

1. Introduction

This privacy statement sets out how the **EuroQol Research Foundation (hereafter: EuroQol)** uses and protects personal information given to **EuroQol**.

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 document. Please check this document from time to time to ensure that you are happy with any changes. This policy is effective from **16th of March 2021**.

2. Legal basis for processing personal information

- We can collect personal information based on your consent. EuroQol will only use consent as a legal basis if this is necessary to process personal information. At any moment you can withdraw this consent.
In section "How to make use of your rights" information is provided to make use of your rights.
- for the performance of a contract. If you do not agree to process certain necessary information, we will not be able to provide our services to you.
- for the purposes of the legitimate interests pursued by EuroQol.

3. Purpose of collecting personal information

We process personal information for the following purposes:

- Arranging permission to use EuroQol instruments.
- Providing customer/member support.
- In case of virtual meetings recordings can be used to further scientific research conducted by EuroQol.

4. What kind of personal information do we collect

To facilitate a good customer journey, we may require you to provide certain personally identifiable information to use the following:

- IP-address
- First and last name
- Work address
- Gender
- Place of residence

-
- Phone number
 - E-mail address
 - Profession
 - Bank details (applicable for EuroQol members)
 - Recordings/ Images from EuroQol's virtual meetings can be shared with other members, only after your consent (applicable for EuroQol members)
 - Login details

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 with the same level of care as personal information.

6. How do we protect personal information

EuroQol has taken appropriate technical and organizational measures to protect personal data of (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 proportionate to the risks of processing and the nature of the data to be protected and the cost of the implementation.

7. Third receivers

We hire processors for the execution of our services. They are not 'third recipients' but process 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. EuroQol ensures that the collected personal information is not used for any other purposes than a purpose for which explicit informed consent is provided, except if it is required by law to disclose the personal information based on legal obligations.

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 to have certain information omitted or deleted.

9. Your rights

- **Right of inspection:** on request, we can provide you with an easy understandable and verifiable 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).

10. How to make use of your rights?

If you would like make use of your rights as mentioned above, please send an e-mail privacy@euroqol.org with your name, e-mail address.

We will respond on your request within 10 business days.

11. How do we use cookies?

- A cookie is a small file which asks permission to be placed on your device's hard drive. Once you agree, the file is added, and the cookie helps to analyze web traffic or informs you 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 before removing such from the system.
- Overall, cookies help us to provide you with a state of art website by enabling us to monitor which pages are useful. A cookie in no way gives us access to your device or any information about yourself, other than the data you choose to share with us.
- You can choose to accept or decline cookies. 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:
privacy@euroqol.org

(Version 2, 16th of March 2021)