

Privacy statement

HumanCapitalCare B.V.

Version 3.2

Classification: public

HumanCapitalCare B.V. is part of HumanTotalCare B.V. and is registered with the Chamber of Commerce under number 06082138

Contents

Introduction 4

 Processing of personal data by HumanCapitalCare..... 4

SECTION A 5

 Personal data processed by HumanCapitalCare..... 5

 Purposes 5

 Basis for processing 6

 Retention period..... 6

 Transfer of personal data to third parties 7

 Your employer..... 7

 Intervention parties 7

 UWV 8

 Absence insurers 8

 Dutch Centre for Occupational Disease ('Nederlands Centrum voor Beroepsziekten') 8

 Parties with which we cooperate for scientific and research purposes 8

SECTION B 9

 Data of visitors to the website of HumanCapitalCare 9

 Categories of Personal data 9

 Purposes..... 9

 Basis 9

 Retention period 10

 Data of suppliers of goods and services to HumanCapitalCare..... 10

 Categories of personal data 10

 Purposes..... 10

 Basis 10

 Retention period 10

 Data of employees of HumanCapitalCare 10

 Data of job applicants..... 11

 Categories of personal data 11

 Purposes..... 11

 Basis 11

 Retention period 11

 Processing of personal data for commercial communications 11

 Categories of personal data 11

Purposes.....	11
Basis	12
Retention period	12
SECTION C	13
Security	13
Disclosure of personal data to third parties	13
Your rights.....	13
Complaints Procedure – where to go with complaints	14
Cookies.....	14
Where to find this Privacy Statement?.....	15
Entry into force of the Privacy Statement	15

Introduction

Processing of personal data by HumanCapitalCare

This Privacy Statement applies to the processing of personal data by HumanCapitalCare B.V. ("HumanCapitalCare") for the purpose of our services in the field of labour, vitality and health. Processing of personal data is understood to include among other things the collection, storage, recording, modification, retrieval, consultation or erasure of personal data.

HumanCapitalCare is an innovative service and healthcare provider. We advise and support employers with regard to the implementation of integrated health management and help employees remain durably employable throughout their working life. For that purpose we offer custom-made services on the basis of an extensive portfolio of products and services in the field of prevention, absence and interventions, intended to keep employees competent, motivated and healthy.

We handle any personal data which we process with a great deal of care and in accordance with the applicable legislation and regulations, including the General Data Protection Regulation ('GDPR')¹.

That means among other things that HumanCapitalCare:

- will inform you in clear terms and in a transparent way about the way in which and purposes for which your personal data is processed;
- will only process personal data for a specific purpose and only in case a lawful basis of the processing exists as referred to in the GDPR;
- will take appropriate technical and organisational measures to protect personal data against destruction or loss;
- will inform you about your rights with respect to the personal data processed by HumanCapitalCare.

As a provider of healthcare HumanCapitalCare processes personal data of employees of its customers. The law requires HumanCapitalCare to process this data. If HumanCapitalCare provides healthcare to employees it compiles an occupational healthcare file of these employees. In that file, data, including personal data, is stored. In this Privacy Statement we explain how we handle the personal data of the employees to whom we provide healthcare for this purpose. This is addressed in **Section A** of this Privacy Statement.

In addition to personal data of employees, we also process several other categories of personal data in our organisation, including personal data of our suppliers and personal data of the visitors of our website. In **Section B** we explain how we handle these other categories of personal data.

Section C contains a number of general provisions. Here, you can read among other things how we secure your personal data and who is available for your questions about this Privacy Statement.

This Privacy Statement has been drawn up and is managed under the responsibility of the management of HumanCapitalCare.

¹ The Dutch name of GDPR is 'Algemene Verordening Gegevensbescherming' ('AVG'). Our privacy statement is also available in Dutch on our website.

SECTION A

Personal data processed by HumanCapitalCare

Acting as a provider of healthcare HumanCapitalCare processes the following personal data:

- Personal data, including:
 - Name and address data;
 - Email address;
 - Telephone number;
 - Date of birth;
 - Gender;
 - Nursing address of sick employee;
 - Employee ID²;
 - Citizen Service Number.

