

Privacy Policy

SYNLAB-FML Dubai, UAE

Privacy Policy

FML-Synlab is committed to protecting and respecting your privacy & confidentiality.

This privacy statement sets out the basis on which we will process any personal information that we may collect about you as a visitor to our website or premises or as one of our customers, suppliers or other business partners. We process your personal data in accordance with the content of this data protection declaration, the UAE data protection regulations and the General Data Protection Regulation (GDPR) as applicable.

Name and address of the responsible Headquarter.

Freiburg Medical Laboratory, Middle East L.L.C. ("We"), as operator of the website <https://www.fml-dubai.com> ("Website"), is the responsible party in terms of the GDPR and other local data protection regulations.

Data Protection Officer

You can contact our data protection officer, at any time with all data protection issues at rasha.bassiouny@synlab.com

Definitions

Personal data: Personal data shall mean any information relating to an identified or identifiable natural person; an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an on-line identifier, or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. Personal data also includes information about your use of our website.

In this context we collect personal data from you as follows: Information about your visits to our website, such as the extent of data transfer, the location from which you access data from our website and other connection data and files and other content you access. This is usually done through the use of log files and cookies. For more information, see below.

1. THE INFORMATION THAT WE COLLECT ABOUT YOU

We may collect and process the following information about you:

1.1 **Information that you give us:** This is information about you that you give to us by:

- 1.1.1 Filling in forms on our website (or other forms that we ask you to complete; both softcopies & hardcopies),
- 1.1.2 Contact form: On our website we offer you the possibility to get in contact with us and other companies of the SYNLAB group by means of a contact form. The personal data that you provide in the context of this contact inquiry will only be

used to process your enquiry and will be deleted from the web server immediately. We would like to point out that the recipients of the messages may retain the messages within the scope of legally existing retention obligations. Subject to the foregoing, no information will be passed on to third parties.

- 1.1.3 Giving us a business card (or similar); or
- 1.1.4 Information that your physician may share with us, including, but not limited to, past or current medical data and clinical conditions.
- 1.1.5 Information shared to us by a third party e.g. your employer, regulatory bodies....(In such cases, we will not be able to disclose this information or its source to you, unless this is approved by that source)
- 1.1.6 Corresponding with us by telephone, post, email or otherwise.

It may include, for example, your name, address, email address and telephone number; information about your business relationship with FML/ Synlab; and information about your professional role, background and interests.

1.2 **The results of laboratory testing that we will perform for you** whether done inside our laboratory or referred by us to other referral laboratories.

1.3 **Information that our website and other systems collect about you:**

1.3.1 If you visit our website it will automatically collect some information about you and your visit, including:

- The (internet protocol) IP address of your computer
- Date and time of page view
- Your browser type, the browser version and your browser settings
- The operating system used (Windows, IOS, Linux etc.)
- The transferred data volume and status of transfers
- From which website the access to our site was made
- Other similar data and information which serve to avert danger in the event of attacks on our information technology systems.
- Our website may also download "cookies" to your device – this is described below

1.3.2 If you exchange emails, or other electronic communications with our employees and other staff members, our information technology systems will record details of those conversations, sometimes including their content.

1.3.3 Some of our premises have closed circuit TV systems which may record you if you visit our premises, for security and safety purposes.

1.4 **Other information:** We may also collect some information from other sources. For example:

1.4.1 If we have a business relationship with the organization that you represent,

your colleagues or other business contacts may give us information about you such as your contact details or details of your role in the relationship.

- 1.4.2 We sometimes collect information from third party data providers or publicly available sources for anti-money-laundering, background checking and similar purposes, and to protect our business and comply with our legal and regulatory obligations.

