

## Privacy Policy and Terms & Conditions

### Introduction

This document sets out the Privacy Policy and other legal information of Vitalis Kliniek BV – Haarinzicht.

This Privacy Policy describes how personal data are collected and processed when users access the website [www.haarinzicht.be](http://www.haarinzicht.be) (the “Site”) or otherwise share personal data with us (hereinafter referred to as “Users” or “Patients”).

Vitalis Kliniek BV places great importance on the protection of personal data and processes such data in accordance with the General Data Protection Regulation (GDPR) and applicable Belgian legislation.

### Data Controller

Vitalis Kliniek BV

Schoterweg 160

3980 Tessenderlo

Belgium

Company number: BE1034 529 942

Contact: [info@haarinzicht.be](mailto:info@haarinzicht.be)

### Reasons for Data Collection

Personal data are processed for the following purposes:

- performing medical consultations and treatments
- fulfilling contractual obligations
- managing appointments and patient records

- responding to questions via the website or email
- improving our website and services
- complying with legal and administrative obligations

#### What Data Do We Collect?

##### Non-personal data

Technical information about browser, operating system, visited pages and website usage for statistical analysis and improvement of the website.

##### Personal data

Name, email address, telephone number, address, IP address and communication with the clinic.

##### Medical Data

In the context of medical consultations and treatments, we may also process health-related data, including:

- medical history
- diagnosis and examination results
- treatment information
- medical photographs or imaging
- follow-up information

These data are processed exclusively by healthcare professionals who are bound by medical professional confidentiality.

#### How Do We Receive Information About You?

Through website forms, email contact, consultations or technical analysis of website usage.

## Use of Personal Data

Personal data may be used for communication, appointment management, medical treatment, administrative follow-up, website analysis and compliance with legal obligations.

## Sharing Data with Third Parties

Data may be shared with trusted service providers such as hosting providers, IT services, medical software providers or administrative support, acting as data processors.

## Data Retention

Medical records are retained for 30 years in accordance with Belgian healthcare legislation.

## Cookies

The website uses functional and analytical cookies (for example Google Analytics) to ensure the proper functioning of the website and to analyse website usage.

## User Rights

You have the right to access, correct, restrict or request deletion of your personal data where legally permitted and to lodge a complaint with the Belgian Data Protection Authority.

## Security

Vitalis Kliniek takes appropriate technical and organisational measures to protect personal data.

## International Transfers

If data are processed outside the European Economic Area, this will only occur with appropriate safeguards.

## Minors

Our services are not intended for minors without parental consent.

## Changes

Vitalis Kliniek reserves the right to update this Privacy Policy.

## Terms & Conditions

### Consultation and Intake

During the consultation a medical history is taken and a focused examination is performed. Patients are informed about treatments, risks and alternatives.

### Treatments

Before undergoing a treatment, patients sign a consent document confirming that they understand and accept the treatment.

### Fees

Fees are determined individually and communicated when the treatment plan is proposed.

### Cancellation and No-Show Policy

Consultation cancellation period: 5 working days

Treatment cancellation period: 2 weeks

Late cancellations or no-shows may result in a fee equal to 50% of the scheduled treatment value.

### Contact

[info@haarinzicht.be](mailto:info@haarinzicht.be)

Legal Information

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