

# R.G.O. LABORATORY & INDUSTRIAL DIAGNOSTIC CENTER INC.– DATA PRIVACY POLICY

is committed to protecting your personal health information in accordance with the Data Privacy Act of 2012. We have written this Privacy Notice to let you know what and how we collect, use, store, share and protect your Personal and Health or Medical Information. In it, we explain the types of Personal Information we collect, how we collect it, what we use it for and who we may share your Personal Information with.

- What kind of information is collected
- How it is collected
- How it is managed and stored
- How it is used
- How you can access and update information relating to you

This policy applies to information acquired from patients of RGO LIDCI that have completed the Patient Registration process and other accompanying forms that are required to administer their requests.

Information collected and held by RGOLIDCI is subject to the **Data Privacy Act of 2012**, and RGOLIDCI respects and supports privacy protection in relation to information collected. RGOLIDCI is committed to comply with the **Data Privacy Act (Republic Act No. 10173)**.

## THE COLLECTION AND USE OF PERSONAL INFORMATION

### WHAT KIND OF INFORMATION IS COLLECTED?

RGOLIDCI collects and holds information relating to clients' requests. This information includes name, address and other details describing the client. The personal information may include, but is not limited to the following data:

- Name
- Address
- Telephone number

- E-mail address
- IP Address

## **COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA**

### HOW RGOLIDCI USES PERSONAL INFORMATION (USE OF DATA)

RGOLIDCI 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.

No persons other than RGOLIDCI, 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:

#### **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

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).

#### WITHDRAWING YOUR CONSENT

4. The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing. You may withdraw consent and request us to stop using and/or disclosing your personal data for any or all of the purposes listed above by submitting your request in writing or via email to our Data Protection Officer at the contact details provided below.

5. Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within ten (10) business days of receiving it.

6. Whilst we respect your decision to refuse signing this agreement. Please note that we may not be in a position to continue providing our services to you. Since the information collected is critical to the service we provide.

7. Withdrawing of your consent, please note that we may not be in a position to continue providing our goods or services to you and we shall, in such circumstances, notify you before

completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us in writing in the manner described in clause 4 above.

8. Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclose without consent is permitted or required under applicable laws.

#### HOW IS IT STORED AND MANAGED?

The patient registration and other testing and consent forms are securely stored at the branches, while the digital records are stored electronically in an encrypted computer database managed by RGOLIDCI. Patient data and information will be stored for 10 years.

#### DATA QUALITY AND SECURITY

RGOLIDCI is committed to taking all reasonable steps to make sure the information acquired using manual forms, and digital information held on its databases, are accurate and secure.

#### ACCESS AND UPDATING CUSTOMER INFORMATION

If you wish to review or update patient information about you held by RGOLIDCI, you may approach any of our personnel at any branches or you may send an e-mail request to **privacy@rgolab.com.ph**.

#### HOW TO CONTACT US

For any queries, clarifications or requests on any aspect of this Data Privacy Statement, the exercise of your rights pertaining to your personal information or to provide any feedback that you may have about our processing of personal information, please visit any of our branches or get in touch with our Data Privacy Officer.

#### **Data Privacy Officer**

Tel: 990-0949

Email: [privacy@rgolab.com.ph](mailto:privacy@rgolab.com.ph)

You may also write our Data Privacy Officer at:

#### **DATA PRIVACY OFFICER**

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