2. THE USES THAT WE MAKE OF YOUR INFORMATION

- 2.1 We may use your information for the following purposes:
 - 2.1.1 To operate, administer and improve our website and premises and other aspects of the way in which we conduct our operations;
 - 2.1.2 To comply with our legal and regulatory obligations and bring and defend legal claims;
 - 2.1.3 To operate, manage, develop and promote our business and, in particular, our relationship with the organization you represent (if any) and related transactions – for example, for marketing purposes; and
 - 2.1.4 To protect our business from fraud, money-laundering, breach of confidence, cyber- attack, theft of proprietary materials and other financial or business crimes.
- 2.2 We may from time to time review information about you held in our systems – including the contents of and other information related to your email and other communications with us – for compliance and business-protection purposes as described above.
- 2.3 This may include reviews for the purposes of disclosure of information relevant to litigation and/or reviews of records relevant to internal or external regulatory or criminal investigations.
- 2.4 To the extent permitted by applicable law these reviews will be conducted in a reasonable and proportionate way and approved at an appropriate level of management. They may ultimately involve disclosure of your information to governmental agencies and litigation counterparties as described below.
- 2.5 Your emails and other communications may also occasionally be accessed by persons other than the member of staff with whom they are exchanged for ordinary business management purposes (for example, where necessary when a staff member is out of the office or has left Synlab).
- 2.6 We will only process your personal information as necessary so that we can pursue the purposes described above, and then only where we have concluded that our processing does not prejudice you or your privacy in a way that would override our legitimate interest in pursuing those purposes.

- 2.7 In exceptional circumstances we may also be required by law to disclose or otherwise process your personal information. We will tell you, when we ask you to provide information about yourself, if provision of the requested information is necessary for compliance with a legal obligation or, on the other hand, if it is purely voluntary and there will be no implications if you decline to provide that information. Otherwise you should assume that we need the information for our business or compliance purposes (as described above).
- 2.8 If you are uncertain as to FML'S/ Synlab's need for information that we request from you, please contact the Synlab representative asking for the information, or contact us (see below), with your query.

3. COOKIES AND WEB ANALYSIS TOOLS AND GOOGLE MAPS

- 3.1 Use of cookies: Depending on your browser settings, we also collect information about your use of our website through the use of so-called cookies. These are small text files which are stored on your data carrier and which store certain settings and data for exchange with our system via your browser. A cookie usually contains the name of the domain from which the cookie data was sent as well as information about the age of the cookie and an alphanumeric identifier. Cookies enable our systems to recognize the user's device and make any pre-settings immediately available. As soon as a user accesses the platform, a cookie is transferred to the hard disk of the user's computer. Cookies help us to improve our website and to be able to offer you a better and even more customized service. They enable us to recognise your computer when you return to our website and thus to store information about your preferred activities on the website and thus to tailor our website to your individual interests.
- The only data stored in the cookies we use is the information about your use of the website as explained above. This is not done by assigning it to you personally, but by assigning an identification number to the cookie ("cookie ID"). The cookie ID is not merged with your name, IP address or similar data that would enable the cookie to be assigned to you. Please refer to the help function of your browser to find out how you can prevent the use of cookies.
- 3.2 Use of Google Analytics: This website uses Google Analytics, a web analytics service provided by Google Inc, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). Google Analytics also uses "cookies", to help the website analyze how users use the site. The information generated by the cookie about your use of this website is usually transferred to a Google server in the USA and stored there. However, if IP anonymisation is activated on this website, your IP address will be shortened by Google within member states of the European Union or in other member states of the European Economic Area. Only in exceptional cases will the full IP address be transferred to a Google server in the USA and shortened there.
- On our behalf, Google will use this information to evaluate your use of the website, to compile reports on website activity and to provide us with further services related to website and internet use. The IP address transmitted by your browser within the

framework of Google Analytics is not combined with other data from Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. You can also prevent the collection of the data generated by the cookie and related to your use of the website (including your IP address) to Google and the processing of this data by Google by downloading and installing the browser plug-in available at the following link (<https://tools.google.com/dlpage/gaoptout?hl=de>)

As an alternative to the browser plug-in, you can prevent the collection by Google Analytics by clicking on the following link. An opt-out cookie is set to prevent future collection of your information when you visit this website:

Disable Google Analytics data collection for this website. You can find more information on this at <https://tools.google.com/dlpage/gaoptout?hl=de> and <https://www.google.com/intl/de/analytics/privacyoverview.html> (general information on Google Analytics and data protection).

