

**PRIVACY NOTICE (Call Center employees)****INTRODUCTION**

This Privacy Notice ("Notice") is about the processing of your data by Philips in the Philips call center data study ("study"). It explains how we process your data when you interact with us as a research participant.

**WHO IS THE CONTROLLER OF YOUR DATA?**

For the processing activities covered by this Notice, the controller of your data is Philips Electronics Nederland B.V., High Tech Campus 52, 5656AG Eindhoven, the Netherlands.

**WHAT TYPES OF DATA DO WE PROCESS?**

Categories of Personal Data
<ul style="list-style-type: none"><li>Your voice data in the communication with the Healthcare Provider that contacts the Philips Customer Care Center;</li><li>If you share your name, this direct identifier will be deleted as soon as possible</li></ul>

**FOR WHICH PURPOSE(S) DO WE PROCESS YOUR DATA?**

The purposes for which we will process your data:

- To fulfil the primary objectives and purposes of the study
- The primary objective of this study is to examine complain recordings (voice data) collected from the Philips Customer Call Center. The main focus will be to understand where the technical and service-oriented issues lie. This data will be used for product development and to improve customer service.

Philips may also process your data for the following purposes:

- To ensure its medical devices and services adhere to a high standard of quality and safety;
- For audits, to check whether our internal processes function as intended and are in line with legal, regulatory or contractual requirements;
- To respond to requests from public and government authorities, including law enforcement.

**THE LEGAL BASES USED TO PROCESS YOUR DATA**

Philips processes your data for the purposes mentioned above only when we have a lawful basis to do so.

- We process your data for Philips' legitimate interests to understand where the technical and service-oriented issues are. Since this knowledge can be used for dedicated development of products and services that will provide a benefit at various stages of the product development and safety. We will only process your data for Philips' legitimate interests when we've concluded that the processing will not outweigh your privacy rights and interests;

**WHY DO WE NEED YOUR DATA?**

Providing your data to Philips for the above-mentioned purposes is completely voluntary. In case you do not want to provide your data to Philips, there will be no negative consequences for you.

**WITH WHOM DO WE SHARE YOUR DATA?**

Your data may be shared with other Philips affiliates who are part of the Philips Group. Only people (within Philips) who have a need to know the information will have access to the information.

From time to time, Philips may need to share your data with external third parties. Third parties may include:

- Service Providers.* We contract with trusted third-party companies that provide products and services to us such as IT systems and support.

Title: Post-market surveillance call-center data		Author: Aki Harna		Confidential
Study ID: ICBE-S-000614	Version: 3.0	Date: 2021-DEC-15	Status: Final	Page: 1 of 3
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- *Public and Governmental Authorities.* When required by law, or as necessary to protect our rights, we may share your data with public and governmental authorities that regulate or have jurisdiction over Philips.
- *Other parties in connection with corporate transactions.* We may also, from time to time, share your data in the course of corporate transactions, such as during a sale of a business or a part of a business to another company, or any reorganization, merger, joint venture, or other disposition of Philips' business, assets, or stock.

## INTERNATIONAL TRANSFER OF YOUR PERSONAL DATA

Due to our global nature, your data may be transferred to or accessed by Philips affiliates and trusted third parties from various countries around the world in order for Philips to fulfill the purposes described in this Notice. As a result, if the study takes place in a member state of the European Economic Area, we may transfer your data to countries located outside of the European Economic Area. Philips is required to ensure a safeguard is put in place for transfers to these countries. Some of these countries are recognized by the European Commission as providing an adequate level of protection; however, for countries that are not recognized by the European Commission as providing an adequate level of protection, we have put in place appropriate legal, organizational, and procedural measures to protect your data, such as:

- The Philips Privacy Rules (also known as the Binding Corporate Rules) approved by the competent data protection authorities. The Philips Privacy Rules enable the transfer of your data between Philips affiliates;
- Standard Contractual Clauses approved by the competent European Institution. These Clauses enable the transfer of your data to external third parties.

## HOW LONG DO WE KEEP YOUR DATA?

We keep your data as long as we need to fulfill the purposes for which it has been collected.

The criteria used to determine our retention periods include:

- How long your data is needed to perform the study.
- How long your data is needed to fulfill the purposes for which it was collected.
- Whether Philips is subject to a legal obligation to keep your data.

In light of the above criteria, your identifying data will be permanently deleted within 6 months from the end of the study. The research data (which contains personal data without direct identifiers) will be permanently deleted after 20 years with a periodic review every 5 years.

## HOW DO WE SECURE YOUR DATA?

Philips is committed to maintaining the security of the data we process. To protect your data, we put in place physical, technical, and organizational measures to prevent risks. These risks include destruction, loss, misuse, alteration, and unauthorized disclosure of or access to your data. We also require our service providers to protect the confidentiality and security of your data.

## WHAT ARE YOUR PRIVACY RIGHTS?

To the extent required by applicable law, you have certain rights with respect to the processing of your data which enable you to:

- obtain information on the processing of your data,
- obtain a copy of your data in a machine-readable format,
- object to the processing of your data,
- have your data rectified or deleted or their processing restricted (to the extent permitted by applicable law), and
- withdraw consent (if applicable) that you might have given with respect to the processing of your data without any consequence for you.

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To exercise your rights or to ask any other questions related to the protection of your data in Philips or regarding this Notice in general, you can contact the Philips Data Protection Officer via [www.philips.com/contactprivacy](http://www.philips.com/contactprivacy) or by regular mail at:

Philips - Attn: Group Legal (Privacy),  
Philips Center HBT 16, Amstelplein 2,  
1096 BC, Amsterdam, The Netherlands.

If you are not satisfied with Philips' response or believe that your data is not being processed in accordance with the law, you may contact or lodge a complaint with the competent data protection authority or seek other remedies under applicable law.

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