- Sensitive personal data, including:
 - Health information, such as the date of the employee's sickness notification, date of the recovery notification, presumed duration of absence, whether one of the fall-back provisions of the Dutch Sickness Benefits Act ('Ziektewet') applies, whether the Dutch Work and Income according to labour capacity Act ('Wet Werk en Inkomen naar Arbeidsvermogen') applies to the employee, whether a sick employee has been involved in a traffic accident, and health information which is obtained by means of questionnaires completed by the employee for the purpose of preventative healthcare;
 - Medical information concerning your health, which is processed by us and which is subject to medical confidentiality, which is needed for the evaluation of your work capacity (or disability), support during absence and reintegration, progress of treatment and information required for the purpose of providing preventative healthcare to the employee;

Purposes

HumanCapitalCare processes the above personal data in order to be able to perform services in the field of integrated health management, labour conditions, absence support, reintegration, interventions, prevention, health examinations, evaluations and vaccinations to employers and employees. In addition, we may process personal data for research purposes, to the extent that this is permitted under privacy legislation and regulations. Examples of such research are preparing reports, such as absence reports and group reports or (absence) statistics. In addition, we conduct research for the purpose of improving the quality of our services to employees. Research is only conducted with anonymised data. The reports and statistics for an employer or his employee participation body only contain data at a group level and do not contain personal data that can be traced back to an individual person.

HumanCapitalCare ensures that the personal data is safely stored and cannot be accessed by unauthorised persons.

² This refers to the Employee ID or a different code that is specifically linked to an employee and replaces the Citizen Service Number as a key value, as described in the Nationale Verzuimstandaard ('NVS') 2017. This standard is endorsed by health and safety services that are members of the OVAL sector association and is managed by Stichting Sivi.

Basis for processing

HumanCapitalCare processes the personal data because it is legally obliged to do so on the basis of the Dutch Medical Treatment Contracts Act ('Wet op de geneeskundige behandelingsovereenkomst' 'Wgbo'), the Dutch Working Conditions Act ('Arbeidsomstandighedenwet') and contractual obligations with employers and employees. HumanCapitalCare processes only the personal data which it requires for the performance of these statutory and contractual obligations, such as compilation of an occupational health file for each employee we support.

On the basis of the Dutch Healthcare Quality, Complaints, and Disputes Act ('Wet kwaliteit, klachten en geschillen in de zorg') and the Dutch Act on the Use of the Citizen Service Number in Healthcare ('Wet gebruik Burgerservicenummer in de zorg') HumanCapitalCare processes the citizen service number of employees to ensure that the personal data to be processed for the purpose of provision of care applies to that particular client.

Necessary personal data of employees will only be made available to HumanCapitalCare when the law obliges HumanCapitalCare to process such data, i.e. at the moment at which the provision of healthcare to an employee starts. In case no care is provided, no personal data of employees will be made available to HumanCapitalCare. This is ensured by the software which we make available to employers and employees for the purpose of the performance of integrated healthcare management.

In addition to our statutory or contractual obligations, we may process your personal data in case you specifically consent to the processing for a certain purpose.

Retention period

Personal data processed by us on the basis of the Dutch Medical Treatment Contracts Act will be retained by us for at least 20 years after termination of your employment with your employer or after termination of the agreement between your employer and HumanCapitalCare.

When determining the retention period of the personal data processed by us, HumanCapitalCare complies with the general guidelines for the retention and erasure of medical records of the Royal Dutch Medical Association ('Koninklijke Nederlandse Maatschappij ter bevordering der Geneeskunst', 'KNMG').

Subject to the KNMG guidelines the following summarised principles apply to the retention and erasure of medical data:

- A. We will retain your personal data during a period of 20 years after:
 - termination of your employment with your employer;
 - termination of our service contract with your employer;
 - your death.

- B. In case of exposure to hazardous substances – depending on the substance to which you have been exposed - we will retain your personal data for 30 or 40 years after termination of your employment with your employer, termination of our service contract with your employer or your death.

