

Information on the collection of personal data by Pflegestützpunkt Heidelberg (Support Point Geriatric Care) according to article 13 of the General Data Protection Regulation (GDPR)

Pflegestützpunkt Heidelberg (Support Point Geriatric Care) is a counseling center jointly sponsored by the German Care Insurance, the German Health Insurance and the City of Heidelberg.

Your data is in safe hands with us, as we are bound by the legislation concerning social secrets (section 35 of the German Social Insurance Code, First Book – SGB I, Sozialgesetzbuch).

What are the tasks of the Support Point Geriatric Care?

The Support Point Geriatric Care has the following tasks (section 7c subsection 2 Social Insurance Code, Book 11 on Social Care Insurance – SGB XI):

- Comprehensive and independent information and counseling on the rights and obligations according to the German Social Insurance Code and on choosing and claiming national or state social services or any other support, including counseling on care according to section 7a SGB XI in connection with the guidelines provided in section 17 subsection 1a SGB XI,
- coordinating any health-promoting, preventative, curative, rehabilitation and other medical, social and care support measures, including help in claiming services, which are appropriate for local care and counseling,
- creating a network of well-aligned nursing and social care as well as counseling.

To what end does the Support Point Geriatric Care process your data?

The use of the support point's services is voluntary. Counseling is free of charge and confidential. It may be done anonymously, that is without collecting and processing your social data.

However, to coordinate counseling services or to assist you in claiming services, it may be necessary for the Support Point Geriatric Care to contact your health or care insurance, at-home-care providers, nursing homes, authorities, relatives and other actors involved and to process social data.

What is the legal basis for processing your data?

Social Data are defined in section 67, subsection 2 SGB X. Social data are also personal data according to article 4 no. 1 of the General Data Protection Regulation (GDPR).

Admissibility of data processing is based on article 6 no. 1e) in connection with no. 3 GDPR in connection with section 7c subsection 5 SGB XI.

If data processing is not required to fulfill our tasks and there is no other legal basis for processing, your data will only be processed if you have given us your written consent (article 6 no. 1a GDPR).

What are the consequences if you do not provide relevant data?

You are not obligated to share your data. In order to fulfill our tasks properly and comply with legal obligations, your participation is required in many cases. In these cases it is important for you to share relevant information concerning your person and your circumstances for the above-mentioned purposes. A lack of compliance may mean that comprehensive counseling or support is not possible.

What data do we process?

The Support Point Geriatric Care will, if required, process the following categories of data:

1. Data concerning your person (standing data and contact data)
2. Data on your insurance
3. Data concerning services, care and payment including health data as a special category of personal data
4. Data on the caregiver
5. Data on legal representatives
6. Data on the service providers
7. Data on the reason for counseling

Who receives your data?

The Support Point Geriatric Care is there to help you to ensure everything runs smoothly with your care. To that end, it might be necessary to share your data with third parties in some cases. This might be the case if we assist you in applying for other social benefits, if another service provider is in charge of approval or to liaise with service providers ensuring the best possible care for you (f. ex. nursing homes (among others short term care), care services, pharmacy services or meals on wheels). When we transmit data, we apply strict rules to ensure only data required for the specific purpose is transmitted. The Support Point Geriatric Care uses a software to document counseling and to process data. This software is fully compliant with GDPR provisions and we concluded a Commissioned Data Processing Agreement according to article 28 GDPR with the provider.

How long is my data stored?

Your data is stored to fulfill our tasks and in accordance with legal provisions. Electronically stored data will be destroyed i.e. erased 4 years after your last contact with us (example: Your last contact was on September 20, 2018. Accordingly, the statutory limit for storage ends on December 31, 2022.) This means data will be redacted and it will not be possible to restore it. Storage/retention and erasure with the health or care insurance are subject to the provisions of article 304 SGB V or article 107 SGB XI.

What are your rights?

- Right to access processed data (article 15 GDPR in connection with section 83 SGB X) - Right to obtain rectifications to incorrect data (article 16 GDPR in connection with section 84 SGB X)
- Right to erasure (article 17 GDPR in connection with section 84 SGB X)
- Right to obtain the restriction of processing (article 18 GDPR in connection with section 84 SGB X) - Right to data portability (article 20 GDPR)
- Right to objection (article 21 GDPR in connection with section 84 SGB X)
- Withdrawal of consent to pass on data to third parties (article 7 no. 3 GDPR)
In case your data is processed based on your consent, you have the right to withdraw that consent at any time with effect for the future.

Whom can you contact to assert your rights?

To assert your rights you may reach out to:

Pflegestützpunkt Heidelberg
Dantestraße 7 69115 Heidelberg
phone: 06221/ 58-4900
Email: pflegestuetzpunkt@heidelberg.de

or the data protection officer

Frau Claudia von Taschitzki
Rohrbacherstraße 12
69115 Heidelberg
Phone: 06221/ 58-12580
Email: datenschutz@heidelberg.de

They will examine your request and initiate further steps if required. You may also reach out to the above-mentioned contacts to withdraw your consent.

Furthermore, you have the right to complain to the supervisory authority in charge of data protection if you feel that processing of your data is not lawful.

Name and address of the supervisory authority:

Der Landesbeauftragte für den Datenschutz und die Informationsfreiheit Baden-Württemberg
Lautenschlagerstraße 20, 70173 Stuttgart
Postfach 102932 , 70173 of Stuttgart
Phone: 0711/ 615541-0, Fax: 0711/ 615541-15 Mail: poststelle@ldi.bwl.de
Online complaints:
www.baden-wuerttemberg.datenschutz.de