



[Privacy Policy](#)

Ambuce Rescue Team

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1 About us: Ambuce Rescue Team

The Ambuce Rescue Team (hereafter referred to as: ART*) is an organisation that takes care of urgent and non-urgent transport of patients, preventive assistance and repatriation over all of Belgium and is the collective term of the following enterprises:

ART (Ambuce Rescue Team NV), Bijkhoevelaan 8, 2110 Wijnegem, BE 0878 991 927

ATE (Ambuce training and education VZW), Bijkhoevelaan 8, 2110 Wijnegem, BE 0477 280 481

AMB (Ambumed vzw – Medical and paramedical association for urgent medical assistance and professional transport of patients), Bijkhoevelaan 8B, 2110 Wijnegem, BE 0469 789 014

During the exercise of the activities of ART* it processes personal data amongst other things. The present privacy policy contains the policy regarding the processing of personal data by ART* acting as data controller in the sense of the General Data Protection Regulations (GDPR).

According to article 20 § 1 of the Royal Decree of 14 December 2018 regarding the stipulation of the rules and the content of the registration by ambulance services and of the annual report, the ambulance service must inform the persons concerned (patients) of the articles 15 up to 22 of the GDPR in the framework of urgent patient transport. Therefore ART*, acting as processor of the FPS Health, has established the present privacy policy.

In case of questions or remarks about the processing of your personal data you can always contact the Data Protection Officer (hereafter referred to as: DPO) of ART* at dpo@ambuce.be.

ART* understands the importance of the protection of personal data and the concerns of its employees, (contacts of) clients, (contacts of) suppliers and other persons with whom she has contact regarding the processing of their personal data. ART* always takes the protection of personal data carefully in consideration at the different treatments of personal data.

With the help of the present privacy policy ART* wants to inform you in a clear way about the processing of your personal data. The present privacy policy has last been updated on 15/05/2023.

2 Basic principles

We process your personal data because we have or have had a direct or indirect link with you.

During the processing of your personal data, we always take into account the following basic principles:

- Each time we will clearly and transparently explain for what purposes we will use the personal data.

- The data we collect from patients are meant to offer a high-quality assistance and service and also to facilitate invoicing.
- We only process those data that we absolutely need to enable us to provide our services.
- We thrive to process your data accurately and correctly.
- We monitor the retention period of your data, so that we do not keep them longer than necessary.
- We take measures ensuring that your data are protected against access to unauthorised persons and against loss or destruction.
- We transfer our responsibility for your personal data to all persons who come into contact with them.

3 Processing of personal data

3.1 The processing ground and the purposes of the processing

ART* processes your personal data in accordance with its privacy policy and as far as strictly necessary.

Within the framework of the client and supplier relationship we do this on the basis of our contract and the protection of our interests: to have an image of your needs and to offer you a better service.

The processing of your personal data fits within the following processing purposes:

Direct Marketing and communication :

- To react on your (online) questions about our products and services, to inform you on our products and services;
- To improve our products and services;
- To examine complaints about our products and services;
- To periodically send emails with information on our products and services, or other information of which we believe that it could be of interest for you;

Client management :

- To process the order, delivery and payment of the products and/or services
- In case of training :
 - To keep track of attendances at a training, which can lead to the issuance of a certificate
 - To keep track of attendances at a training in order to be able to request for a refund from a sector federation
 - To keep track of attendances at a training in order to be able to invoice correctly
 - To keep track of attendances at a training in order to be able to evaluate the training after it has been given
 - Organisation of the training and the availability of the trainers
- In case of events :
 - Within the framework of the patient relationship, namely the patient administration and financial processing
 - Since we provide the patient transport, we need the health data of the patient to be able to execute the transport in the best possible way. These data may be further processed in the light of quality purposes

- It is possible that we process data within the framework of your vital interests. This is the case in situations in which you are incapacitated and still medical care must be given
- To provide anonymised information to the FPS Health
- In case of urgent patient transport
 - Within the framework of the patient relationship, namely the patient administration and financial processing.
 - Since we provide the patient transport, we need the health data of the patient to be able to execute the transport in the best possible way. These data may be further processed in the light of quality purposes
 - It is possible that we process data within the framework of your vital interests. This is the case in situations in which you are incapacitated and still medical care must be given
 - To provide anonymised information to the FPS Health

Supplier management :

- To process the purchase, delivery and payment of the products and/or services

Accounting

3.2 Which personal data are processed?

ART* will always ensure that only those personal data are processed that are necessary to achieve the stated purposes.

The following categories of personal data are processed in the context of training:

- Identification data (surname, first name, e-mail address);
- Financial data (bank details);

The following categories of personal data are processed in the context of events :

- Identification data (surname, first name, date of birth, address);
- Health data (data such as diagnosis, prognosis, anamnesis, treatment);
- Personal characteristics (data such as age, gender, marital status, language, ...); possibly data about your family and relatives, only if this is relevant for the provision of care

The following categories of personal data are processed in the context of urgent patient transport:

- Identification data (surname, first name, date of birth, national register number, address, telephone number, e-mail address);
- Health data (data such as diagnosis, prognosis, anamnesis, treatment);
- Personal characteristics (data such as age, gender, marital status, language, ...); possibly data about your family and relatives, only if this is relevant for the provision of care
- Financial data (bank details);

3.3 To whom will my personal data be transferred?

In order to comply with legal and administrative obligations incumbent on ART*, personal data is shared with your health insurance fund or with the government.

ART* uses a number of processors, who, on the instructions of ART*, process data for purposes that we determine. Under no circumstances will these processors process your personal data for their own purposes. We enforce this in our contracts with these processors. ART* will always process your personal data within the European Economic Area. Where data is processed outside the European Economic Area, all requirements of the legislation will be met in order to safeguard your rights.

3.4 The retention periods

Your personal data will not be kept longer than necessary for the purpose for which they were processed.

3.5 What rights do you have, and how do you exercise them?

As a data subject, you have various rights that you can exercise with regard to the processing of your personal data. ART* will at all times communicate clearly and transparently which rights do not apply, this depends on the specific purpose of the processing of your personal data. Any right below can be exercised by sending an email to dpo@ambuce.be.

3.5.1 Access to your personal data.

You have the right to inspect all personal data that we process about you. You can also receive a copy of this that we will send you on paper or digitally.

3.5.2 Correcting your personal data.

You have the right to ask us to amend your personal data if they are incorrect or incomplete. You may also request that your personal data be temporarily disused until it is correct or complete.

Please note: Data, including a diagnosis held in your medical record by a healthcare provider, may not be covered by this right in certain cases. In that case, we will justify the refusal of your request.

3.5.3 Erasure of your personal data.

You have the right to request that your personal data be deleted if it is no longer necessary in light of the purposes of our processing of personal data.

Please note: When data must be retained to comply with legal or other obligations applicable to ART*, we may not be able to delete the data. In that case, we will justify the refusal of your request.

3.5.4 Object to the processing of your personal data.

You also have the right to object to processing carried out on the basis of the public interest or legitimate interest.

Please note: However, this does not mean that ART* is obliged to stop processing – this must be assessed in function of each specific situation. In that case, we will justify the refusal of your request.

3.6 Lodge a complaint at the supervisory authority

If you are not satisfied with the way in which your personal data is handled, you can file a complaint with the Data Protection Authority in Belgium via <https://www.dataprotectionauthority.be/citizen/actions/lodge-a-complaint>. For more information you can always visit www.dataprotectionauthority.be.