

PRIVACY NOTICE FOR RECORDING OF CALLS

Igenomix S.L.U. and its affiliates ("Igenomix" or "us/we") as part of Vitrolife Group www.vitrolifegroup.com care about your privacy. Therefore, Igenomix always strives to protect your personal data in the best possible way and to comply with all applicable laws and regulations for the protection of personal data.

In this privacy notice, Igenomix wants to inform you as a caller to our call centres about the way we process your personal data when you talk to us on the telephone.

Who is responsible for your personal data?

Igenomix S.L, Spanish company, with address Calle Narcís Monturiol 11B, Edificio Europark, Parque Tecnológico de Paterna (46980), Valencia, Spain is responsible for the processing of your personal data (the controller).

If you have any questions or queries regarding Igenomix's processing of your personal data, you are welcome to contact our Data Protection Officer by sending an e-mail to privacy@igenomix.com

2. Information about the processing of your personal data

2.1. Type of personal data we are collecting about you

Igenomix will obtain your personal data directly from you that you share with us during the call.

Personal data about you that Igenomix processes:

- Name
- Date of birth
- Nationality
- Email, phone number, address
- Bank account number
- Health data

Please note that the below list is a list of examples only and is not intended as an exhaustive list. Igenomix will not necessarily process all the data listed below about you.

Igenomix may also process personal data about you that is unstructured, for example, any personal data that you randomly share with us without us requesting such data. Such information will not be stored in our systems and will be deleted without prior notice.

2.2. Purpose of the processing with the legal basis for the processing

The purpose of the data collection is to proceed with the telephone contracting of our products or services, to manage our relationship with you as a customer, or to solve your queries.

Our legal basis for processing your personal data is to execute a contract with you, our legitimate interest for quality reasons, as well as to comply with our legal obligations. You express your consent to the data processing if you stay in the line and do not end the call. If you don't agree to our data processing, please contact us via e-mail.

2.3. Recipients or categories of recipients of the personal data and Transfer of personal data Who can gain access to your personal data?

The data we collect by telephone will not be disclosed to third parties unless legally required, in which case we will communicate the data to the competent Public Administrations in order to comply with the obligations to which Igenomix is subject due to its activity.

2.4 For how long do we process and store your personal data?

In general, we retain personal data as long as it is necessary to fulfil the purpose of the data processing, but no longer than 5 years from the call you made. In some cases, we may be required to retain personal data for a longer period of time by law or for other necessary purposes. Whenever possible, we aim to anonymize the information or remove unnecessary identifiers from records that we may need to keep for periods beyond the specified retention period.

2.5 Is your data secure with us?

We are committed to protecting your personal data and ensuring that your choices are honoured. We have taken strong security measures to protect your personal data from loss, misuse, unauthorized access, disclosure, alteration, or destruction.

3. How can you affect our processing of your personal data?

Right to information (Art. 12,13 and 14)	You can obtain further information on the personal data which we store and process about you by contacting us at privacy@igenomix.com , stating this request.
Right to object (Art.21)	You may object to your personal data being processed. If you wish to object to your personal data being processed, please contact us at privacy@igenomix.com , stating this request.
Right to rectification and restriction of processing (Art.16. and 18)	You may request that your personal data is rectified if you think your data is inaccurate or incomplete. You have the right to restrict the processing of your personal data in certain situations, such as when you contest the accuracy of the data or when you have objected to the processing and we are considering whether our legitimate interest grounds override your grounds. If you wish to have your data rectified or restrict the processing, please contact us at privacy@igenomix.com , stating this request.
Right to a copy of your personal data (Art. 15)	You may be entitled to obtain a copy of your personal data in a structured, commonly used and machine-readable format by contacting us at privacy@igenomix.com , stating this request. If technically feasible, you may request that the personal data is transmitted directly to another company or person acting as a data controller.
Right to make a complaint (Art.77)	If you have any complaints about our processing of your personal data, you may contact the relevant data supervisory authority. Our Members European Data Protection Board (europa.eu)

Right to withdraw your consent	If we rely on your consent to process your personal data, you can always revoke it by contacting us at privacy@igenomix.com , stating this request. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal. Prior to giving consent, the data subject shall be informed thereof.
Object to automated decision making including profiling (Art. 22)	You have the right not to be subject to a decision based on solely on automated processing that significantly affect you by contacting us at the e-mail at privacy@igenomix.com . There are exceptions, such as when the decision is necessary for a contract, based on the individual's explicit consent or authorised by EU or member state law.
Right to data portability (Art.20)	This right enables you to obtain and reuse your personal data for your own purposes by contacting us at the e-mail at privacy@igenomix.com . You can request your data in a structured, commonly used, and machine-readable format, and you may request that it is transmitted to another controller directly.
Right to be forgotten (Art.17)	You may request by contacting us at privacy@igenomix.com , stating this request. that we delete or remove your personal data.

4. Contact us

If you wish to exercise one of your rights, please send an email to: privacy@igenomix.com

or a letter to:

Legal Department

Igenomix S.L.U., address Calle Narcís Monturiol 11B, Edificio Europark, Parque Tecnológico de Paterna (46980), Valencia, Spain

We kindly inform you that Igenomix may not always be obliged to comply with a request of deletion, restriction, objection or data portability. Assessment may be made on a case by case basis of our legal obligations and the exception to such rights.

Please note that we may require proof of your identity and full details of your request before processing it. The data will only be used to verify your identity and will not be stored for longer than needed for this purpose.

We will reply without delay, in accordance with the applicable regulations.