PLEASE READ THIS DOCUMENT ENTITLED "TERMS AND CONDITIONS" ("THE DOCUMENT") CAREFULLY BEFORE USING THIS WEBSITE.

All intellectual property and copyright rights relating to the website www.medsana.ro (the "Website") are exclusively owned by Medsana Bucharest Medical Center S.R.L. (12 Dr. Nanu Muscel Street, District 5, Bucharest, Romania, Tax Identification Number: 10019809, Trade Register No.: J40/9685/1997), a private outpatient healthcare provider (the "Medsana Medical Center"), acting as a personal data controller in accordance with the notification submitted to the National Supervisory Authority for Personal Data Processing ("ANSPDCP") and the applicable provisions of the General Data Protection Regulation ("GDPR").

This Website is controlled and operated by the Medsana Medical Center from its headquarters, through a subcontractor which also complies with the applicable legislation and with which Medsana has entered into an appropriate agreement.

The Website is intended both for Website visitors (individuals who are not patients) and for patients of the Medsana Medical Center (each of them hereinafter referred to as a "User"). The Website serves as an online portal providing information about the services offered, presenting the medical team of the Medsana Medical Center, useful medical information, medical studies and recommendations, while also providing online appointment booking and contact services with the Medsana Medical Center.

By accessing the Website and/or using the medical services provided by the Medsana Medical Center, Users agree to comply with the provisions of this Document and with the applicable legislation in force in the jurisdiction of the service provider.

"Medsana" and "Respect for Life" are registered trademarks exclusively owned by the Medsana Medical Center. You are not permitted to copy or use them in any way.

If you copy, print or download any text or graphic material from the Website, you do so under a licence granted by the Medsana Medical Center. Such use is permitted exclusively for personal, non-commercial and non-profit purposes, provided that you do not modify or remove any copyright notices, trademarks or other intellectual property ownership notices.

Any attempts to gain unauthorised access to the Website, including but not limited to any attempt to access a patient's personal data, modify the Website content, access the Website through automated devices or software, alter its structure or reverse-engineer its software in any perceptible form, or copy or quote Website content without indicating its source, shall be considered attempts to defraud the Website and shall be reported immediately to the competent authorities.

The information published on the Website is provided for informational purposes only and must be treated as such. Any use of this information in breach of this Document, without the prior written consent of the Medsana Medical Center, is prohibited, shall be considered intellectual property theft and shall give rise to liability in accordance with the applicable legal provisions. Accordingly, you are not entitled to engage in any of the following activities without the consent of the Medsana Medical Center:

- Removing or modifying the displayed content or any Medsana identification marks that establish the copyright ownership of the content presented;
- Modifying, publishing, transmitting or retransmitting, in any manner or form, or participating in the transfer or distribution of materials created by reproducing, modifying or displaying all or part of the Website content;
- Reproducing or storing Website content, or sending such content to any other website, server or other information storage medium, where the purpose of such activity is commercial.

Access to the Newsletter service or certain features of the Website requires Users to register using an email address and/or the patient's telephone number and, in some cases, a password. You may give your consent to marketing activities and withdraw such consent at any time by contacting us at dpo@medsana.ro.

The Medsana Medical Center reserves the right to manage the information published on the Website at its own discretion, without being required to provide any justification.

PROTECTION OF MINORS

The Website is intended for minors who have reached the age of 16. The Website is not intended or designed to attract minors under the age of 16 at the time of accessing the Website. Therefore, if you are under 16 years of age, please be advised that, in order for us to respond to your request, we must be contacted by your legal representative (parent or guardian). Furthermore, please note that your identity and age will be verified when you visit one of our clinics to receive the requested service.

If you become aware that certain information has been provided to us by a minor under the age of 16 (such as your child or sibling), please contact us at dpo@medsana.ro so that we can promptly proceed with its deletion.

COOKIES

The website www.medsana.ro uses cookies, which are data files stored on the User's hard drive and contain information about the User. The use of cookies provides benefits to visitors by allowing certain browsing preferences to be remembered, thus enabling faster access to Website content, etc.

Refusing cookies does not mean that the User will be denied access to the Website or the ability to browse and read its content. Full details regarding the types of information collected through cookies are available at: https://www.medsana.ro/despre-noi/cookies.

AMENDMENT, SUSPENSION OR TERMINATION

These Terms and Conditions may be amended at any time, and any amendments shall take effect upon their publication on the Website.

If you do not agree, or no longer agree, with this Document, please refrain from using, or discontinue using, the Website.

The Medsana Medical Center reserves the right to modify, suspend or discontinue the operation of the Website or any part thereof without prior notice.

Upon termination of this Document, whether by you or by the Medsana Medical Center, you are required to immediately destroy all materials downloaded or otherwise obtained from this Website, as well as all copies of such materials.

This Document constitutes the agreement between you and the Medsana Medical Center, which you accept and undertake to comply with when using the Website and benefiting from the services provided by the Medsana Medical Center. By accessing the Website, you acknowledge that, as a User, you are fully responsible for, aware of and assume responsibility for all actions you undertake while using the Website, as well as for the consequences arising from such actions.

CONTACT DETAILS

Requests for information, complaints or any other notifications relating to access to the Website shall only be considered if submitted in writing, either in hard copy (physical paper form) or electronically, by completing the form available on the feedback page at https://www.medsana.ro/informatii-pacienti/parerea-dumneavoastra, or by sending an email to office@medsana.ro. Requests relating to the protection of personal data may be sent to dpo@medsana.ro.

A properly submitted complaint must include the User's identification details and a description of the request. At least two of the following contact details must be provided: postal address, telephone number or email address.

Upon receipt of a request, complaint or notification, a registration number will be assigned and communicated to the person concerned. The response will be issued based on this registration number. Please note that, depending on the subject matter and content of the submitted request, the Medsana Medical Center may ask for additional information or clarification in order to fully and accurately understand the reported situation and provide a well-founded response.

A response to any request, complaint or notification shall be issued within the statutory period of 30 calendar days. If, for justified reasons, a response cannot be provided within this period, the person who submitted the request will be notified, and the response period may be extended by a maximum of 30 additional days.

PERSONAL DATA PROCESSING

The Privacy Notice regarding the processing of personal data by Medsana Bucharest Medical Center S.R.L. is available at: https://www.medsana.ro/despre-noi/gdpr-en