



PROCEDURE FOR EXERCISING YOUR RIGHTS

Exercise of the rights concerning your personal data processed by Medicover Sport Sp. z o.o. (formerly OK System),

In connection with the fact that we are in the possession of your data, you have all the rights related to their processing under the provisions of the General Data Protection Regulation (GDPR). Below you will find all the necessary information regarding the procedures for reporting and exercising requests related to your rights.

How can I report my request for exercising my rights in reference to the processing of my personal data?

You can use any of the following three methods:

- traditionally, using the following postal address: Customer Service Bureau, Medicover Sport Sp. z o.o., al. Jerozolimskie 96, 00-807 Warszawa
- electronically, using the following e-mail address: bok@medicoversport.pl
- by phone, using the following phone number: 22 290 80 70

What can I request?

You have the following rights related to the processing of your personal data:

1. the right to object to the processing of your personal data for marketing purposes,
2. the right to object to the processing of your data on grounds related to your particular situation - in cases when we process your personal data on the basis of our legitimate interest,
3. the right to withdraw your consent,
4. the right of access to your personal data,
5. the right to demand rectification of your personal data,
6. the right to demand the erasure of your personal data, only if we are not obliged to process them by the provisions of law,
7. the right to demand restriction of the processing of your personal data,
8. the right to transfer your personal data, that is, the right to receive your personal data in a structured, commonly used and machine-readable computer format. You can send these data to another data controller or request that we send your data to another data controller. However, we will only do this, if such a transfer is technically possible.

What information should I include in my notification?

In order to be able to accept your request and analyse it, and also in order to prepare a reply to it, we need to know:

- who you are
- what right you wish to exercise and to what extent
- what the preferred channel of your return contact is

How long will I wait for a reply/realisation of my request?

We will do our best to respond to each received request immediately. However, in order to analyse your case carefully, and be able to fulfil your request in justified cases, we have adopted the following processing times:

Subject of request	Processing time
the right to object to the processing of your personal data for marketing purposes	21 days
the right to object to the processing of your data on grounds related to your particular situation,	21 days
the right of access to data	month
the right to demand rectification of your personal data,	7 days
the right to demand restriction in the processing of your personal data	21 days
the right to demand the erasure of your personal data ('the right to be forgotten')	7 days
the right to transfer your personal data	21 days

Will I incur any costs of exercising my rights?

Data subjects exercise their rights for free. However, in the case of the right of access to personal data, pursuant to the provisions of law, we reserve the possibility of collecting a fee for subsequent copies of data being the result of exercise of the right under art. 15 of the GDPR.

Will each of my requests be fulfilled?

Each request will be analysed and the result of the analysis will be a reply regarding its fulfilment, which you will receive from us. At the same time, we would like to inform you that as a result of the analysis, you may be refused to have your request fulfilled when it turns out to be unjustified in accordance with the provisions of the applicable law.

How do I cancel my marketing consents?

Your marketing consents can be cancelled by contacting the Customer Service Bureau and sending an e-mail to: bok@medicoversport.pl