- C. After termination of your employment or termination of our service contract with your employer we may receive a request to transfer your personal data to your new occupational physician or health and safety service. In that case we will transfer your personal data related to current cases of disease to your new occupational physician or health and safety service, after which we will not retain such data any longer. Personal data that relates only to resolved cases of disease will be retained by us during the statutory retention period of 20 years, or 30 or 40 years in case of exposure to hazardous substances.
- D. In cases other than those referred to under A through C we will retain your personal data for a longer period of time in case the law requires us to retain your personal data for a longer period of time or in case longer retention of your personal data should result from due care of a medical practitioner. In addition to that we may retain your personal data for a longer period of time after your express approval.

Transfer of personal data to third parties

Below we will explain in which cases we may transfer your personal data to third parties.

Your employer

We may transfer only the following (personal) data to your employer:

- A. Work which you are no longer or still able to perform (functional limitations, remaining possibilities and implications for the kind of work which you are still able to perform);
- B. Expected duration of absence;
- C. The extent to which you are disabled (on the basis of functional limitations, remaining possibilities and implications for the kind of work you are still able to perform);
- D. Any advice on modifications, work-related facilities or interventions which your employer needs to introduce for your reintegration.

Before we transfer the above data to your employer you will be informed about the content matter of the information we transfer to your employer.

Any other data of you that is processed by us is subject to medical confidentiality of the occupational physician and will not be disclosed to your employer, unless you have given us your express approval to do so. For that purpose you will sign an authorisation which is stored in your occupational health file.

The absence statements or group reports which we may transfer to your employer are anonymised and do not contain any personal data.

Intervention parties

We may make your personal data available to persons who are directly involved in your treatment or occupational health support, to the extent that this is necessary for the performance of their duties. This may be for instance a physiotherapist or psychologist to whom you are referred in consultation with the occupational physician as part of your reintegration. We transfer personal data to those intervention parties only in case these persons are registered under the Dutch Healthcare

Professionals Act ('Wet op de beroepen in de individuele gezondheidszorg, Wet BIG') and we have made contractual agreements with them on the processing of your personal data.

UWV

We may transfer your personal data to the Dutch Institute for Employee Benefit Schemes ('Uitvoeringsinstituut Werknemersverzekeringen', 'UWV') to the extent that this is necessary for the performance of the duties of UWV under the Dutch SUWI Act ('Wet SUWI'). That may for instance be the case if you apply for benefits under the Dutch Work and Income According to Labour Capacity Act ('Wet Werk en Inkomen naar Arbeidsvermogen', 'WIA'). In that case, the occupational physician will provide among other things a current evaluation of your sickness and medical information which are necessary for the insurance physician of UWV to evaluate your medical situation.

Absence insurers

We will transfer non-medical data, including data concerning the sickness and recovery notification and administrative information, to absence insurers to the extent that such data is necessary for the insurer to determine the amount of your benefit.

Dutch Centre for Occupational Disease ('Nederlands Centrum voor Beroepsziekten')

We have a statutory obligation to notify the Dutch Centre for Occupational Disease of occupational diseases for scientific and statistical purposes. The information we transfer cannot be traced back to one person; therefore we do not transfer any of your personal data to the Dutch Centre for Occupational Disease.

Parties with which we cooperate for scientific and research purposes

In case we cooperate with third parties for the purpose of research we will transfer to these third parties only anonymised data to the extent that this is necessary to conduct the research. Personal data will never be made available to third parties for this purpose.

SECTION B

Data of visitors to the website of HumanCapitalCare

Categories of Personal data

In case you visit our website and ask a question or request information from us by means of the contact form, the following personal data of you may be processed:

- A. Name;
- B. Email address;

In case you wish to submit a complaint through our website, the following information will be requested from you:

- A. Company name and address information;
- B. Name;
- C. Email address;
- D. Telephone number;
- E. Address;
- F. Postcode;
- G. Place of residence.

In case you register for subscription to one of our newsletters through our website, we will process the following personal data of you:

- A. Name of educational institution or organization;
- B. Gender;
- C. Name;
- D. Email address.

Purposes

HumanCapitalCare processes the above personal data for the following purposes:

- To respond to your question/complaint;
- To process your remark;
- To send you the information requested;
- To process your subscription to our newsletter and sending you our newsletter.

