



GUIDANCE NOTES

FOR MAKING CONTACT IN CONNECTION WITH COMMERCIAL SERVICES IN ACCORDANCE WITH ARTICLES 13 AND 14 GDPR IN CONJUNCTION WITH SECTIONS 82 AND 82A GERMAN SOCIAL SECURITY CODE VOL. X ("SGB X")

In order to provide you with the best possible support, it is useful if we can easily provide you with information. Whether it be about your current insurance status, benefit entitlements or other statutory benefits of the health insurance company. The simplest way is by telephone or email. No doubt these are the methods you prefer, too. However, the law requires us to obtain your consent for this.

PERSONAL DATA

First name, surname of the member, postal address – and your insurance number, if possible (you'll find this on your health insurance card) – **please check your data and add any other information**

- A Surname
- B First name
- C First line of address
- D Postcode, town/city
- E Health insurance number

A	Name
B	Vorname
C	Straße, Hausnummer
D	PLZ, Ort
E	Krankenversichertennummer

I have been informed that my consent is voluntary, and that I may withdraw it at any time with future effect without stating any reasons – either in writing (no formal requirements), over the telephone or by sending an email as follows:

DAK-Gesundheit
Postzentrum
22788 Hamburg

dsgvo@dak.de

040 325 325 770

CONTACT DATA

Please check your contact data and add any necessary changes.

- A Landline number
- B Mobile number
- C Email address

A	Festnetznummer
B	Mobilfunknummer
C	E-Mail

DECLARATION OF CONSENT

Contact consent:

I agree that DAK-Gesundheit or its contracted service providers may process my lawfully collected and stored personal data for the purpose of informing me about general services and events offered and organised by DAK-Gesundheit and its partners, and for conducting customer surveys and to ask for and receive feedback.

SIGNATURE

Date, signature
(for persons under 16 years old: signature
of legal guardian)

Datum, Unterschrift (bei unter 16-Jährigen: Unterschrift des Erziehungsberechtigten)	

For further information about data privacy and your rights
in accordance with Art. 13 GDPR, please go to www.dak.de/dsgvo



DATA PROTECTION INFORMATION

FOR COMMERCIAL SERVICES IN ACCORDANCE WITH
ARTICLES 13 AND 14 GDPR IN CONJUNCTION WITH SECTIONS 82
AND 82A GERMAN SOCIAL SECURITY CODE X

Identity of data controller

DAK-Gesundheit
Körperschaft des öffentlichen Rechts
Nagelsweg 27–31, 20097 Hamburg
Telephone: 040 325 325 555
service@dak.de

Contact data for Data Protection Officer

Datenschutzbeauftragte der DAK-Gesundheit
Nagelsweg 27–31, 20097 Hamburg
mailto: datenschutz@dak.de

Purpose and legal basis of data processing

DAK-Gesundheit uses your personal data for the purpose of recruiting new members and of managing and retaining its existing members.

The processing of your personal data for this purpose is based on

- consent issued you in accordance with Art. 6(1)(a) GDPR or,
- in the case of recruiting members, on the basis of Art. 6(1)(f) GDPR, where relevant, in conjunction with Section 284(4) German Social Security Code Vol. V ("SGB V").

Data Sources

The analysis of insurance-related data is performed using solely data that are lawfully collected and stored in accordance with Section 284(1) SGB V. In accordance with Section 284(4) SGB V, the recruitment of members is based on data taken from generally accessible sources.

Categories of data

The relevant categories of data cover the following contact data:

- first name and surname;
- date of birth;
- health insurance number, if applicable;
- contact information, such as address, telephone number and email address, if applicable

Categories of recipients

Apart from DAK-Gesundheit, the data recipients are service providers that process the data for the aforementioned purposes on behalf of DAK-Gesundheit: IT and communications providers, marketing/event agencies, lettershops and telecommunications providers and logistic service providers.

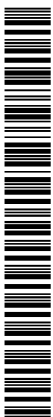
These recipients must guarantee to implement technical and organisational measures so as to ensure that the processing of data satisfies the requirements of the GDPR and the German Social Security Codes, including SGB X, and that the rights of data subjects are safeguarded.

No transmission of data to third countries

Data collected are not transmitted to any third country (non-EU/ non-EEA states) nor to any international organisation.

Duration of storage

The data you provide will be processed for the purposes described above. They will be stored for these purposes until you withdraw your consent completely or partially, or the legal remit ends.



Your rights

Your rights as a data subject, i.e. someone whose personal data are or may be processed, are described in the following:

- **Right to withdraw consent**

(Art. 7(3) GDPR)

If personal data are processed on the basis of your consent, you may withdraw this consent at any time without stating any reasons. The withdrawal of consent will take effect from the time the consent is withdrawn. Withdrawals of consent may be made in writing (no formal requirements), over the telephone or by email using one of the following contact options:

Telephone: 040 325 325 770

dsgvo@dak.de

- **Right to object**

(Art. 21 GDPR in conjunction with Section 84 SGB X)

The right to object entitles data subjects, on grounds relating to their particular situation, to object to the continued processing of their personal data if this is carried out in the performance of public tasks or for reasons of public or private interest. Furthermore, in the case of direct marketing, the data subject may also object, without stating any reasons, to the processing of their personal data for direct marketing purposes. No balancing of interests takes place in this situation.

- **Right of access by the data subject (regarding processed data)**

(Art. 15 GDPR in conjunction with Section 83 SGB X)

The right of access entitles the data subject to be given information regarding their personal data, and to certain other important information such as the purposes of processing and the length of the data storage period.

- **Right to rectification of inaccurate personal data**

(Art. 16 GDPR in conjunction with Section 84 SGB X)

The right to rectification enables the data subject to demand the rectification of inaccurate personal information concerning him or her.

- **Right to erasure**

(Art. 17 GDPR in conjunction with Section 84 SGB X)

The right to erasure enables the data subject to demand that the controller erase certain information. However, this right only exists if the data subject's personal data are no longer needed or have been processed unlawfully, or the data subject has withdrawn his or her consent.

- **Right to restriction of processing**

(Art. 18 GDPR in conjunction with Section 84 SGB X)

The right to the restriction of processing enables the data subject initially to restrict the future processing of his or her personal data. Such a restriction in particular arises when a data subject is examining the possibility of exercising other legal rights.

- **Right to data portability**

(Art. 20 GDPR)

Insofar as it applies to the processing of data described here, the right to data portability enables the data subject to receive his or her personal data from the controller in a commonly used and machine-readable format in order to transmit the data to another controller if necessary.

Note

Exercising the rights described here will not affect the processing of social data for the performance of your membership or insurance agreements with DAK-Gesundheit, and to enable DAK-Gesundheit to fulfil its legally prescribed obligations as a health and nursing care funding institution.

Right to lodge a complaint with a supervisory authority

- Bundesbeauftragte/r für den Datenschutz und die Informationsfreiheit [Federal Commissioner for Data Protection and Freedom of Information]
Graurheindorfer Straße 153
53117 Bonn
poststelle@bfdi.bund.de oder
poststelle@bfdi.de-mail.de

- Bundesamt für Soziale Sicherung
Friedrich-Ebert-Allee 38, 53113 Bonn
poststelle@bas.bund.de or
poststelle@bas.de-mail.de