

1. CONSENT TO THE PROCESSING OF PERSONAL DATA

1.1. When accessing the website www.misericordiasaude.pt, the **Personal Data Holder** (hereinafter referred to as “**Data Holder**”) is requested to provide **PLANIMED** with certain personal data which are referred to below as “**personal data**”.

1.2. When providing their personal data, the **Data Holder** expressly authorizes their processing, thus allowing the collection and processing of personal data by **PLANIMED**, in accordance with current legislation, namely **Regulation (EU)** no. 2016/679, of April 27 which establishes the rules applicable to the processing of personal data by the institutions, bodies and agencies of the European Union and other legislation on the Protection of Personal Data.

2. DESCRIPTION OF THE WAY PERSONAL DATA COLLECTION

The collection of personal data from the **Data Holder** is carried out by filling out forms on this website that will be processed and stored by **PLANIMED**.

3. OBJECTIVES AND PURPOSE OF PROCESSING PERSONAL DATA

3.1. The processing of the **Data Holder's** personal data will be exclusively for processing related to pre-contractual relationships or arising from the contract concluded with the Data Holder, including its renewals. This data will be kept in a way that allows the identification of data subjects until the relationships have definitively ceased.

3.2. Your personal data will also be collected and processed for the purposes of using the Website and marketing (communication of information and Planimed Premium products), under the strict terms selected by you, and cannot be further processed in a manner incompatible with this purpose.

3.3. The processing of your personal data by **PLANIMED** also has the following objectives and purposes:

- Marketing of Misericórdias Saúde Services;
- Management of the relationship with the titular beneficiary;
- Process and litigation management;
- Compliance with legal obligations;
- Detection and Prevention of fraudulent activities;
- Use of the internal reporting system;
- Disclosure and promotion according to the data subject's consent.

4. STORAGE OF PERSONAL DATA

4.1. The **Data Holder's** personal data is maintained by **PLANIMED** as long as relations between **PLANIMED** and the **Data Holder** remain in force or the purpose for which they were collected continues, in order to allow the **Data Holder** to be identified until that these relationships have definitively ceased.

4.2. Personal data collected by Planimed is stored for the minimum time necessary for the purposes for which it was processed, not exceeding 730 days since the last update.

5. UPDATING PERSONAL DATA

The **Data Holder** must keep their data updated and Planimed reserves the right to request this same update.

6. COLLECTION OF COMPLEMENTARY PERSONAL DATA THROUGH OTHER ENTITIES

PLANIMED may collect personal data through public bodies, specialized companies or other private entities to confirm or complement the elements collected necessary to manage the contractual relationship.

7. PROVISION OF PERSONAL DATA

7.1. The **Data Holder's** personal data may be transferred to judicial or administrative authorities, if required by legal obligation, if such obligation is incumbent on **PLANIMED**.

7.2. **PLANIMED** will share the personal data subject to processing with entities subcontracted for a specific purpose and to which consent was given by the holder of personal data and which have the same guarantees of treatment, security and use of the personal data transferred, namely with entities such as **Real Vida ADVANCECARE, ANIMADOMUS, LETS CALL, KNOCK, QUANDOR e ZOHO**.

7.3. Your personal data will not be provided by **PLANIMED** without the consent of the data subject to direct marketing companies or other entities that use mailing lists to advertise their products and/or services.

8. DUTIES OF ENTITIES INVOLVED IN THE PROCESSING OF PERSONAL DATA

8.1. All entities involved in the processing of personal data are obliged to comply with current legislation on the protection of personal data, particularly with regard to the processing, security and confidentiality of personal data.

8.2. All **PLANIMED** employees and subcontracting entities are obliged to keep personal data confidential, in accordance with legal provisions on the protection of personal data.

9. RIGHTS OF THE PERSONAL DATA HOLDER

9.1. The holder of personal data may exercise their rights in accordance with legislation on the protection of personal data with **PLANIMED**, such as:

- Withdraw consent regarding the processing of personal data;
- Opposition by the Holder to the continuation of the Processing of Personal data;

- Request access, updating, rectification and portability of Personal data;
- Request deletion including the “RIGHT TO BE FORGOTTEN” and also file a complaint with the Control Authority - National Data Protection Commission.

9.2. Any request for clarification or request regarding the protection of the holder's personal data must be sent by registered mail or email to the following addresses:

PLANIMED Premium - Health Plan Management, Limited
Attention Data Protection Officer
Rua das Marinhas do Tejo, nº 121 2690 - 370 Santa Iria de Azóia
E-mail: dpo@misericordiasaude.pt