

Privacy statement of EuroherbsPharmacy

(version 22-05-2018)

1. General

EuroherbsPharmacy is committed to the protection of your privacy, the security of your personal information and of your medication record.

To provide good pharmaceutical care, we make record of your contact information and pharmaceutical information. We do this in line with the regulations of the Medical Treatment Agreement (WGBO) and the General Data Protection Regulation (AVG).

We need your personal information for various services. Examples include answering questions, to draw up an invoice for the delivery of the ordered products.

2. Use of personal data

We use your information only for the provision of pharmaceutical care and the associated administration and we secure your data against infringement by third parties. We keep your data as long as necessary for the provision of our care and as long as the law requires us to keep your data, and as long as necessary to investigate potential new drug therapies. After this period, we will delete your data at your request. We exchange information with other health care providers such as general practitioners, specialists, dentists, veterinarians, pharmacists, hospitals, physiotherapists, herbal therapists, acupuncturists, orthomolecular therapists, homeopaths, anthroposophists and other naturopathic doctors and therapists. We do this through secure systems and only when necessary in relation to a current demand for care or after your permission. If data have been obtained by permission, then you have the right to revoke this consent again. Our employees access your data only when necessary to perform their duties. By using our services you automatically consent to our employees to see your data. All employees of EuroherbsPharmacy have a duty of confidentiality to ensure your privacy. We ask for your permission before we make your medication data available to hospitals, doctors and other pharmacies.

3. Security

We have engaged ICT suppliers for the maintenance and management of our information provision. We have carefully selected these suppliers and made clear agreements with them about confidentiality and security. Further, security measures are applied according to the NEN7510 - a standard for information in the health care. If - despite our actions - it would happen that third parties gain unauthorized access to your information, we will report it to the Authority of Personal data.

4. Cookies

EuroherbsPharmacy uses cookies to improve its services and website. When you go to the website, it will be remembered using a cookie. Cookies are small files stored by your browser on the hard drive of your computer. You can disable cookies in your browser, although this may limit the functionality and usability of the website. Using cookies we can optimize our website to the needs and preferences of our customers.

5. Your rights, a.o. insight and correction

You are entitled to have insight in your data. If it appears that information about you is incorrect or incomplete you have the right to have us correct your data, to supplement or remove. Here it may occur that it is not possible to (fully) comply with a request (for instance if your insight leads to an invasion of the privacy of others). If you want to see your data, you should contact EuroherbsPharmacy through our email or postal address or our phone number (see our data under "Contact").

6. Complaints

If you have complaints or compliments about the way we treat your information, please contact our Data Protection Officer. If you do not come to a consensus with our Data Protection Officer, you have the right to file a complaint with the Authority for Personal Data. You may contact our Data Protection Officer via the foundation Privacy Care (Dutch: Privacyzorg), www.privacyzorg.nl, email: servicedesk@privacyzorg.nl, of which we are a member.

7. Adjustment privacy statement

EuroherbsPharmacy can modify this privacy statement. At any time you can consult the privacy statement applicable at that time on this website. EuroherbsPharmacy advises you to do so at least before you provide personal information to EuroherbsPharmacy.

8. Contact

If you have questions or comments about the privacy policy of EuroherbsPharmacy, please contact:

EuroherbsPharmacy BV
Weteringweg 14
2641 KM Pijnacker - The Netherlands

Email: info@euroherbs.nl

Tel: +31 15 369 45 85