

Privacy Policy

Orthopédie Lucas respects and protects your privacy. We therefore wish to provide you with transparent information on the precautions we take when processing the personal data you give us.

What kind of information do we collect?

We receive, collect and store all the information you enter on our website or otherwise provide to us. In addition, we collect your e-mail address and information on the computer and connection you are using to contact us. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and the methods used to leave the page. We also receive your personal profile and collect your comments, product reviews and recommendations, as well as your history with Orthopédie Lucas.

To create your medical file, when we read your identity card, we collect personally identifiable information (name, address, date of birth, health insurance, NISS [Belgian social security ID] number, etc.). We add private information to the file, including telephone numbers, e-mail address, payment details and medical information.

How do we collect this information?

When you contact Orthopédie Lucas, either through our website or when you visit our shop, we collect the personal information you provide to us as part of the process. This personal information will only be used for the specific purposes indicated below.

Why do we collect personal information?

We collect personal and non-personal information for the following purposes:

- *To provide services;*
- *To provide our clients/patients/users with ongoing support and follow-up;*
- *To be able to provide our clients/patients/users with general or personalised advice on the service or information;*
- *To create statistical data that we or our business partners may use to provide and improve our respective services;*
- *To comply with all applicable laws and regulations.*

This information is essential for us to manage your file, especially when dealing with insurers and complementary health insurance providers.

How do we store the personal data of our clients/patients/users?

Our company website is hosted on the Wix.com platform. Wix.com provides us with an online platform so we can provide information on our products and services. Your data may be stored in Wix.com data storage, databases and general Wix.com applications. They store your data on secure servers behind a firewall.

All other personal data that we collect during your visit to Orthopédie Lucas are stored in the Health One database, hosted on an internal server, specific to Orthopédie Lucas and protected according to European standards. This data is also kept in paper format and stored securely.

How do we use or share our clients'/patients'/users' personal data?

The personal data we collect are used in the following ways:

- *To process orders, medical files and dispatch invoices, parcels and other correspondence to the correct address;*
- *To send information letters (by e-mail or post);*
- *To contact insurers and complementary health insurance providers;*
- *As essential information to follow up files with certain commercial/medical partners;*
- *For statistical studies to improve our services;*
- *To collect your opinions using surveys or questionnaires;*
- *If necessary, we may contact you in order to comply with our User Agreement, the applicable national laws and any agreements/commitments we may have with you. For these purposes, we may contact you by e-mail, telephone, text message and post.*

*We promise not to sell or lease your data to companies or persons not forming part of Orthopédie Lucas. **We treat your data as confidential information.***

Orthopédie Lucas takes appropriate technical and organisational measures to protect your personal data against loss, damage or unauthorised access of any kind, in accordance with General Regulation 2016/679 on data protection (GDPR).

Orthopédie Lucas undertakes to ensure that access to personal data and their processing by persons acting under its authority remain limited to the tasks they are required to complete as part of their position, or as required to complete their tasks appropriately. In addition, Orthopédie Lucas staff with access to the databases are required to respect the confidentiality of the personal information collected by us.

How do we use cookies and other tracking tools?

Orthopédie Lucas also saves your data when you visit our website or click a link in an e-mail. To do this, we use cookies or similar technologies. Even so, you have the option to disable the use of cookies in your browser settings or directly when you visit our site. However, our website may not then work properly.

We would like to remind you that we promise not to sell or lease your data to companies or persons not forming part of Orthopédie Lucas. We treat your data as confidential information.

How can clients/patients/users check or rectify their data, or have it deleted?

If you would prefer that we no longer process your data, please contact us by e-mail or post with the reasons for your request. As a security measure, for any modification/deletion of medical data, the request must be signed, dated and accompanied by a copy of both sides of the patient's identity card.

Updates to the Privacy Policy

We reserve the right to change this Privacy Policy at any time. Please therefore review it on a regular basis. Changes and clarifications will take effect immediately after publication on the website. If we make significant changes to this policy, we will notify you that it has been updated so that you know what information we collect, how we use it, and under what circumstances we use it, if applicable.

Questions and contact details

If you wish to access, rectify, modify or delete the personal information we hold about you, please contact us by e-mail or by post.

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