

Privacy Policy

Identity and contact details of the data controller:
Laurène Soulet de Brugière- Pôle santé, Place de l'Europe 49400 Saumur
06 85 39 25 91 - soulet.osteo@gmail.com

What personal data do we process and why ?

- Your booked, honoured and missed appointments are kept in our diary for 3 years from the date of your last appointment or until you delete your Doctolib account. This enables us to keep our diary up to date, to organise it and to justify it to the authorities in the event of an inspection.
- The data in your patient file: medical history, handling history and all the information you entrust to us that is subject to confidentiality. We keep this information for 20 years, 15 of which are archived, to ensure the best possible care and to enable you to access it on request.
- Accounting data (your method of payment and the amount paid, but never your credit card details): we are required by law to keep this information for 10 years from the end of the accounting period concerned.
- Your contact details, to inform you if a session is delayed, postponed or cancelled or, if you expressly request it, for post-session follow-up.

Who has access ?

- Members of the firm: Laurène Soulet, her assistants and replacements. Other members of the Health Unit have no access whatsoever.
- Doctolib, but only for the diary and your contact details.
- Our secure data host located in France, Hosteur (via the company MDSL).

How do we secure your data ?

- There are many security measures in place, and disclosing them would risk reducing their effectiveness.
- However, here are a few significant examples: we do not store any unnecessary data; we never access your social security number; patient files do not exist in paper form and are only stored on servers certified as health data hosting sites (HDES).
- Access is secured by a strong password for each user, who has a personal login.

What are your rights ?

- You have the right to access, rectify, delete, limit, oppose and port your data, in addition to the right to lodge a complaint with the CNIL if our response seems unjustified. Justify it.
- If you have any questions, please do not hesitate to contact our office using the contact details above or at your next meeting.