
	LAR GROUP DATA PROTECTION	REVISION 0
	DPN-02-05-01-EN	2021
	PRIVACY NOTICE PATIENTS	EFF: ALL

1. PRIVACY POLICY PATIENTS


- 1.1 **DATA PROCESSING.** LAR Group collects and processes personal data (**Personal Data**) including medical data when we are on mission for **you** (e.g. SAMU helicopter missions, air medical repatriation), or if we are on any humanitarian mission. LAR Group is committed to respecting your privacy and protecting your Personal Data in accordance with the EU General Data Protection Regulation 2016/679 (**GDPR**). This Privacy Policy applies where LAR Group processes your Personal Data as a controller with respect to the Personal Data we process.
- 1.2 **DATA PROTECTION OFFICER.** LAR Group has appointed a data protection officer (**DPO**), who can be contacted at dpo@lar.lu
- 1.3 **PERSONAL DATA.** The following categories of Personal Data may be processed by us to enable us to provide our assistance:
- a. identification data and personal details: for example, names, gender, date of birth/age, marital status;
 - b. contact details: address, telephone number, e-mail address;
 - c. financial data: for example, bank account number(s) and other information necessary for billing purposes;
 - d. health data: for example, diagnoses or symptoms, prescriptions and medications given, medical procedures performed;
 - e. physical and psychological data (weight, height, personality, temperament);
 - f. type of assistance/service provided;
 - g. data in relation to your insurance coverage (such as your policy reference number); Or if necessary photo/video recordings.
 - h. details from treating healthcare professionals and any relevant associated reports or information such as third party medical opinions or advice.

Beside information you provide to us on a voluntary basis, we may collect Personal Data from third parties such as your general practitioner, treating healthcare professionals and services providers (e.g., doctors, hospitals, ambulances), persons/organisations involved in providing you with services, relevant insurance companies, local agents or ground support, family members.

- 1.4 **PURPOSES.** We process your Personal Data for the following purposes:
- a. for medical treatment: to provide, coordinate, or manage your medical treatment or healthcare services provided to you, and for treatment and care coordination purposes,
 - b. for our medical operations (medical transportation, management of our medical activities, management of medical prescriptions and drugs, quality assessment for medical activities, statistics, review of our medical employees activities, training of our medical employees),
 - c. for invoicing & billing: billing of treatment/services provided by us to an insurance company, or a third party,
 - d. for communication to social security or insurances companies for the reimbursement of health expenses.
 - e. for the establishment, exercise or defence of legal claims.

	LAR GROUP DATA PROTECTION	REVISION 0
	DPN-02-05-01-EN	2021
	PRIVACY NOTICE PATIENTS	EFF: ALL

- 1.5 **LEGAL BASIS.** The processing of your Personal Data is based on the following grounds:
- a. for the performance of our contractual obligations,
 - b. for compliance with legal obligations to which we are subject (for example, for the management of operational data, or for processing in connection with accounting and other obligatory work processes),
 - c. for our legitimate interests such as, for example; administration of your health data, communication with communication data (e-mail, correspondence, phone), billing and accounting, market and opinion research to meet our economic self-interest as well as for further development of our medical service,
 - d. for the provision of healthcare, to protect your vital interests,
 - e. for reasons of substantial public interest;
 - f. for a public interest in the area of public health.
- 1.6 **DATA RECIPIENTS.** LAR Group may share your Personal Data internally. We may also share your Personal Data with certain third-parties (e.g., hospitals/doctors or other persons/organisations involved in the provision of medical treatment, shipper/ordering person or LAR customer) or competent local authorities (e.g., police, customs, aviation, public health administration) as necessary to achieve our above-mentioned purposes.
- 1.7 **DATA TRANSFERS OUTSIDE THE EU/EEA.** We do not transfer your Personal Data outside the EU/EEA for our internal recruitment process. However, if a specific situation requires to transfer Personal Data to a recipient outside of the EU/EEA, you should be aware that, in general, legal protection for personal data in countries outside the EU/EEA may not be equivalent to the level of protection in the EU/EEA. However we take steps to put in place suitable safeguards to protect your Personal Data, such as entering into EC approved standard contractual clauses. Further information on such safeguards can be obtained by contacting our DPO: dpo@lar.lu.
- 1.8 **DATA RETENTION.** We will retain your personal data for as long as required to deliver our services, and to meet our legal obligations (generally for 10 years from the termination of the patient handling but this retention period could also be extended to 30 years if data involved is necessary in the context of civil liability).
- 1.9 **YOUR STATUTORY RIGHTS.** You have certain rights concerning your Personal Data as mentioned below, and can exercise them by contacting our DPO at :
- a. **Access right.** You have the right to access your Personal Data. We process a large quantity of information, and can thus request, in accordance with the law, that before the information is delivered, you specify the information or processing activities to which your request relates.
 - b. **Right to rectification.** You can ask us to rectify, correct or update inaccurate and/or incorrect data;
 - c. **Other rights.** In certain limited cases (in which case we will analyse whether the conditions for the exercise of such rights are fulfilled, in line with the law), you may object to, or request the limitation of, the processing of your Personal Data, or request the erasure or portability of your Personal Data. You should note that the law authorizes us to retain and continue processing certain Personal Data, even where you have exercised your rights to object or erasure, for legitimate and compelling reasons such as

	LAR GROUP DATA PROTECTION	REVISION 0
	DPN-02-05-01-EN	2021
	PRIVACY NOTICE PATIENTS	EFF: ALL

compliance with applicable law. Finally, you can contact the Luxembourg data protection authority: *Commission nationale pour la protection des données (CNPD)* to introduce a claim.

- 1.10 **CHANGES TO THE POLICY.** Changes may occur in the way we process Personal Data. This Privacy Policy will be updated to reflect these changes. The revision number and the date are recorded on this page. All changes become effective when a new update is posted unless indicated otherwise. Thus, we encourage you to check this page regularly.
- 1.11 **TRANSLATION.** These present legal notes are written in French, English and German but only the French version will be decisive in cases of litigation.