

INTRODUCTION

Welcome to the CARMELAB DIAGNOSTIC CENTER. This Privacy Policy (also known as a Privacy Notice) tells you about our policy regarding the data that we collect, use, or otherwise process your personal data. We respect your right to privacy and aim to comply with the requirements of all relevant privacy and data protection laws, particularly the Data Privacy Act of 2012 (DPA). As in the case of the National Privacy Commission (NPC), we also seek to strike a balance between your personal privacy, and the free flow of information, especially when pursuing our legitimate interests and when necessary to carry out our responsibilities as an educational institution. In this Policy, the terms, “data” and “information” are used interchangeably. When we speak of “personal data”, the term includes the concepts of personal information, sensitive personal information, and privileged information.

THE COLLECTION AND USE OF PERSONAL INFORMATION

WHAT KIND OF INFORMATION IS COLLECTED?

Carmelab Diagnostic Center collects and holds information relating to patients’ requests. This information includes personal data and other details describing the patient. The personal information may include, but is not limited to the following data:

- Name
- Address
- Telephone number
- E-mail address
- Age
- Date of birth
- Gender
- Physician’s Name
- Medical Information

COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

HOW CARMELAB DIAGNOSTIC CENTER USES PERSONAL INFORMATION (USE OF DATA)

Carmelab Diagnostic Center uses the information contained in the database primarily for managing and administering the medical diagnostic tests requested by patients directly or via their employers to complete their requirements. In addition, Carmelab Diagnostic Center utilizes the information held on the database for the secondary purpose of performing statistical analysis, executing marketing campaigns, demand and supply strategic planning and product development. Explained further in clause 1 below.

No persons other than Carmelab Diagnostic Center, or employees, agents and contractors of those persons, are authorized to access patient information held in the program database. All persons who can access the information are required to maintain its confidentiality and comply with privacy laws.

HOW IS IT COLLECTED?

This happens whenever a patient registers in any of our branches and requests for any of our services by completing registration, testing and consent forms. In addition, on each occasion when a patient is tested, details of that transaction are recorded and kept in the program database including medical diagnostic testing results information related to the patient.

it is also provided to us voluntarily by you directly or via a third party) who has been duly authorized by you to disclose your personal data to us (your “authorized representative”, companies, and 3rd party health care providers, etc.) after you (or your authorized representative) have been notified of the purposes for which the data is collected, and you or your authorized representative have provided written consent to the collection and usage of your personal and medical data for those purposes, or collection and use of personal data without consent is permitted or required by laws. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorized by law).

1. We may collect and use your personal data and medical information for any or all of the following purposes:

(a) Primary Purpose:

- a. Managing and administering the medical diagnostic tests requested by the Data Subject
- b. Performing obligations in the course of or in connection with our provision of the goods and/or services requested by you;
- c. Transmitting to any unaffiliated third parties including our third party service providers and agents, and relevant governmental and/or regulatory authorities, whether in the Philippines or abroad, for the aforementioned purposes; whilst complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and

investigations conducted by any governmental and/or regulatory authority;

d. Verifying your identity

(b) Secondary Purpose: performing statistical analysis, executing marketing campaigns, demand and supply strategic planning and product development.

a. Responding to, handling, and processing queries, requests, applications, complaints, and feedback from you;

b. Managing your relationship with us;

c. Processing payment or credit transactions;

d. Sending you marketing information about our goods or services including notifying you of our marketing events, initiatives and promotions, lucky draws, membership and rewards schemes and other promotions;

e. Any other purposes for which you have provided the information;

f. Any other incidental business purposes related to or in connection with the above

Whilst complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority;

2. We may disclose your personal data:

(a) where such disclosure is required for performing obligations in the course of or in connection with our provision of the goods or services requested by you; or

(b) To third party diagnostic testing facilities, service providers, agents and other organizations we have engaged to perform any of the functions listed in clause 1 above for us.

3. The purposes listed in the above clauses may continue to apply even in situations where your relationship with us (for example, pursuant to a contract) has been terminated or altered in any way, for a reasonable period thereafter (including, where applicable, a period to enable us to enforce our rights under any contract with you).

HOW WE STORE, RETAIN AND DISPOSE YOUR INFORMATION

Your personal data is stored and transmitted securely in a variety of electronic formats, including databases that are shared between the Carmelab Diagnostic Center offices. Access to your personal data is limited to Carmelab Diagnostic Center personnel who have a legitimate interest in them for the purpose of carrying out their contractual duties. Rest assured that our use of your personal data will not be excessive. Unless otherwise provided by law or by appropriate policies, we will retain your relevant personal data indefinitely for historical and statistical purposes. Where a retention period is provided by law and/or policy, all affected records will be securely disposed of after such period in compliance with the DPA disposal policy.

YOUR RIGHTS WITH RESPECT TO YOUR PERSONAL DATA

We recognize your rights with respect to your personal data, as provided by the DPA. If you wish to exercise any of your rights, or should you have any concern or question regarding them, this Notice, or any matter involving Carmelab Diagnostic Center and data privacy, you may contact the CDC Data Protection Office (UDPO) at dpo@carmelabdiagnostic-center.com, landline and number. **CHANGING THIS POLICY** We may, from time to time, make changes to this Policy. On such occasions, we will let you know through our website and, when permissible, other means of communication. Any modification is effective immediately upon posting on the website.