



## Patient Information: Data Protection

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### 1. Who is Responsible for Data Processing and Whom Can You Contact?

We,

**Kurzentrums Bad Hofgastein GmbH & Co KG**  
Senator-Wilhelm-Wiffling-Platz 1  
5630 Bad Hofgastein

as the data protection officer, take all necessary measures to protect your personal data. For any questions related to data protection, please contact our data protection official at [datenschutz@alpentherme.com](mailto:datenschutz@alpentherme.com).

### 2. How Do We Use Your Data – and On What Legal Basis?

We collect your data (name, address, date of birth, social security number, insurance carrier, gender, diagnosis, employment status) from the electronically transmitted therapy authorization or referral form. The provision of your personal data is legally and contractually required. Without this data, we generally cannot enter into or execute a contract with you. However, you are not obliged to consent to the processing of data that is not relevant for the performance of the contract or not legally required.

We process the collected data for managing patient records, planning, executing, documenting, and aftercare of medical, therapeutic, and rehabilitative measures, as well as handling billing.

Processing is for the fulfillment of contractual obligations or pre-contractual measures according to Art. 6 (1) lit b GDPR. Any further processing of your data will only occur with your consent (Art. 6 (1) lit a GDPR) or due to a legal obligation (Art. 6 (1) lit c GDPR). If the processing is based on consent, you can revoke it at any time by email to [datenschutz@alpentherme.com](mailto:datenschutz@alpentherme.com). The legality of the processing carried out based on your consent until the point of revocation shall not be affected.

For special categories of data, e.g., health data, the processing is based on your explicit consent (Art. 9 (2) lit a GDPR), the protection of vital interests (Art. 9 (2) lit c GDPR), or health care (Art. 9 (2) lit h GDPR).

This includes all data categories resulting from the therapy authorization or referral form, particularly your basic data and the referral diagnosis.

### 3. Who Receives My Data (and Why)?

To fulfill our contractual obligations, our processors (social insurance providers, Gasteiner Heilstollen operators, accommodation providers) may receive your data. Additionally, lawyers and collection agencies may receive your data if necessary to enforce our claims arising from the contract.

Apart from our processors, the following recipients may also receive your data: healthcare providers and transport companies.

No transfer to a third country or international organization occurs.

#### **4. How Long Will My Data Be Stored?**

We store your data only as long as necessary for the respective processing purposes. Once the data is no longer required for fulfilling contractual or legal obligations, it will be deleted. Additionally, your data will be stored as long as necessary for the enforcement of legal claims.

#### **5. What Data Protection Rights Do I Have?**

You have the right to request information about your data processed by us (Art. 15 GDPR). If your data is not (or no longer) correct, you can request a correction (Art. 16 GDPR). If your data is incomplete, you can request completion. Additionally, you have the right to deletion of your data (Art. 17 GDPR), restriction of your data processing (Art. 18 GDPR), and data portability (Art. 20 GDPR). If data is processed based on legitimate interests, you have the right to object. Furthermore, you can revoke any given consent at any time by email to [datenschutz@alpentherme.com](mailto:datenschutz@alpentherme.com).

If we have disclosed your data to third parties, we will inform these third parties about any correction, deletion of data, or restriction of processing according to Art 16, Art 17 (1), and Art 18 GDPR unless this proves impossible or involves a disproportionate effort.

#### **6. How Can I Assert My Data Protection Rights?**

To assert your rights, please contact us by email at [datenschutz@alpentherme.com](mailto:datenschutz@alpentherme.com). To ensure the protection of your rights and privacy, we may request additional information (e.g., a copy of your ID) to verify your identity.

You have the right to lodge a complaint with the data protection authority (Barichgasse 40-42, 1030 Vienna) if you believe that the processing of your personal data is not lawful.