

Privacy policy and use of cookies on the NEO HOSPITAL website

This documents concerns processing and protection of personal data relating to Users (hereinafter: **‘the User’**) in connection with their use of the website **www.neohospital.pl** (hereinafter **‘the Website’**) and has been prepared by NEO HOSPITAL Spółka z ograniczoną odpowiedzialnością ONE Spółka komandytowa with its registered office in Krakow, ul. Kostrzewskiego 47, Company Registration Number (REGON): 381308576, Tax IN-No. (NIP): 7010859986 (hereinafter: **‘NEO HOSPITAL’**).

In order to ensure protection of its Users’ personal data, NEO HOSPITAL applies appropriate organisational and technical solutions aimed at preventing any interference with their privacy. Measures taken by NEO HOSPITAL ensure an adequate level of safety to meet the requirements of applicable laws, including:

1. Act of 10th May 2018 on the Protection of Personal Data;
2. Regulation (EU) 2016/679 of the European Parliament and of the Council of 27th April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation);
3. Act of 18th July 2002 on Provision of Services by Electronic Means;
4. Act of 16th July 2004 Telecommunications Law.

The use of the Website is protected by means of the Secure Sockets Layer (SSL) Protocol which secures data transmission over the internet.

I. Glossary of terms

1. **Cookies/Cookie files** – a small amount of information saved by the server on the User’s computer which can be read by the server each time this computer connects to it.
2. **SSL protocol** – a special data transfer standard in which transmission is encrypted in contrast to ordinary transfer where transmission uses open text;
3. **System log** – this is information which is provided to the server by the User’s computer at each connection; it can contain various data (e.g. IP number) based on which it is possible to accurately determine where the connection came from;
4. **IP address** – an individual number that as a rule each computer connected to the internet has; the IP address can be static, i.e. permanently assigned to a computer, or dynamic, i.e. allocated for a particular connection.

II. Cookie files

The use of the Website is protected by means of the Secure Sockets Layer (SSL) Protocol which secures data transmission over the internet. Pursuant to art. 173 of the Act of 16th July 2004 Telecommunications Law, the Website uses cookie files, i.e. information data, in particular text files, which are stored on the User’s end device. Cookies are used in order to:

1. facilitate the use of the Website for the User;
2. recognise the User at a subsequent connection of the Website with the device on which they were saved;
3. create statistics that help understand how Website Users use websites and consequently make it possible to improve their structure and content;
4. adapt the content of the Website pages to the User's particular preferences and to optimise the use of such Website pages according to the User's individual needs.

Cookies usually contain the name of the website they come from, duration of storage on the end device as well as a unique number. Within the Website we use the following types of cookies:

- **'session'** – stored on the User's end device until they log out, leave the Website or close the browser;
- **'persistent'** – stored on the User's end device for a time specified in the cookie parameters or until they are deleted by the User;
- **'performance'** – collect information about the way in which the Website is used;
- **'strictly necessary'** – enable Users to take advantage of the services that are available on the Website;
- **'functionality'** – allow the Website to remember choices made by the User concerning the settings and User interface;
- **'same-site'** – managed by the Website;
- **'third-party'** – from external websites, other than the Website.

The Website uses the following cookies files:

Name of cookie	Type	Purpose of saving
__utma	Persistent 2 years	This file stores information on the number of views for a particular user.
_utmt	Persistent 10 min	This file processes user's requests and generates statistics concerning website traffic.
_utmb	Persistent 30 min	This file stores time and duration of visit.
_utmc	Session	This file stores time and duration of visit.
_utmz	Persistent 6 months	This file identifies the source of traffic to the site.

_utmv	Persistent 2 years	This file stores non-standard user-level data and generates statistics concerning website traffic.
_ga	Persistent 2 years	This file is used to distinguish users for the purpose of gathering information on website visits.
_gid	Persistent 24 hrs	Files used to distinguish users.
_gat	Persistent 1 min	Files used to throttle request rate.
Facebook cookies		You should familiarise yourself with Facebook cookie policy : https://en-gb.facebook.com/policies/cookies/
Other Google cookies		You should familiarise yourself with Google cookie policy : https://policies.google.com/technologies/types?hl=en

Cookie mechanism on the Website

Our Website uses cookie files which facilitate the use of its resources. Cookies contain useful information and are stored on the User's computer; our server can read them when the same computer connects with it again. Most internet browsers allow cookies on the User's end device by default. Each User of our Website can change cookie settings in their web browser:

- **Google Chrome**

Click menu (at the top right), click More and then Settings > Advanced setting. Under 'Privacy and security', click Site settings. In the section 'Cookies' you can change the following cookie settings:

- Remove cookies;
- Block cookies by default;
- Allow cookies by default;
- Keep cookies local data only until you quit your browser;
- Allow or block cookies for a specific site.

