdraw consent;
- Right to restriction of processing;
- Right to object.

You have the right to access, correct or delete your personal data. In addition, you have the right to withdraw any consent for data processing or to object to the processing of your personal data by Lopital. You also have the right to data portability, which means that you can submit a request to us to send your personal data in a computer file to you or another party.

How you can exercise your rights

To exercise one of your rights, you can submit a request by contacting us via info@lopital.nl. For example, you can submit a request to access, correct or delete your data, or to object to the processing of your personal data.

To ensure that the request was actually made by you, we ask you to send a copy of your identity document. In this copy, black out your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number (BSN), to protect your privacy. We will respond to your request as soon as possible, but within four weeks. Complaints can be submitted to the Dutch Data Protection Authority. For this, see Complaints Dutch Data Protection Authority.

12. Transfer of personal data outside the EU

Lopital does not provide personal data to countries outside the EU, unless this is necessary for the performance of our services. In that case, your personal data may be transferred to the United States, for example for the use of Google Ads and Google Analytics, which place cookies on our website.

If data are transferred outside the EU, we ensure that this is done on the basis of the following safeguards:

- Adequacy decision of the European Commission, if applicable.
- Model contracts approved by the European Commission, which ensure the protection of your data.
- Explicit consent of data subjects for certain data processing activities.

13. Cookies, or similar technologies, that we use

Click behavior

General visitor data are recorded on Lopital's website, such as the most frequently requested pages. The purpose of these general visitor data is to optimize the layout of the website. Personal data are never collected via the internet without explicit instructions to do so, such as when requesting information.

Use of cookies

Lopital uses cookies via the website to facilitate the use of the website. A cookie is a simple small file that is sent along with pages of the website and stored by the browser on the hard drive of the computer. The information stored in it can be sent back to our server during a subsequent visit.

Accepting cookies

Lopital's website functions best when cookies are accepted.

Deleting or disabling cookies

You can opt out of cookies by setting the internet browser so that it no longer stores cookies. In addition, all information previously stored can also be deleted via the browser settings. For an explanation, see: https://veiliginternetten.nl/themes/situatie/cookies-wat-zijn-het-en-wat-doe-ik-ermee

Necessary/functional cookies

These cookies are necessary for the proper functioning of the website.

Analytical cookies

Analytical cookies collect information about how visitors use the website. This information helps Lopital to improve the website, so that it better meets their needs. Lopital uses Google Analytics for this purpose to create anonymized overviews of visitor traffic on the website.

14. This Privacy Statement was last amended on 28 March 2025

Lopital Nederland B.V. reserves the right to make changes to this Privacy Statement if necessary. You are responsible for keeping up to date with the latest version of this Privacy Statement. We recommend checking regularly whether any changes have been made.

Questions?

Do you have any questions or comments following this information? If so, please send an email to info@lopital.nl