



INFORMATION ON THE PROCESSING OF PERSONAL DATA
(As to articles 13 and 14 of EU Regulation 2016/679)
for the purposes of the Public Relations Office

Dear user,

The Parma Local Health Authority processes your personal data through authorized personnel bound by professional and official secrecy, in full compliance with the principles of lawfulness, security, correctness, confidentiality, transparency, necessity, pertinence, purpose limitation and data minimization. The object of processing may also be personal data referring to third parties that you provide when indispensable for the pursuit of the purposes. The provision of data is necessary to manage your requests; in case of failure to provide it, it will not be possible to proceed with it.

This information is valid for the processing operations carried out at the Company Offices for Public Relations.

OWNER OF THE TREATMENT

The owner of the data treatment is Parma Local Health Authority, with headquarters in Strada del Quartiere, 2/a –43125 Parma.

DATA PROTECTION OFFICER

The Data Protection Officer can be contacted at the e-mail address: dpo@ausl.pr.it or at the owner's address.

PURPOSE OF THE TREATMENT

The Company deals your personal data in order to provide with adequate information relating to the services, structures, tasks and functioning of the Company, to collect suggestions or praise and respond to the presentation of complaints against disservices in order to implement continuous improvement.

LEGAL BASIS

The legal basis that gives lawfulness to the processing operations is the fulfillment of legal obligations regarding the functions and duties of the Office for Public Relations, information, participation and access of users to services, evaluation and monitoring of assistance health care, health service management.

SOURCE FROM WHICH THIRD PARTY PERSONAL DATA ORIGINATED

Personal data is provided by the subject who has submitted an application/complaint for the purposes of the Public Relations Office.

RECIPIENTS OR CATEGORIES OF RECIPIENTS TO WHOM THE PERSONAL DATA MAY BE COMMUNICATED

In the case of reports or complaints regarding specific topics attributable to the behavior of identified subjects, the personal data may be communicated to the latter in order to acquire counter-arguments and, therefore, give a prompt and adequate response.

CONSERVATION PERIOD - CRITERIA

Your data are stored in a secure manner for the time necessary to pursue the purposes for which they are processed, except for the longer time necessary to fulfill legal obligations due to the nature of the data or document or for reasons of public interest or for the exercise of public powers, also taking into account the provisions of the company documentation retention plan (so-called maximum waste).

EXERCISE OF RIGHTS

You may at any time exercise the right to obtain: confirmation as to whether or not personal data concerning you is being processed and, if necessary, obtain access to personal data; the rectification of inaccurate data and the integration of incomplete data. Only in the cases provided for by law, you also have the right to obtain: the deletion of data; the limitation of the treatment; the opposition to the treatment.

RIGHT TO COMPLAINT

If you believe that the processing of your personal data is carried out in violation of the law, you have the right to lodge a complaint with the Guarantor for the protection of personal data.

Further information regarding the processing of personal data, including the methods for exercising rights,
can be consulted on the institutional website of the Parma Local Health Authority: www.ausl.pr.it - "Privacy"
section

Modello INFO URP