

Rules of Using the website of CJSC "Central Polyclinic Litfonda"

These Rules (hereinafter referred to as the Rules) of using the website (hereinafter referred to as the Website) of CJSC "Central Polyclinic Litfonda", which electronic address: lit-clinic.ru and belonging to CJSC "Central Polyclinic Litfonda" (hereinafter referred to as the Polyclinic), are applied to all natural persons of full age, having visited the Website (hereinafter referred to as the Visitor, Visitors) without a limitation to the age, territory, time, type of used device and type of software.

1. General conditions

1.1. Every Visitor while visiting the first page of the Website shall accept the Rules, namely: shall agree with the policy of personal data processing (hereinafter referred to as the Policy of PDP) submitted by such Visitor, set forth in Section 2 herewith. In case of refusal to accept the Rules and/or the Policy of PDP the Visitor has the right to leave the Website.

1.2. The Website contains special information of medical and technical nature, which possesses a special designation and must be interpreted by the specialists with regard to a certain situation for every patient. The contents of the Website can be used for informative purposes only. Although the Polyclinic takes efforts for checking the information placed on the Website, the Visitor is strongly discouraged to use the information, contained in the Website, for the purposes of individual treatment, otherwise the Visitor takes a risk to cause harm to his/her own health, for which the Polyclinic is not held liable. We recommend that you consult with the specialists of our Polyclinic concerning qualified medical aid.

1.3. The Polyclinic is not held liable for the quality of the medical services provided by other medical institutions stated on the Website, except that of the Polyclinic.

1.4. The Polyclinic reserves the right to change at any time and to any extent the content of submission and content of the text information on the Website, to change or to delete graphic illustrations, other media files through complete closure of the Website.

1.5. For the purposes of these Rules any visits of the Website by software products (bots) shall be considered as the visits of the Website by Visitors - natural persons.

2. Personal data processing

2.1. The personal data of the Visitors shall be processed according to the requirements of par. 2 Article 18.1 of the Federal Law "On personal data" dated July 27, 2006 No. 152-FZ. The Policy of PDP shall be published on the Website. The Visitor while submitting the personal data shall accept in full the conditions of the Policy of PDP. In case of refusal to accept the Policy of PDP the Visitor shall not have the right to submit his/her personal data to the Polyclinic.

2.2. This Policy of PDP shall be introduced for an indefinite period of time. The Polyclinic shall have the right to review at any time the Policy of PDP at the discretion of the Polyclinic, including the case of making changes in the effective legislation of the Russian Federation and in the local laws and regulations of the Polyclinic approved for fulfillment of the Policy of PDP.

2.3. This Policy of PDP shall be used to the Website only. The Polyclinic shall neither control nor be held liable for the websites of third parties, to which the Visitor may follow using a link provided on the Website.

2.4. The Polyclinic shall not check the authenticity of the personal data provided by the Visitor and shall assume them to be complete and authentic.

2.5. When filling in the admission application via the Website; the return call request application; specialist consultation application; comment on the Polyclinic and/or a specialist, the Visitors shall provide the following information: full name, phone number, e-mail address, permit and/or medical card No., an e-mail message can be sent upon the discretion of the Visitor. By putting down the stated data into the application form and by pressing the "Send" button the Visitors provide the Polyclinic with an unconditional, termless and territory unlimited consent for obtaining and processing of the stated information about the Visitors by the Polyclinic upon the discretion of the latter.

2.6. The Polyclinic shall process the obtained information according to the Policy of PDP and following laws and regulations:

- 2.6.1. Federal Law "On personal data" dated July 27, 2006 No. 152-FZ;
- 2.6.2. Federal Law "On information, information technologies and protection of information" dated July 27, 2006 No. 149-FZ;
- 2.6.3. Code on administrative violations of the Russian Federation dated December 30, 2001 No. 195-FZ;
- 2.6.4. Federal Law "On amendments in certain legislative instruments of the Russian Federation concerning clarification of the procedure of personal data processing in the information and telecommunication networks" dated July 21, 2014 No. 242-FZ;
- 2.6.5. Federal Law "On Federal Security Service" dated April 03, 1995 No. 40-FZ;
- 2.6.6. Federal Law "On licensing certain types of activities" dated May 04, 2011 No. 99-FZ;
- 2.6.7. "Issues of the Federal Service on technical and export control" (approved by the Decree of the President of the Russian Federation dated August 16, 2004 No. 1085);

