

Privacy policy

In order to be able to supply our contact lenses, it is necessary that we receive and process personal data for this purpose. We find it very important that your personal data is properly protected and that we comply with the privacy legislation (General Data Protection Regulation). In this privacy statement you can read how we handle your personal data.

Personal data

The moment your contact lens specialist places an order with us, we receive your personal data. Below you will find an overview of the personal data we receive and process:

- Lens specifications (Special category of personal data: health data)
- Name and address details (Optional)

Basis for data processing

Lens specifications are required as a minimum to be able to execute the order. For some products it is necessary that your name and address details are known to us. In such a case, an order contains your name and/or possibly address details.

Permission

Because it concerns a special category of personal data (health data), your consent is required. Your consent applies to the transmission of your data by your contact lens specialist to Microlens, and to the processing of your data by Ophtecs Europe as described in this privacy statement.

You can withdraw your consent at any time from your contact lens specialist, or from Microlens via info@ophtecs-europe.com. We will then anonymize the order (delete name and address details). Withdrawal of your consent does not affect the lawfulness of the presence of your personal data before withdrawal.

Purpose of processing your personal data

We process this personal data for the purpose of:

- Assessment, manufacture and delivery of ordered products;
- Any aftercare via your contact lens specialist;
- Comply with legal obligations regarding retention periods and traceability.

Retention period for personal data

We do not store your personal data longer than is strictly necessary. Immediately after sending the order, we anonymize the order by deleting any known name and address details.

View, modify or delete data

You have the right to view, correct, delete or transfer your personal data. You can send a request to info@ophtecs-europe.com. We aim to process your request within 10 working days.

How we protect personal data

Ophtecs Europe takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification.

The software with which your personal data is processed can only be accessed digitally and physically with proper authentication and authorization.

Your personal data will not be used for

Automated decision-making

Use of website

No personal data is requested and stored when visiting the website www.ophtecs-europe.com. Also not for downloading documents from the website.

Changes to the privacy statement

We reserve the right to amend this privacy statement. Changes will www.microlens.nl be published on our website.

Dutch Data Protection Authority

We would like to point out the possibility to file a complaint with the Dutch Data Protection Authority (www.autoriteitpersoonsgegevens.nl).

Contact Information

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