

Data protection provisions for MediGuide

We use MediGuide, a specialized service provider that enables our members to obtain medical second opinions from a network of international medical experts.

MediGuide ensures that members can access medical second opinions on complex medical issues or diagnoses in order to make informed decisions about their health. Within the scope of the services offered, MediGuide only processes the personal data that is necessary for the provision of medical services. This includes, in particular, first names, surnames, dates of birth, address data, e-mail addresses, telephone numbers and detailed health information, including diagnoses, medical reports and examination results.

The health information, including diagnoses, medical reports and examination results, is provided to MediGuide by yourself as a member of our insurance company. As an insurer, we only provide MediGuide with your insurance number and data that you have voluntarily entered in a contact form. However, you do not necessarily have to use the contact form provided. You can also contact MediGuide by e-mail at clinical@mediguide.com

As a member of our insurance company, you can upload your medical documents and make inquiries on a secure platform provided by MediGuide. MediGuide analyzes and processes the documents you provide and makes them available to selected medical specialists. The specialists can be based in different countries around the world. These experts review the medical documents, prepare medical second opinions and make treatment recommendations. After the assessment, MediGuide transmits the medical second opinion to the member electronically via the secure platform.

Data is always transmitted via SSL-encrypted connections to ensure that sensitive data cannot be viewed or intercepted without authorization. All activities performed by members on the MediGuide platform, such as uploading and retrieving documents, are logged in order to make the process transparent and traceable. In addition, IP addresses, device type, browser used, access times and similar technical data are processed for security purposes. In the event of support requests or complaints, MediGuide stores the communication history in order to be able to process and track user concerns effectively.

The operating company of the service and therefore the recipient of the personal data is: MediGuide International, LLC, 4550 Linden Hill Road, Ste 103, Wilmington, DE 19808, USA. The data protection officer and representative according to Art. 27 GDPR in the European Union and the EEA is: Prof. Dr. h.c. Heiko Jonny Maniero, Franz-Joseph-Str. 11, 80801 Munich, Germany. The representative for purposes of Swiss data

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protection law is: Prof. Dr. h.c. Heiko Jonny Maniero, c/o Cancellarius AG, Pflanzschulstrasse 3, 8400 Winterthur, Switzerland. The representative under UK data protection law is: Prof. Dr. h.c. Heiko Jonny Maniero, 120 High Road, East Finchley, N2 9ED, London, England, United Kingdom.

The company operating the service is based in a third country, namely the USA. Transfers to third countries may be based on the conclusion of standard contractual clauses or other suitable or appropriate safeguards referred to in Art. 46 (2) GDPR. The operating company of the service may be a certified member of one or more of the data privacy frameworks. You can find more information at <https://www.dataprivacyframework.gov/list>.

You can request a copy of the suitable or appropriate safeguards from us or MediGuide.

Purposes for which the personal data are to be processed and the legal basis for the processing: The purpose of the processing is the procurement and provision of medical second opinions by international specialists and the handling of the required data transmissions. The processing is based on consent pursuant to Art. 6 (1) (a) GDPR and based on explicit consent pursuant to Art. 49 (1) (1) (a) GDPR and on Art. 6 (1) (b) GDPR, a contract to which the data subject is a party.

The criteria for determining the duration for which the personal data is processed are statutory or contractual retention periods. The provision of personal data is neither required by law or contract nor necessary for the conclusion of a contract. You are not obliged to provide MediGuide with personal data. However, if you do not provide it, you will not be able to use MediGuide's services.

Further information and the applicable data protection provisions of MediGuide can be found at <https://www.mediguide.com/privacy-policy/>

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