Privacy Statement

This privacy statement explains how Stichting Medpunkt processes personal data submitted through the contact form on its website.

Last updated: 2 July 2026

1. Who we are

Stichting Medpunkt
Speltkamp 10
2592BN The Hague
The Netherlands

Chamber of Commerce number (KvK): 68070845
Email: info@medpunkt.nl
Phone: +31 85 0047355

Stichting Medpunkt is the controller for the personal data processed through the contact form on this website.

2. What personal data we collect

When you use the contact form on our website, we collect the personal data that you provide directly to us.

- your email address;
- the content of your message or question;
- any personal data you choose to include in your message.

We do not require you to provide your name, telephone number, date of birth or other identifying details through the contact form.

Please note that if you include information about your health, medical situation, symptoms, treatment or care in your message, this may qualify as health data. Health data is a special category of personal data and is treated with extra care.

3. Why we process your personal data

We process your personal data for the following purposes:

- to receive and read your question or message;
- to respond to your question;
- to communicate with you about your request;
- to keep a limited record of the communication where necessary for administration, quality control or legal obligations.

4. Legal basis for processing

We process your personal data because this is necessary to respond to your request and to communicate with you.

Depending on the nature of your message, the legal basis may be your request to take steps before entering into a contract or care relationship, our legitimate interest in responding to enquiries and managing communications, or compliance with legal obligations that may apply to us.

If your message contains health data, we process that data only where this is permitted under applicable data protection law, for example where processing is necessary for the provision of health care or treatment, or where another lawful exception applies.

5. Please do not use the contact form for urgent or highly confidential medical information

The contact form is intended for general questions and non-urgent communication.

Please do not use the contact form for medical emergencies, urgent care requests or highly confidential medical information. In urgent situations, contact your doctor, emergency services or the appropriate medical service directly.

6. How your message is sent and stored

When you submit the contact form, your message is sent to us by email. We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss or misuse.

Access to messages received through the contact form is limited to authorised persons who need access in order to handle your question or request.

7. Who we share your personal data with

We do not sell your personal data.

We may share or make your personal data available to third parties only where necessary, for example:

- our website hosting provider;
- our email provider;
- IT service providers who support our systems;
- professional advisers or authorities, where required by law.

Where these parties process personal data on our behalf, we make appropriate arrangements with them to protect your data.

8. How long we keep your personal data

We do not keep your personal data longer than necessary for the purposes described in this privacy statement.

Messages submitted through the contact form are generally kept for no longer than 12 months, unless we need to keep the information longer because of a legal obligation,

an ongoing request, a complaint, or another legitimate reason.

9. Security

We take appropriate security measures to protect your personal data. These measures may include secure website connections, access restrictions, confidentiality obligations and technical security measures for email and IT systems.

However, no method of online transmission or electronic storage is completely secure. For highly confidential or sensitive medical information, we recommend using a secure communication channel where available.

10. Your rights

Under applicable data protection law, you may have the right to:

- request access to your personal data;
- request correction of inaccurate personal data;
- request deletion of your personal data;
- request restriction of processing;
- object to processing;
- request data portability, where applicable;
- withdraw consent, where processing is based on consent.

To exercise your rights, please contact us using the contact details listed above. We may ask you to provide additional information to verify your identity before handling your request.

11. Complaints

If you have a complaint about how we handle your personal data, please contact us first so we can try to resolve the matter.

You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

12. Changes to this privacy statement

We may update this privacy statement from time to time. The most recent version will always be available on our website.

For website use: a link to this Privacy Statement can be placed in the website footer and near the contact form.