



BATANGAS MEDICAL CENTER DATA PRIVACY NOTICE

The Batangas Medical Center (“BatMC”) is committed to ensure the protection of your privacy and guarantee that all personal data collected from you are processed according to the principles of transparency, legitimate purpose and proportionality pursuant to R.A. 10173 (Data Privacy Act of 2012). Our commitment is to protect your personal data on the channels you interact with us – through this website, in our offices, and on the phone.

It is our goal to institute fair information practices as part of our commitment to quality service that conforms to your expectations. Hence, we present the key principles that guide our service:

- We will ensure the security and confidentiality of any personal data our customers share with us
- We will limit the collection and use of personal data to a minimum
- We will permit only authorized employees, who are knowledgeable in the handling of personal data, to have access to that data
- We will not reveal personal data to any external organization unless we have previously informed the person concerned in disclosures or agreements, have been authorized by the customer, or are required by law.

I. WHY WE COLLECT PERSONAL DATA

We collect, use and disclose personal information about you exclusively for the following purposes:

1. **For Patients.** Registration of your information to the HOMIS, assess your health concerns, provide for health care, advise on your treatment options, disseminate health education and promotion activities and/or programs, obtain client feedback, suggestions and recommendations, establish and maintain contact with you, send you newsletter and other information related to data breach, remind you of your medical appointment, allow us to effectively follow up for treatment care and billing, process PHIC Claims or Insurance Claims, process payments, collect unpaid accounts, comply with hospital and department accreditation, health research development, comply with specialty board examination or certification and comply with all regulatory and legal requirements including court orders and statutory requirements to advise authorities and reporting of communicable diseases and individuals who may be in danger of harming themselves and/or others;

2. **For Trainees.** for fulfilment of a contract requirement, scheduling of rotation, conduct of orientation, attendance monitoring, patient assignment, clinical rotation planning, issuance of billing statement, certification, clearance and/or completion of clinical rotation cases as a requirement of their research, training and/or affiliation program;

3. **For Employees.** registration to the human resource management information system, appointment related information, payroll and benefits, leaves administration, performance evaluation, awards, disciplinary cases, information dissemination, competency assessment, learning and development



interventions, monitoring and evaluation of programs and in compliance to regulatory and legal requirements including court orders and statutory requirements to advise authorities and reporting with the Department of Health, Department of Budget and Management and Civil Service Commission;

4. **For Applicants on the Human Resource Recruitment and Selection System.**contact details, educational background, work experience, trainings, character references, background investigation, neuro-psychological examination, and examination results.

II. WHAT WE MAY COLLECT FROM YOU

The types of personal data we collect and share depend on the service you have with us. We collect your personal data when you interact with our employees and authorized representatives through our various offices. This may include, among others:

- Basic personal information like your name, date of birth, gender, marital status, health history and citizenship including supporting documents such as government ID details
- Your contact details like your home address, email address, mobile and telephone numbers
- Signature
- Education, employment and business details
- Images via CCTV and other similar recording devices which may be observed when visiting our offices and/or using our other facilities
- Voice recordings of our conversations with you
- Financial information (such as income, expenses, balances, investments, tax, insurance, financial and transaction history, etc.
- We do not collect data about our website visitors.

III. HOW WE COLLECT DATA FROM YOU

There are many ways that we get personal data from you such as when you fill out a form with us, when you give us a call, when you submit records and official documents, when we conduct background investigation, when you interact with us via social media and other electronic means. The following are ways by which we may collect personal data from you:

- When you submit any form, including but not limited to application forms or other forms relating to any of our services o which you avail
- When you enter into any agreement or provide other documentation or information in respect of your transactions with us, or when you avail of our services
- When you interact with our personnel, and their assistants, example via telephone calls (which may be recorded), letters, fax, face-to-face meetings and emails
- When your images are captured by us via closed-circuit television cameras (CCTVs) or other equipment or devices while you are within our premises



- When you use some of our services provided through online and other technology platforms, such as websites, telemedicine, and apps
- When we seek information about you and receive your personal data from third parties in connection with your transactions with us, for example, from your employer with agreement with us, public agencies or the relevant authorities
- In connection with any investigation, litigation, or inquiry which may relate to you or any connected person
- When you submit your personal data to us for any other reason

IV. HOW WE MAY SHARE YOUR DATA

BatMC will not share your personal data with third parties unless necessary for the above-mentioned purposes and unless you give your consent thereto. Such third parties may include BatMC's outsourced service providers and other third parties.

