



Privacy Policy

At the European European Forum For Primary Care (EFPC), we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about our Network, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check our website occasionally to ensure that you are happy with any changes. By joining our Network, you are agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@euprimarycare.org or by writing to European Forum For Primary Care Otterstraat 118, 3513 CR Utrecht, The Netherlands.

Who are we?

The EFPC is a Non-Governmental-Organisation with a not-for-profit status. Registered as an association for the Dutch law, administered by the Chamber of Commerce of “Midden Nederland” with the registration number 53622464 The goal of the association is:

Improve the health of European citizens by promoting and stimulating a strong primary care in Europe. The focus of the activities of the association is confined to Europe, for which the definition of the World Health Organization is used; engaging in all other activities that are related to the above in the broadest sense of the term or that may conducive to the above.

How do we collect information from you?

We obtain information about you when you join our Network and when you use our website.

What type of information is collected from you?

The personal information we collect might include your name, address, phone number, email address, country, job title, and place of employment. It might also include your financial details such as debit/credit card information. However, if you make a payment online or purchase a service from us, your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- Process a payment that you have made;
- Seek your views or comments on the services we provide;
- Notify you of changes to our services;

- Send you communications which you have requested and that may be of interest to you. These may include information about events, update on European Affairs, research opportunities, promotions of third organisations' services, and EFPC internal news.

We are legally required to hold some types of information to fulfil our legal and financial obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes. We may share your information with third parties upon your explicit consent, and only for the specific purpose that was agreed upon.

Third Party Service Providers working on our behalf – We may pass your information to our third-party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process payments and send you mailings). However, when we use third-party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

When you are using our secure online payment pages, your payment is processed by a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

We may transfer your personal information to a third party if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct communications from us about the vital work we do to improving health and healthcare, then please contact us by email at info@euprimarycare.org

How you can access and update your information

The accuracy of your information is important to us.

We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at info@euprimarycare.org, or write to us at European Forum For Primary Care Otterstraat 118, 3513 CR Utrecht, The Netherlands.

You have the right to ask for a copy of the information EFPC holds about you. You are entitled to access anytime your personal information, and to rectify or remove them by contacting us at info@euprimarycare.org. In case of a removal request, EFPC commits to delete the personal information as promptly as possible and within a reasonable delay, giving you confirmation by email once the removal is completed.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it is treated securely.

When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your name, email address, etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Use of 'cookies'

Like many others, our website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

18 or Under

Underage children are not allowed to join our Network or purchase services from us.

Transferring your information outside of Europe

As part of the services offered to you, the information which you provide to us may be transferred to countries outside the European Union ("EU"). These countries may not have similar data protection laws to The Netherlands. By submitting your personal data, you are agreeing to this transfer, storing or processing. If we

transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in January 2023.