

YOUR OPINION COUNTS!

ORTENAU2030
ZUKUNFT GESUNDHEIT



Alleine einzigartig. Zusammen unschlagbar.

Dear patient,

We hope we have been able to meet your expectations. We are always looking for ways to improve our services, and would value your help in that. So please fill out this form and put it in a mailbox in the entrance area of the clinic. Or just hand it to one of our employees.

Please let us know what you liked or what could be improved:

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This feedback is about the following hospital:

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Achern | <input type="checkbox"/> Offenburg Ebertplatz |
| <input type="checkbox"/> Lahr | <input type="checkbox"/> Offenburg St. Josefsklinik |
| <input type="checkbox"/> Ettenheim | <input type="checkbox"/> Kehl |
| | <input type="checkbox"/> Wolfach |

Station:

I am:

- | | |
|--|-----------------------------------|
| <input type="checkbox"/> Patient | <input type="checkbox"/> Employee |
| <input type="checkbox"/> Family member | <input type="checkbox"/> Others |
| <input type="checkbox"/> Visitor | |

Consent to data protection

I, as the patient or (legal) representative, agree that the above-mentioned personal data and the data listed in my text as well as, in the case of (legal) representation, the disclosure of the contents and data to the patient may be processed by the Ortenau Klinikum for the purpose of processing the request and, if necessary, for the purpose of providing evidence of effective representation. The consent is voluntary and can be revoked for the future at any time in writing by e-mail (feedbackmanagement@ortenaus-klinikum.de) or by mail (Ortenau Klinikum, Qualitätsmanagement, Postfach 2440, 77614 Offenburg).

I, as the patient or the (legal) representative, hereby declare that I have been informed about the data protection information on the back of this document and have taken note of it.

Date

Voluntary personal data:

First name, last name

Street, number

Postal code, city

- I would like to get a reply letter (voluntary)**
(please note that without signature and personal information your feedback cannot be processed!)

Signature

We assure you that your details will be treated confidentially in accordance with data protection regulations and will not be passed on to third parties. Your personal data will be deleted as soon as the purpose of the processing has been achieved and there is no legal obligation to retain the data, but at the latest after one year.

Thank you for your support!
Your Ortenau Klinikum

Information on data protection

Dear Ladies and Gentlemen,

the protection of your personal data is important to us. According to the EU General Data Protection Regulation (GDPR), we are obliged to inform you about the purpose for which the Ortenau Klinikum processes data. The information also tells you what rights you have in terms of data protection.

1. Responsibility for data processing and data protection officer

Responsible for data processing is:

District Office (Landratsamt) Ortenaukreis
Badstraße 20
77654 Offenburg

ORTENAU KLINIKUM
Management
Weingartenstraße 70
77654 Offenburg
Tel. +49 (0)781 472-5001
E-Mail: krankenhausverwaltung@ortenau-klinikum.de

You can reach the responsible data protection officer at:

Mr. Karsten Kinast, LL.M.
KINAST Rechtsanwalts-gesellschaft mbH
Hohenzollernring 54
D-50672 Cologne
Tel. +49 (0)221 222183-0
E-mail: datenschutz@ortenau-klinikum.de
Website: www.kinast.eu

2. Purpose of data processing

We collect and process your personal data (if applicable, first and last name, contact details, health data) exclusively for processing your request. We process the first name and surname of the (legal) representative in order to provide proof of effective representation and declaration of consent.

3. Recipients of your data

Recipients of your data are our employees who are responsible for processing your feedback. Your data will not be passed on to third parties without your separate declaration of consent.

4. Storage of your data

We only store your personal data for as long as it is necessary to achieve the purpose of the processing and provided that there are no statutory retention obligations to the contrary. We delete the collected personal data after one year at the latest. The company Inworks GmbH (Hörvelinger Weg 39, 89081 Ulm) provides the software used to process the feedbacks. Controller Processor Agreements have been concluded with these company in accordance with Article 28 GDPR. Within the scope of these agreements, your data will be processed on our behalf.

5. Your rights

If you have given your consent, you have the right to revoke this consent at any time without affecting the lawfulness of the processing carried out on the basis of the consent until revocation. Furthermore, you have the right to information, correction, deletion, restriction of processing, data portability and objection (provided the conditions are met). You also have the right to complain to the competent data protection supervisory authority if you believe that the processing of your personal data is not lawful. The address of the supervisory authority responsible for us is:

The State Commissioner for Data Protection and Freedom of Information of Baden-Württemberg
Lautenschlagerstraße 20
70173 Stuttgart

6. Legal basis

The legal basis for data processing is the declaration of consent under data protection law in accordance with Article 6 (1) (a) GDPR, and where applicable also Article 9 (2) (a) GDPR. The lawfulness for the processing of the data of the (legal) representative is based on Article 6 (1) (a) GDPR.