Basis

In case you ask us a question or request information HumanCapitalCare has a legitimate interest to process the above personal data. Processing of this data is necessary for the proper handling of your request.

In case you wish to subscribe to our newsletter we will process your personal data only after your explicit approval. You can withdraw your approval at all times by notifying us of this in writing.

Retention period

Personal data of visitors to the website will be deleted after your request or question has been responded to, your remark has been processed or you unsubscribe from our newsletter.

Data of suppliers of goods and services to HumanCapitalCare

Categories of personal data

In case HumanCapitalCare enters into a business relationship with a supplier of goods and services for operational (business) purposes, the following personal data may be processed:

- A. First name and surname;
- B. Email address;
- C. Business telephone number;
- D. Business address and place;
- E. Position;
- F. Name of the company you work for.

Purposes

HumanCapitalCare processes the above personal data for the following purposes:

- To process invoices;
- To maintain the business network of HumanCapitalCare.

Basis

HumanCapitalCare processes the above personal data because it is necessary to be able to perform agreements with suppliers.

Retention period

The personal data or data carriers containing personal data, which is necessary to comply with our duty to keep records, will be retained by us during the statutory retention period. Other personal data will be deleted after termination of the relationship with our suppliers.

Data of employees of HumanCapitalCare

We process personal data of our employees. The processing of employee personal data is not addressed in this Privacy Statement. At the time the employment commences, we explain to our employees how we handle their personal data.

Data of job applicants

Categories of personal data

If you apply for a job with HumanCapitalCare the following personal data of you will be processed by HumanCapitalCare:

- A. Name;
- B. Email address;
- C. Address;
- D. Place of residence;
- E. Telephone number.

Purposes

The above personal data is processed in order to ensure a proper application procedure, including:

- To be able to contact you for making an appointment or giving feedback;
- To be able to evaluate your profile for the position for which you applied.

Basis

If you apply for a job with us, HumanCapitalCare will have a legitimate interest in processing the above personal data. Processing this data is necessary in order to ensure a proper application process.

Retention period

Your personal data will be deleted four weeks after the vacancy has been filled, unless you have given your express approval for storage of your personal data for a longer period of time.

Processing of personal data for commercial communications

Categories of personal data

We may use your contact information for sending information on the services we provide. In that case we will process the following personal data of you:

- A. Name;
- B. Email address.

Purposes

The above personal data is processed to send targeted commercial communications to (prospective) customers in order to provide information on the services and products of HumanCapitalCare.

You can at all times unsubscribe from receiving commercial communications from HumanCapitalCare.

Basis

If you are a customer of HumanCapitalCare we have a legitimate interest in processing your personal data in order to send commercial messages to you. We consider it important to properly maintain our customer relationships and provide our customers with relevant information.

We will send commercial messages to prospective customers only after having obtained their express approval for this.

Retention period

Your personal data will be deleted when:

- the customer does not have any relationship with HumanCapitalCare any longer;
- a prospective customer has withdrawn its express approval for sending commercial messages;
- you have unsubscribed from receiving commercial communications of HumanCapitalCare.

SECTION C

Security

Adequate security of your personal data is very important. HumanCapitalCare has implemented all reasonable and appropriate technical and organisational measures in order to secure the confidentiality, integrity and availability of your personal data. We will process your data only in the Netherlands. Personal data is not transferred to countries outside the European Economic Area ('EEA').

In order to demonstrably guarantee the security of your personal data HumanCapitalCare has an ISO 9001, ISO 27001 and NEN 7510 certification.

In case, despite the security precautions taken, a security incident would occur, we will take the appropriate measures to limit any consequences for your privacy as much as possible.

Disclosure of personal data to third parties

In cases other than those referred to in Section A, HumanCapitalCare does not actively disclose any personal data to third parties. In case HumanCapitalCare would disclose personal data to third parties, HumanCapitalCare will always obtain prior permission from you, unless such permission is not required by law.

