

Confidentiality, Data Protection and Use of Patient Information (GDPR)

1) Who we are

IAKENTRO is a leading IVF center in Greece. IAKENTRO's modern settings devoted to serving women and men, providing innovative, specialized services in the fields of in vitro fertilization (IVF), maternal-fetal medicine, and genetic and molecular biology. With a humane approach and psychological support for the couple, we aim for the best possible outcome relating to prevention and treatment.

2) Purpose for collecting data

At IAKENTRO we collect and hold information about you to enable us to give you the correct care and treatment. The information will be kept as paper records, electronically (eg. in electronic patient records or digital images) or both. The information forms part of your health record and is kept to give you the most optimal treatment and to allow healthcare professionals involved at different stages of your care to have access to your medical history, such as IVF treatments, operations or tests.

3) Why we collect information about you

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have plan to provide to you. These electronic and/or paper records include:

- basic details about you, such as address, phone number, email address, date of birth
- contact we have had with you such as appointments
- notes and reports about your health
- details and records about your treatment and care
- results of investigations such as laboratory test results
- relevant information from people who care for you and know you well, for example, other healthcare professionals.

The source of all information that we hold about you will either be directly from you, or from healthcare professionals or medical doctors that have come into contact with you. We do not access data about you from publicly accessible sources.

4) How your records are used

We use your records to:

- provide a solid basis for any treatment or advice we give to you
- make sure your treatment is safe, effective and based on the latest robust scientific evidence and to ensure the advice we provide is appropriate and relevant to you
- work effectively with others providing you with treatment or advice
- evaluate your care and properly investigate your concerns if you raise a complaint

5) responsibility and information usage

We have a responsibility to:

- maintain full and accurate records of the care we provide to you
- keep records about you confidential, secure and accurate

Members of the clinical teams providing your care may share your personal health information with each other. These teams may include:

- healthcare professionals (such as doctors, nurses, embryologists)
- operations and administrative support staff

All our staff are required to protect your information, inform you of how your information will be used, and allow you to decide if, and how your information can be shared. All our staff are expected to make sure information is kept confidential and receive regular training on how to do this.

6) Information security

We work hard to protect IAKENTRO from unauthorized access to or unauthorized alteration, disclosure or destruction of information that we hold. In particular:

- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems.
- We restrict access to personal information to IAKENTRO employees.

7) Data sharing to third parties.

IAKENTRO does not share information with any other organization. Thus, in compliance with the GDPR, we do not pass your data on to any third party.

8) Retention periods.

Medical Records will be kept in a manner that ensures access for at least 10 years

Your details are relevant to us for tax purposes, we will keep your data for at least five years after the submission deadline of the relevant tax year.

9) Cookies

Like most webpages, our web pages use "cookies". A cookie is a small file of letters and numbers that we place on your computer or mobile device if you agree. These cookies allow us to distinguish you from other users of our website, which helps us to provide you with a good experience when you browse our website and also allow us to improve our website.

If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use. Please refer to your browser information for disabling cookies.

10) Google Analytics

When someone visits our website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behavior patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

11) Your rights and your data.

You have the right to request to see the information that we hold about you.

You have the right to rectification, which means the right to ask us to amend any data we hold about you which is not accurate.

You have the right to request that we delete your data. In some circumstances this may not be possible if we need to retain some of your data to comply with legal obligations that we have. We will notify you if this is the case.

You have the right to restrict processing which means to inform us if you only wish us to use your data for certain purposes.

You have the right to change or withdraw consent that you have given about how your information or data may be used.

12) Enquiries and complaints

if you have concerns or complaints please do not hesitate to contact us: info@iakentro.gr