Patient Information Sheet

Who processes your data?

Dominik Kramer, eilo, Søndergade 54, 6960 Hvide Sande, Denmark, CVR no. [to follow], welcome@eilo-health.com, +45 91 78 48 30.

What data I process

- Contact details (name, email, phone, address if applicable)
- Information from the intake interview: complaints, medical history, living circumstances, nutrition, sleep, stress and physical activity
- Findings from the osteopathic examination, treatment and progress
- Findings or documents that you voluntarily bring to me
- Invoicing and payment data and, once I have been authorised as an osteopath, your CPR number

Until I am authorised, I do not record a CPR number.

What I process it for

For planning, carrying out and documenting your treatment, for organising appointments including reminders, for invoicing and for meeting legal obligations.

Legal bases

- Health data: until authorisation, your explicit consent (Art. 9(2)(a) GDPR); afterwards, the statutory documentation obligation (Art. 6(1)(c) and Art. 9(2)(h) GDPR)
- Treatment contract: Art. 6(1)(b) GDPR
- Invoices and bookkeeping: Art. 6(1)(c) GDPR

Where your data is stored

Your data is kept in the digital patient record at EasyPractice ApS (terapeutbooking.dk) in Copenhagen. EasyPractice processes it on my behalf under a data processing agreement. EasyPractice staff are bound by confidentiality. According to EasyPractice, the data is stored in the EU/EEA (hosting in Denmark, backups in EU data centres). Appointment reminders are sent by EasyPractice.

Disclosure

I do not share your data without your consent, unless required by law. I do not carry out laboratory tests and do not commission laboratories. If I refer you to other practitioners, I only share data with your consent.

How long I keep it

Treatment documentation: the statutory retention period after authorisation, at least 5 years after the last entry. Invoices: the period required under Danish bookkeeping law. After that, the data is deleted.

Your rights

You may request access, rectification, erasure (unless a retention obligation prevents it), restriction of processing, data portability and object to processing. You may withdraw your consent at any time with effect for the future. Processing that has already taken place remains lawful. Statutory documentation obligations are not affected by a withdrawal. After a withdrawal, I may not be able to continue treating you, to the extent that documentation is necessary for the treatment. You may lodge a complaint with Datatilsynet, Carl Jacobsens Vej 35, 2500 Valby, Denmark (https://www.datatilsynet.dk/english/file-a-complaint).

eilo · Dominik Kramer · Osteopathy & clinical psycho-neuro-immunology
Søndergade 54 · 6960 Hvide Sande · Denmark · welcome@eilo-health.com · eilo-health.com
Phone 0045 91 78 48 30 · CVR [to follow]

Declaration of Consent (Health Data)

Valid until authorisation is granted. Afterwards, documentation relies on the statutory obligation.

I have read and understood the patient information sheet.

- I explicitly consent to eilo processing my health data for the planning, performance and documentation of my treatment and storing it in the digital patient record at EasyPractice ApS.
- I agree to receive appointment reminders by SMS or email.

I can withdraw this consent at any time with effect for the future, by email to welcome@eilo-health.com. Processing carried out up to that point remains lawful.

eilo · Dominik Kramer · Osteopathy & clinical psycho-neuro-immunology
Søndergade 54 · 6960 Hvide Sande · Denmark · welcome@eilo-health.com · eilo-health.com
Phone 0045 91 78 48 30 · CVR [to follow]