- 2.6.8. "Provision on the Federal Service for Supervision of Communications, Information Technology, and Mass Media (approved by the Decree of the Government of the Russian Federation dated March 16, 2009 No. 228);
- 2.6.9. "Requirements for the protection of personal data while processing them in the personal data information systems" (approved by the Resolution of the Government of the Russian Federation dated November 01, 2012 No. 1119);
- 2.6.10. "Provision on peculiarities of non-automated personal data processing" (approved by the Resolution of the Government of the Russian Federation dated September 15, 2008 No. 687);
- 2.6.12. Administrative procedure of fulfillment of the state function on state control (supervision) of the correspondence of personal data processing to the requirements of the legislation of the Russian Federation in the sphere of personal data by the Federal Service for Supervision of Communications, Information Technology, and Mass Media (approved by the Order of the Ministry of Communications and Mass Media of the Russian Federation dated November 14, 2011 No. 312);
- 2.6.13. "Composition and content of organizational and technical measures for providing the personal data security while processing them in the personal data information systems (approved by the Order of the Federal Service for Technical and Export Control of the Russian Federation dated February 18, 2013 No. 21);
- 2.6.14. "Composition and content of organizational and technical measures for providing the personal data security while processing them in the personal data information systems using the means of cryptographic information protection required for the fulfillment of the requirements set by the Government of the Russian Federation towards personal data protection for every of the protection levels" (approved by the Federal Security Service of the Russian Federation dated July 10, 2014 No. 378).

2.7. Personal data processing in the Polyclinic shall include collection, record, systematization, accumulation, storage, clarification (renewal, change), extraction, usage, transfer (distribution, submission, access), anonymization, blocking, removal, destruction of personal data. The personal data in the Polyclinic shall be processed using automated tools and without using automated tools. The Polyclinic shall provide personal data confidentiality.

2.8. The Polyclinic shall gather and further process the personal data of the following categories of the personal data subjects:

- 2.8.1. Real and potential patients of the Polyclinic;
- 2.8.2. Family members and other relatives of the real and potential patients of the Polyclinic;
- 2.8.3. Representatives (by virtues of law and by proxy) of the real and potential patients of the Polyclinic;
- 2.8.4. Employees and representatives of the real counterparts and partners of the Polyclinic (natural persons and legal entities);
- 2.8.5. Candidates for vacant posts in the Polyclinic;
- 2.8.6. Visitors of the events organized by the Polyclinic and Polyclinic buildings;
- 2.8.7. Polyclinic employees, their family members, recipients of alimonies and Polyclinic agents.
- 2.9. The Polyclinic shall gather and further process the personal data for the following purposes:
 - 2.9.1. Providing of medical services;
 - 2.9.2. Distant interaction with the patients and other interested parties by phone, instant message services, IP telephony, e-mail, Website;
 - 2.9.3. Setup and conduction of the events aimed at distribution of the information about the Polyclinic, in particular, for the advertising purposes;
 - 2.9.4. Precontractual and contractual work with Polyclinic counterparties;
 - 2.9.5. Participation of the Polyclinic in civil, arbitration, criminal, administrative proceedings and execution of court decisions;
 - 2.9.6. Setup of personnel management and personal files of seekers and employees of the Polyclinic, execution of the requirements of the effective legislation of the Russian Federation, organization of labor protection;
 - 2.9.7. Provision of interaction among the Polyclinic employees by providing the data of other employees of the Polyclinic;
 - 2.9.8. Resolution of disputable situations;
 - 2.9.9. Setup of audit, quality control work in the Polyclinic, including that with participation of third executing organizations.
- 2.10. The following conditions for the termination of personal data processing shall be used in the Polyclinic:
 - 2.10.1. Achieving the goals of personal data processing and maximum storage terms;
 - 2.10.2. Loss of the necessity in achieving the goals of personal data protection;
 - 2.10.3. Providing the documentary confirmed information that the personal data are illegally obtained or not required for the stated processing goal by the Visitor or his/her legal representative;
 - 2.10.4. Withdrawal of the consent by the Visitor for personal data processing, if the storage of the personal data is no longer required for the purposes of personal data processing;
 - 2.10.5. Expiry of the action limitation periods as for the legal relations, within the framework of which the personal data are or were processed.

2.11. Biometric personal data (information concerning physiological and biological features of the human being on which basis his/her identity can be obtained) can be processed in the Polyclinic upon obtaining a consent from the personal data subjects (employees and patients) in writing. Special categories of personal data about the health and its status are

processed in the Polyclinic according to the requirements of the legislation of the Russian Federation, and upon obtaining a consent from the personal data subjects (employees and patients) in writing.

2.12. The Polyclinic based on the consent of the personal data subjects (patients) can transfer the personal data to the territory outside the Russian Federation, governmental authority, foreign natural person or foreign legal entity.

