

Privacy Policy of ZAST GmbH

The following information provides an overview of which personal data we process and what your corresponding rights are under the data protection legislation.

A. Information pursuant to Art. 13 and 14 GDPR (General Data Protection Regulation)

1. Who is responsible for data processing?

The responsible party is:

Zentrale Abrechnungsstelle für den Rettungsdienst Bayern GmbH (ZAST GmbH)

Elsenheimerstr. 41

80687 Munich

Telephone: +49 89 24 44 33 444

Fax: +49 89 24 44 33 75 99

Email: kundenservice@zast.de

Should you have any questions about this Privacy Policy or about data protection at ZAST GmbH, please contact our data protection officer:

Benjamin Link

Zentrale Abrechnungsstelle für

den Rettungsdienst Bayern (ZAST GmbH)

Elsenheimerstr. 41

80687 München

Email: datenschutz@zast.de

2. Which sources and personal data does ZAST GmbH use?

As the central billing agent assigned under BayRDG (Bavarian law on emergency rescue services), ZAST GmbH is responsible for the billing of public patient transport, emergency responses (including by emergency doctors), air rescue, mountain and water rescue missions, and the transportation of intensive care patients and new-born babies within Bavaria. The information about each incident response is provided to us for billing by the corresponding emergency services. During this process, certain personal data of the patient, as well as details of the response, are shared with us.

The following personal data is recorded and provided to us by the emergency personnel: surname, first name, address, date of birth, health insurance provider, policyholder's number.

The response data includes information about the type of response, the route, the duration, the deployed emergency personnel, and the vehicle that was used.

If it becomes necessary to search for the correct personal data because the original data is incorrect or incomplete, we will use other sources in addition to the publicly available ones (Internet, telephone or address search). These additional sources may include institutions involved in the response (e.g. emergency services, hospital) or other companies (e.g. credit agency, health insurance provider), should this be necessary to complete our assignment.

As part of our debt collection practices, we may process additional personal data under certain circumstances, such as telephone numbers, email addresses and payment details.

3. For which purposes is personal data processed, and on what legal basis?

As the central billing agent assigned under BayRDG (Bavarian law on emergency rescue services), ZAST GmbH is responsible for the billing of public patient transport and emergency responses (including by emergency doctors) within Bavaria. Art. 34 para. 9 BayRDG, Art. 47 para. 1 and 2 BayRDG as well as Art. 34 AVBayRDG constitute the main legal basis upon which data is processed.

ZAST processes the data for the purpose of billing all emergency service responses for the deployed support organisations of the Bavarian emergency services. The billing includes invoicing the paying parties (e.g. social insurance agencies, hospitals) or private individuals on behalf of the support organisations. It also includes collecting the corresponding payments, as well as debt collection and complaints management.

Your data will not be processed for sales or marketing purposes.

4. Who receives the data?

Your data will only be provided to those parties within ZAST GmbH that need it to fulfil our contractual and legal obligations.

As part of our debt collection practices, we may share your data with social security agencies, billing centres, hospitals, social welfare offices, prisons, statutory accident insurance institutions and embassies.

Service providers that we use may receive your data if they agree to keep it confidential in accordance with GDPR. Service providers are companies in the following categories: printing, IT, financial services, logistics, debt collection, telecommunications.

We may be legally obliged to share personal data with the following recipients in particular: public authorities, regulatory bodies, law enforcement authorities, auditors and solicitors.

Your data will not be shared for sales or marketing purposes.

5. Is data sent to non-EU countries?

Personal data may be sent to a country outside of the European Union if the person concerned resides in that country or if their representative (e.g. a foreign health insurer) is based there. In such case, personal data will be sent to this non-EU country as part of the debt collection process. In addition to the person concerned, this may also include the service providers listed under item 4.

6. How long is data stored for?

Your personal data will be stored for as long as is necessary for us to fulfil our contractual and legal obligations. If the personal data is no longer needed to fulfil contractual and legal obligations, it will be deleted, unless it needs to be retained for longer for the following purposes:

- To meet record-keeping requirements under commercial and fiscal law (e.g. HGB – German Commercial Code). The retention and documentation periods range from two to ten years.
- To preserve evidence within the scope of the statutory limitation periods of between 3 and 30 years. (Art. 195 et seq. BGB – German Code of Obligations)

7. Is automated decision-making pursuant to Art. 22 GDPR carried out?

No automated decision-making pursuant to Art. 22 GDPR takes place when we process personal data.

8. Does profiling take place?

We do not perform any profiling when processing personal data.

B. Right of access pursuant to Art. 15 – 21; right to lodge a complaint pursuant to Art. 77 GDPR

1. Your right to access pursuant to Art. 15 GDPR

You have the right to request details about which of your personal data we process. To do so, please contact the data protection officer, ideally in writing together with proof of ID, so that we can check that you are the person concerned. After verifying that your request is legitimate, we will send you the information (or the reason for rejecting your request) within one month. We will inform you if we are unable to do so within one month.

2. Your right to rectification pursuant to Art. 16 GDPR

You have the right to have your personal data corrected by us, should it not (or no longer) be valid. If the data is incomplete, you have the right to have it completed. If we have shared your data with third parties, we will inform these third parties of your corrections if we have a legal obligation to do so.

3. Your right to erasure pursuant to Art. 17 GDPR

If there is no legitimate reason for processing your personal data, you are entitled to have your data deleted in the following cases:

- If your personal data is no longer needed for the purpose for which it was collected.
- If you revoke your consent and there are no further legal grounds for processing the data.
- If you object to your data being processed and we have no overriding or legitimate reason for processing it.
- If your data has been processed unlawfully.
- If your data must be deleted in order to meet the legal requirements.

4. Your right to restriction of processing pursuant to Art. 18 GDPR

You have the right to demand that the processing of your personal data is restricted for any one of the following reasons.

- If the accuracy of the data is being disputed by you and we had the opportunity to check that it was accurate.
- If it is not processed regularly and you request restricted usage instead of erasure.
- If we no longer need to process your data, but you need it to assert or defend a legal claim.
- If you have objected and it is not yet clear whether your interests will prevail.

5. Your right to object pursuant to Art. 21 GDPR

We are entitled to process your personal data in accordance with the legal provisions. Depending on your specific situation, you are entitled at any time to object to your personal data being processed in the public interest or on the basis of legitimate interests (Art. 6 para. 1 clause e and f GDPR). We will no longer process your personal data if you object, unless we are able to prove that there are compelling legitimate reasons for doing so that outweigh your interests, rights and freedoms, or that the data is being processed for the purpose of asserting or defending legal claims.

6. Your right to lodge a complaint pursuant to Art. 77 GDPR

Should you not be happy with our response to your request, you have the right to lodge a complaint with the data protection officer of ZAST or with the relevant data protection authorities. The responsible data protection authority for ZAST is the “Bayerischer Landesbeauftragte für den Datenschutz (BayLfD)”. For more information and contact please visit the authority’s website under: <https://www.datenschutz-bayern.de/> .