

## **1. Introduction**

This privacy statement sets out how the **EuroQol Research Foundation (hereafter: EuroQol)** uses and protects any information that you give **EuroQol** when you use this website.

**EuroQol** is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this Privacy Statement.

**EuroQol** may change this policy from time to time by updating this page. Please check this page from time to time to ensure that you are happy with any changes. This policy is effective from **24<sup>th</sup> of May 2018**.

## **2. Legal basis for processing personal information**

We collect personal information based on;

- your consent;
- for the performance of a contract or in order to take steps at the request of the data subject prior to entering into a contract;
- for the purposes of the legitimate interests pursued by EuroQol (contracting obligations, marketing purposes).

## **3. Purpose of collecting personal information**

We process personal information for the following purposes:

- EQ-5D licensing purposes
- Providing customer/member support

## **4. What kind of personal information do we collect**

For a better experience while using our services, we may require you to provide us with certain personally identifiable information, including but not limited to;

- IP-address
- First and last name
- Work address
- Place of residence
- Phone number
- E-mail address
- Profession

## **5. Study information**

Although **study related information** is not personal information in general, EuroQol is aware of the confidential nature of the information and will protect study related information on the same level as personal information.

## **6. How do we protect personal information**

EuroQol has taken appropriate technical and organizational measures to protect personal data with respect to (prospective) customers against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, and against all other unlawful forms of processing. These measures will ensure a level of security appropriate to the risks represented by the processing and the nature of the data to be protected, having regard to the state of the art and the cost of their implementation.

## **7. Third receivers**

We hire processors for the execution of our services. These are not 'third recipients' but process your personal information in accordance with **EuroQol** purposes and instructions. Information that EuroQol collects may be stored and processed in and transferred between any of the countries in which the hired processor operates. Hired processors will secure the information in accordance with this privacy policy.

## **8. Retention periods**

Personal information processed for customer/member support will be stored as long as is legally required and as long as is necessary to complete the services to the requester, unless a user requests that we delete that information.

## **9. Your rights**

- **Right of inspection:** on request, we can provide you with a summary of the collected personal information and the reasons why we collected the information.
- **Rectification:** You have the right to have any inaccurate personal information about you rectified and, taking into account the purposes of the processing, to have any incomplete personal information about you completed.
- **Right to withdraw consent:** To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time.
- **Right to erasure:** On request, we will delete personal information (except in case of legal obligations).

### **How do we use cookies**

- A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit our website.
- We use traffic log cookies to identify which pages are being used. This helps us analyze data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.
- Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.
- You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

**If you have any questions about our privacy statement please contact:  
userinformationservice@euroqol.org.**

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