- **Internet Explorer 6.0 or 7.0**

In the browser menu (top right corner): Tools> Internet Options >Privacy, Websites button. Use slider to set the level, save the change by clicking OK.

- **Mozilla Firefox**

In the browser menu (top right corner): Tools>Options > Select the Privacy & Security panel. Set Firefox will to: Use custom settings for history. Check mark Accept cookies from sites to enable Cookies, and uncheck it to disable them.

- **Opera**

Click on the Opera icon in the upper left corner and select Preferences from the drop-down list. Select Privacy and Security and go to the Cookies section. Check or uncheck t Cookies.

- **Safari**

Click Safari in the top left-hand corner of the menu bar, and select Preferences from the drop-down list. Now select the Privacy tab. Here you can select the privacy level in the area 'Accept cookies'.

After turning off cookies in their browser User will still have access to the resources that are stored on our Website. Internet browsing software, i.e. a web browser typically allows cookies on the User's end device by default. Website Users can make changes in the relevant settings. Internet browsers have the option of deleting all cookies. It is also possible to automatically block cookies. User can find detailed information in the Help section or documentation of their browser.

If User does not want to receive cookies they can change settings in their browser. However, disabling cookies, which are essential for the processes of authentication, security or maintaining user preferences, may render the use of the Website more difficult or in some extreme cases even impossible.

III. Personal data

Data Controller and Data Protection Supervisor

The Controller of data concerning Users and collected by means of the Website is NEO HOSPITAL Spółka z ograniczoną odpowiedzialnością ONE Spółka komandytowa with its registered office in Warsaw, ul. Czerniakowska 209 lok. 1, 00-436 Warszawa, Company Registration Number (REGON): 381308576, Tax IN-No. (NIP): 7010859986.

The Data Protection Supervisor is Mr Michał Ważydrąg who can be contacted by email: security@neohospital.pl.

Data storage

With regard to the use of the Website by the User, we store HTTP requests to the server. The content visited is identified by URL and concerns:

- public IP address of the end device that the request came from;
- name of User's station – identification by HTTP protocol if at all possible;
- User name provided during the authorisation process;
- time of request;
- first line of HTTP request;
- HTTP response code;
- amount of data sent by the server;
- referrer URL (of the website previously visited by User) if the Website was accessed through an external link;
- information on User's browser;
- information on errors that occurred during HTTP transaction.

The above indicated data are not associated with particular individuals browsing the Website pages. The Website does not automatically collect any information except the information contained in cookies. Information gathered in this manner is used for purposes which include:

- Website management;
- detection of safety threats;
- analysis of aggregate Website traffic.

Processing of personal data

User-related data collected through the Website can be used in order to adjust the content of the Website to the User's needs and in order to provide responses to enquiries sent by the User by means of the contact form.

The Users' personal data are not transferred to international organizations or third-party countries.

Personal data collected by means of forms to which the User gave consent are processed for the purpose and in the scope necessary to correctly handle the task. Details are specified in appropriate clauses under the particular forms.

User's rights

With regard to the process of processing their data, the User is entitled to have access to the data, to correct the data, delete them or restrict their processing; also, to file a complaint to the supervisory authority for protection of personal data, i.e. the President of the Personal Data Protection Office.

IV. Additional information

1. The Website may contain external links enabling Users to directly access other websites; additionally, third-party cookie files, in particular Google cookies, may be saved on your device in order to enable you to take advantage of the Website functionalities integrated with other websites.

Each of the providers specifies their own cookie policy as part of their privacy policy; therefore for safety reasons we recommend that you familiarise yourself with relevant documents concerning privacy policy prior to accessing such websites.

2. We reserve the right to amend the above privacy policy by announcing a new policy on our Website. The amended privacy policy will appear on the website with a new date.

NEO HOSPITAL