

Data protection information for Doctolib

We use the Doctolib appointment management system for optimal appointment management. Doctolib offers us a modern calendar system and also gives our patients the opportunity to make appointments with us online at <https://www.doctolib.de/>. Doctolib GmbH (Mehringdamm 51, 10961 Berlin) acts as our data processor.

We use the Doctolib calendar software for all our patients to manage appointments in a standardized way. Doctolib processes all data in accordance with all applicable data protection regulations and applies the highest security standards. The following data is entered into the Doctolib calendar to make appointments: surname, first name, date of birth, address, telephone number, e-mail address, GP, health insurance status, referring doctor, reason for visit and appointment history.

Your data will be collected for the purposes of appointment management, as was previously the case with us. The legal basis for the processing of your data is Art. 6 I b) GDPR (the treatment order you give us), Art. 6 I a) GDPR (consent for appointment reminders by text message and email) and Art. 9 II h) GDPR (the purposes of preventive healthcare). The data will be stored for a period of 10 years in line with the retention obligations under professional law.

Doctolib does not forward the data to commercial providers. Doctolib is bound to confidentiality just like your doctor. A release from the duty of confidentiality is not required.

In order to reduce missed appointments, we would like to remind you of your appointment by SMS and/or e-mail with your consent using the Doctolib calendar system. If you no longer wish to receive reminders, please let us know at any time and we will cancel the reminders.

Special features of online booking

A Doctolib user account is required for online appointment booking, [Doctolib's data protection information applies.](#)

For the creation of a Doctolib user account, Doctolib GmbH (Mehringdamm 51, 10961 Berlin) is the contact and controller for data processing. The legal basis for this is Art. 6 (1) (b) GDPR and Art. 9 II (h) GDPR (the purposes of preventive healthcare).

Consent to appointment reminders by SMS and/or e-mail

In order to minimize missed appointments, we would like to remind you of your appointment by SMS and/or e-mail using the Doctolib calendar system. Please confirm with your signature that you agree to this. If you no longer wish to receive reminders, please let us know at any time and we will cancel the reminders.

Date of birth: _____ Name: _____ Date: _____

Yes, I would like to receive appointment reminders. No, I do not wish to receive appointment reminders.

Your signature: _____