Your rights

You have the right to request from us in writing:

- **Access to your personal data.** You may ask us whether we process personal data of you. If that is the case we will explain what personal data of you is processed by us, in what way and for what purposes we do this. You may also request from us a copy of your personal data that we process;
- **Rectification of your personal data.** If in your opinion, your personal data processed by us is incorrect or incomplete, you may request us to complete or modify your data;
- **Erasure of your personal data.** You may request us to delete your personal data processed by us. After receipt of a request to that effect we will erase your personal data without undue delay if:
 - the data is no longer necessary for the purpose for which it has been processed by us;
 - you do not give us your consent to process your personal data any longer;
 - you object to the processing of the personal data and there is no reason why we may process the data any longer;
 - the data was processed by us for the purpose of direct marketing;
 - the personal data should not have been processed by us ('unlawful processing');
 - the law requires us to erase the personal data.
- **Restriction of processing of your personal data.** In some cases you may wish that the processing of your personal data is restricted. In that case you may request from us restriction of processing. We will comply with such a request in the following cases:
 - It is your opinion that your personal data which we process, is incorrect. We will not use this personal data until the data has been verified and possibly modified or completed;
 - We should not have processed the personal data but you do not wish us to (fully) erase your personal data;

- We do not need your personal data any longer but you wish to be able to use this data in order to establish a claim or instigate legal proceedings;
- You object to our processing of your personal data and we have not yet evaluated your objection.

If processing of your personal data is subject to a restriction, we will process this data only with your consent. Before the restriction is lifted, we will inform you of that.

- **Transfer of your personal data in a commonly used format ('right of data portability').** You may request from us a copy of your personal data which we process. We will provide you with a copy in a commonly used format which can be used for instance if you wish to transfer the data to a different service provider, such as a different health and safety service. In case this is technically possible for us and if you wish, we can directly transmit the personal data to your new service provider. On the basis of your right to erasure, you may request us to erase your personal data. Possibly, this request (also) concerns personal data which we have provided to another service provider. In case we are obliged to erase your personal data further to your request, we will – insofar as possible – notify the service provider about your request to erase the personal data. This will allow the service provider to also erase the data.
- **Information about recipients of a notification regarding rectification or erasure or personal data of restriction of processing.** Upon your request, we may rectify or erase your personal data or we may restrict the processing of your personal data. The personal data concerning your request may have been disclosed to a third party recipient. In that case, we will communicate any rectification of erasure of personal data, or any restriction of the processing of your personal data, to these third party recipients. Upon your request, we will inform you about these recipients.

You also have the right to **object** in writing to the processing of your personal data. In case you object, we will request you to explain to us why you do not agree with processing of your personal data.

After we have received a request to exercise the rights indicated above, we will inform you about the action we have taken upon your request as soon as possible and no later than one month upon receipt of your request. In some cases, we may need more time to respond to your request. If that is the case, we will notify you as soon as possible and no later than one month upon receipt of your request. We may in such a case extend the term to respond to your request by a maximum of two months. In case we do not take any action upon your request, we will inform you as soon as possible and no later than one month upon receipt of your request. In that case, you have the right to lodge a complaint with the Dutch Data Protection Authority.

Complaints Procedure – where to go with complaints

If, in your opinion, we do not comply with the provisions of this Statement or we do not respect your rights with regard to processing of your personal data, you may submit your complaint using the [complaint form](#) on our website. Our complaints procedure applies. The procedure is available on our website.

Cookies

HumanCapitalCare uses cookies on its website. In our [cookie statement](#) you can find more information about what cookies are and which cookies HumanCapitalCare uses on its website.

Contact Information

In case you have any questions about this Privacy Statement, our Cookie Statement or the processing of your personal data by HumanCapitalCare, please contact our Data Protection Officer by means of the contact information below.

HumanCapitalCare B.V.
Attn. Data Protection Officer
Science Park Eindhoven 5127
5692 ED Son
Telephone: 040-20 66 900
Email address: privacy@humancapitalcare.nl

Where to find this Privacy Statement?

The Regulation is available on and can be downloaded free of charge from the website www.humancapitalcare.nl.

Entry into force of the Privacy Statement

We reserve the right to modify this Privacy Statement. Modifications will be published on our website. It is recommended to consult this Privacy Statement regularly, so as to be informed of any modifications.

This Privacy Statement was last updated on 22 April 2020