

BIOMÉRIEUX CUSTOMER COMPLAINT HANDLING Data Processing Terms (Global) – Annex 1

CUSTOMER COMPLAINT HANDLING DATA PROCESSING DETAILS AND SUB-PROCESSORS

1. PERSONAL DATA PROCESSING DETAILS

Nature and Purpose of Processing of Personal Data	Such Processing as is necessary for purposes of Customer Complaint Handling by, but not limited to, accessing, manipulation, duplication exporting, modification, storing, and displaying necessary Personal Data.
Controller	Customer
Processor	bioMérieux
Data Subjects	Customer Patients (Clinical Customer only)
Responsibility for Providing Notice, Obtaining Consent, and/or Formulating Legal Basis	Customer
Personal Data Elements Processed	<p>bioMérieux processes the necessary Personal Data stored by bioMérieux or the Customer in order to manage the request from the Customer. This data may include the following categories of Personal Data depending on the bioMérieux System:</p> <p>Customer :</p> <ul style="list-style-type: none">- <u>Employment information</u> : Company entity, digital signature, job title role, office location, organisational information (Direction, Department...), professional email, professional phone number- <u>Browsing information</u>: Event logs, IP address, username/user ID- <u>Personal Identification</u>: First name, last name, physical signature <p>Patient (Clinical Customer only):</p> <ul style="list-style-type: none">- <u>Personal identification</u>: Age, country, date of birth, date of death, first name, gender, height/weight, last name, racial or ethnic origin- <u>Health information</u>: Patient information (sample ID, Patient ID, clinical data...)
Duration of Processing	<p>Processing of Personal Data shall continue for the period necessary to fulfill the Customer's requirements and, in any case, shall not exceed 120 days from the creation of the file in the system following a request from the Customer.</p> <p>Upon the expiration of this period, the Personal Data shall be deleted.</p> <p>In case such period cannot be ensured, bioMérieux shall inform the Customer to request its approval.</p>

2. LIST OF SUB-PROCESSORS

A list of Sub-Processors for Customer Complaint Handling can be found [here](#).