We engage outsourced service providers to support us in delivering services to you. Our third parties include suppliers, government regulators, judicial, supervisory bodies, tax authorities or courts of competent jurisdiction. We engage third parties for the following reasons:

- Provide product and services for the support of the operations
- Comply with legal requirements
- Carrying out all other purposes set out above
- Personal data shared with third parties shall be covered by the appropriate agreement to ensure that all personal data is adequately safeguarded.

BatMC does not, will not, sell personal data to any third party. All our engagements with third parties shall be fully-compliant with our obligation of confidentiality imposed on us under applicable agreements and/or terms and conditions or any applicable laws that govern our relationship with you.

V. HOW WE PROTECT YOUR DATA

BatMC strictly enforces data privacy and information security policies. It implements technological, organizational and physical security measures to protect your personal data against loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction. We put safeguards such as the following:

- We keep and protect data using a secured server behind a firewall, deploying encryption on computing devices and physical security controls
- We restrict access to your personal data only to qualified and authorized personnel who hold your personal data with strict confidentiality
- We train our employees to properly handle your data and
- We require our third parties to protect personal data aligned with our own security standards.



VI. HOW DO WE STORE AND DISPOSE YOUR PERSONAL DATA

BatMC stores personal data in a data center (on premise and cloud) and physical document storage facilities.

It retains personal data only according to operational need and in compliance with legal and regulatory purposes. The BatMC's data retention and disposal policy is in accordance with R.A. 9470 (National Archives of the Philippines Act). In general, BatMC shall only retain your data for five (5) years after the processing relevant to the purpose has been terminated. However, BatMC may retain your data when necessary to establish, exercise or defend legal claims, for legitimate business purposes, or when provided by law.

VII. YOUR ROLE IN ENSURING THE COMPLETENESS, ACCURACY AND PROTECTION OF YOUR PERSONAL DATA

You should ensure that personal data submitted to us is complete, accurate, true and correct. Failure on your part to do so may result in our inability to provide you with services you have requested. You should inform BatMC immediately of any change of facts or circumstances which may render any information or personal data previously provided inaccurate, untrue, or incorrect and provide any information or documentation BatMC may reasonably require for the purposes of verifying the accuracy of the updated information or personal data.

VIII. YOUR DATA PRIVACY RIGHTS

Under the Data Privacy Act, you have the following rights:

- Right to be informed;
- Right to object;
- Right to access;
- Right to rectify or correct erroneous data;
- Right to erase or block;
- Right to secure data portability;
- Right to be indemnified for damages; and
- Right to file a complaint.

BatMC's decisions to provide access, consider requests for correction or erasure, and address objection to process data as it appears in its official records, are always subject to applicable internal policies, relevant laws and regulation.

IX. HOW YOU MAY CONTACT US

How to contact us



Republic of the Philippines
Department of Health, Regional Office IV - CALABARZON
BATANGAS MEDICAL CENTER
Batangas City
ISO 9001:2015 CERTIFIED



For further inquiries or complaints, please visit our office or get in touch with us at (043) _____ or _____.

Data privacy requests and concerns

For data privacy requests and concerns, you may write to our Data Protection Officer at dpo.batmc@gmail.com or

Data Protection Officer
Batangas Medical Center
Bihi Road, Kumintang Ibaba
Batangas City

X. CHANGES TO OUR DATA PRIVACY NOTICE

BatMC may amend this Data Privacy Notice to ensure that it is consistent with industry trends, legal and regulatory requirements applicable to how we handle your personal data. Relevant updates will be posted on this site.

XI. CONSENT

Submitting your data to BatMC signifies that you have read and understood the above Privacy Notice and expressly consent to the processing of your personal and/or sensitive personal information in the manner and for the purpose provided in this Notice. You understand and accept that this will include access to personal data and records submitted, which may be regarded as personal and/or sensitive personal data as provided under the Data Privacy Act of 2012.

You also authorize BatMC to disclose your data to accredited/affiliated third parties or independent/non-affiliated third parties, whether local or foreign, in the following circumstances:

As necessary for the proper execution of processes related to the declared purpose;
The use or disclosure is reasonably necessary, required or authorized by or under law; and
Provided security systems are employed to protect my data.

Consenting to this Privacy Notice, however, does not waive any of your rights under the Data Privacy Act of 2012.

For complete reference on the Data Privacy Act, please visit the National Privacy Commission website at <https://www.privacy.gov.ph/>.