We would like to point out that on this website Google Analytics has been extended by the code "gat._anonymizeIp();" in order to guarantee an anonymized collection of IP addresses (so-called IP-Masking).

- 3.3 Use of Google Maps: This website uses Google Maps, a mapping service of Google Inc, Amphitheatre Parkway, Mountain View, CA 94043, USA to display an interactive map. By using Google Maps, information about your use of this website (including your IP address) can be transmitted to a Google server in the USA and stored there. Google may transfer the information obtained to third parties if this is required by law or if third parties process this data on behalf of Google. Only when you actively click on the interactive map yourself will your internet browser establish a connection to the Google servers. You can find more information about data processing by Google here: <https://www.google.com/policies/privacy/>.

4. DISCLOSURE AND INTERNATIONAL TRANSFER OF YOUR INFORMATION

- 4.1 We may disclose personal information about you where we have obtained your consent or where it is reasonably necessary for the various purposes set out above:

4.1.1 To the other members of the Synlab group of companies;

4.1.2 To your colleagues within the organization that you represent;

4.1.3 To service providers who host our website or other information technology systems or otherwise hold or process your information on our behalf (including doctors and other health professionals), under strict conditions of confidentiality and security;

4.1.4 To a person who takes over our business and assets, or relevant parts of them;

4.1.5 In exceptional circumstances:

- To competent regulatory, prosecuting and other governmental agencies, or litigation counterparties, in any country or territory; or
- Where we are required by law to disclose.

5. RETENTION AND DELETION OF YOUR INFORMATION

- 5.1 We intend to keep your personal information accurate and up-to-date. We will delete the information that we hold about you when we no longer need it.
- 5.2 We will retain your information for no longer than 10 years after our most recent communication with you, after which it will be deleted or anonymized. Contact us for more information.
- 5.3 Note that we may retain some limited information about you even when we know that you have left the organization that you represent, so that we can maintain a continuous relationship with you if and when we are in contact with you again, representing a different organization.

6. YOUR RIGHTS

You have the right to ask us

- 6.1 To receive information free of charge about the personal data stored by us about your person (right to information)
- 6.2 Obtain confirmation as to whether we are processing personal data relating to you (right to confirmation)
- 6.3 To demand from us that the personal data relating to you be deleted by us without delay, insofar as processing of the data is no longer necessary and the other requirements of
- 6.4 To request the immediate rectification and integration of incorrect personal data concerning you (right to rectification)
- 6.5 To demand the restriction of the processing of your personal data (right to restrict processing)
- 6.6 To receive personal data concerning you in a structured, common and machine-readable format (right to data transferability)
- 6.7 To object to the processing of your personal data (right to object)
- 6.8 Furthermore, you have the right to revoke your consent to the processing of your personal data at any time with effect for the future.
- 6.9 Right of appeal: Without prejudice to any other administrative or judicial remedy, you have the right to lodge a complaint with supervisory authorities

If you wish to exercise any of the rights referred to above, please contact us as set out in below.

7. CONTACT US

- 7.1 We welcome questions, comments and requests regarding this privacy statement and our processing of personal information.

7.2 Please email our Local Data Protection Manager, Dr. Rasha Bassiouny
rasha.bassiouny@synlab.com

8. CHANGES TO THIS POLICY

Any changes we make to this privacy statement in the future will be posted to our website (at www.fmi-dubai.com) and also available if you contact us at:

- email: ae.reception@synlab.com
- telephone: +971-4-3962227

Please check back frequently to see any changes.

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