2.13. The Polyclinic staff may gather the following anonymized data about the Visitors: IP address, information from cookies, information about the browser (or another program having access to the advertisement view), access time, page address where an advertisement block is located, address of the previous page, provider's information. This information is used in order to find and to solve technical problems, to gather statistics, and to work with marketing services in the Internet. The Polyclinic provides confidentiality and protection for the data set forth in this clause.

2.14. Safety of the personal data on the Polyclinic, in particular, shall be provided as follows:

2.14.1. Appointment of the responsible person;

2.14.2. Execution of the internal control and/or audit of conformity of personal data processing to the Federal Law "On personal data" dated July 27, 2006 No. 152-FZ and laws and regulations, local laws and regulations of the Polyclinic adopted with its regard;

2.14.3. Familiarization of the Polyclinic employees processing the personal data with the provisions of the legislation of the Russian Federation "On personal data";

2.14.4. Utilization of organizational and technical measures for providing the security of the personal data while processing them in the personal data information systems required for the fulfillment of the personal data protection requirements;

2.14.5. Accounting of personal data carriers;

2.14.6. Defining the rules for access to the personal data processed in the personal data information system, and providing the registration and record of all activities executed with the personal data in the personal data information system, finding the facts of unauthorized access to the personal data and taking the appropriate measures, control over observance of the requirements in the area of personal data safety provision and to the levels of protection of the personal data information systems. The Polyclinic shall take all necessary measures for protecting the information, but warns the Visitors that there are no measures able to provide complete data security and confidentiality.

2.15. The personal data subject has the right to obtain the information about processing of his/her personal data in the Polyclinic, and to require clarification, blocking or destruction of the personal data, if they are not complete, outdated, inaccurate, obtained illegally or cannot be admitted as necessary for the stated goal of processing.

2.16. To exercise and to protect the rights and legal interests the personal data subject has the right to turn to the Polyclinic, which will closely investigate the facts of breaches and take all necessary actions for them to be immediately eliminated, the guilty parties get punished and the disputable and conflict situations get resolved.

2.17. The entities, guilty in breaching the norms governing processing and protection of personal data, shall bear disciplinary, pecuniary, civil-legal, administrative and criminal liability according to the procedure set forth by federal laws, local regulations of the Polyclinic and agreements governing legal relationships with third parties.

3. Conditions for providing information and advertisement messages

3.1. The Polyclinic has the right to distribute information and advertisement messages upon consent of the Visitor. These messages shall not serve as an offer, but having only informative and/or advertisement nature.

3.2. If the Visitor does not wish to obtain advertisement or information messages, he/she has the right to refuse from receiving such postings by sending a refusal in any format from messages of advertisement and information nature to the Website administrator by e-mail stated on the Website.

4. Intellectual property of the Polyclinic

4.1. Website address, Polyclinic name, photos, texts, know-how, any other objects of the intellectual property rights according to the meaning of the Civil Code of the Russian Federation (Part IV) are the property of the Polyclinic, unless otherwise is stated on such facilities of the intellectual property rights.

4.2. Copying, distribution, complete or partial alteration of the Polyclinic intellectual property rights shall be prohibited without prior consent of the Polyclinic in writing.

4.3. The breach of the Polyclinic intellectual property rights falls under civil, administrative and criminal liability.

5. Under-age children

5.1. The information on the Website may contain information products not admitted for circulation for the under-age children (under 18 years old) according to the meaning of the Federal Law "On protection of children from information harmful to their health and development" dated December 29, 2010 No. 436-FZ.

5.2. By following the address of the Website the visitor automatically admits to be of the full legal age (18 years old). If it does not comply with the reality, the Visitor shall stop using the Website and close the page of the Website.

5.3. The Polyclinic shall not be held liable for the information on the Website and for its influence on the under-age Visitors.

6. Settlement of disputes

6.1. Presentation of a claim (written proposal for voluntary dispute settlement) shall be obligatory before applying to court with a claim concerning disputes between the Visitor and the Polyclinic on usage of the Website.

6.2. The recipient of the claim shall inform the claimant about the results of claim examination in writing during thirty (30) calendar days starting the day of receiving the claim.

6.3. In case of failure to reach consent the dispute will be submitted for consideration to the judicial authority according to the effective legislation of the Russian Federation.

6.4. The effective legislation of the Russian Federation shall be applied to these Rules and relationships between the Visitor and the Polyclinic.

6.5. The Polyclinic shall be held liable towards the Visitor in case if these Rules are breached only to the extent of actually documentary confirmed losses of the Visitor, having the direct cause and effect relation to the breach of these Rules by the Polyclinic.

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