

AAVA MEDICAL CENTRE LTD WEBSITE TERMS AND CONDITIONS

TERMS AND CONDITIONS OF USE

These terms and conditions apply to Aava Medical Centre Ltd's websites. Please read these terms and conditions carefully before using the website. By using the website, you commit to complying with the terms and conditions presented here.

The Aava Medical Centre website may have special service-specific terms and conditions, in which case these general terms and conditions shall apply secondarily.

SERVICE PROVIDER

The website's main service provider is Aava Medical Centre Ltd (Business ID 2311119-2).
Postal address: Annankatu 32, FI-00100 Helsinki, Finland Customer service: +358 10 380 3838

CHANGES

Aava Medical Centre shall have the right, without advance notice and for any reason, to change the terms and conditions, appearance, content, availability, included services and other features of the website or to terminate the service. Aava Medical Centre shall have the right to suspend the service for the duration of maintenance and updating activities.

RESPONSIBILITIES OF THE SERVICE PROVIDER

The contents of the website are provided for the purpose of providing information, without obligation and as they are. No guarantee is given for the functioning of the service or the functioning of the website's contents, such as texts, images, sound files and other data that may potentially be stored.

Aava Medical Centre shall not be liable for any direct or indirect costs, losses or other damage caused by the use of or the inability to use this website or due to the advice or other information offered on the website. Aava Medical Centre does not guarantee that the website will work without interruptions or errors.

INFORMATION PROVIDED BY THIRD PARTIES

Aava Medical Center Ltd is not responsible for the functioning of services available through the website or the materials produced or published by third parties that the website may link to.

RESPONSIBILITIES OF THE USER

The user is responsible for the correctness and arrival of the information they provide through the website. The user guarantees and is responsible for not submitting any illegal or inappropriate material to the website. The user must use all reasonable means to ensure that the materials they send do not contain viruses and are not otherwise harmful.

INTELLECTUAL PROPERTY

The rights of Aava Medical Centre's website contents, including copyrights, are held by Aava Medical Centre Ltd. Aava Medical Centre has agreed on the use of videos, TV films or images

made for Aava Medical Centre separately with the copyright holder. Aava Medical Centre reserves all rights to the website and its contents. Publishing, copying, transferring or changing the website contents or layout without Aava's permission is forbidden, with the exception of storing the materials on a computer or printing them for personal use. The materials may be cited in accordance with the Finnish Copyright Act (404/1961). The source must always be stated when citing the materials. However, the trademarks or logos contained by the website may not be copied, published or further distributed without a written permission from Aava Medical Centre Ltd.

ONLINE APPOINTMENT BOOKING

The online appointment booking service offered by Aava Medical Centre on its website is meant for booking appointments only directly between the customer and Aava Medical Centre. The service-specific terms and conditions for the online appointment booking service are available on the [website](#).

PERSONAL DATA

Aava Medical Centre processes personal data in accordance with the EU General Data Protection Regulation, the Personal Data Act and the applicable special legislation and ensures that the privacy of data subjects is protected during personal data processing. The user information collected by services requiring registration is part of Aava Medical Centre's customer register and will only be used for the purposes specified for the data in the register. Information is obtained from the data subject themselves, from the employer or their representative and from public registers kept by the authorities as well as from credit data and payment default registers. Descriptions of personal data processing are available on the Aava Medical Centre website.

EMAIL

The confidentiality of emails sent via an open information network cannot be guaranteed. Users should avoid sending personal data or other confidential messages to Aava Medical Centre by email. Aava Medical Centre is not obligated to carry out assignments or service requests sent via open email. Aava Medical Centre has the right to deliver information by email upon the user's request to the email address specified by the user. Aava Medical Centre is not liable for any direct or indirect damage caused by messages sent via an open information network.

COOKIES AND PRIVACY

Aava Medical Centre may collect, process and analyse information about website use, traffic and events and other statistics related to the website. Aava Medical Centre may also obtain this kind of information from trusted third parties. This kind of information cannot be connected back to a single identifiable person.

Aava Medical Centre's website uses various cookies as well as the analytics service Google Analytics. Cookies are files describing the use of the Aava Medical Centre's website that are stored on the user's computer. By using cookies, we are able to develop our website and ensure that the website meets users' needs even better. With cookies, the online service can remember contents read by the browser and offer additional information related to them. Cookies can store information such as the user's IP address, the time of the visit, the visited pages, the browser used (e.g. Internet Explorer, Firefox) and the URL from which the user

came to the website as well as the server from which the user came to the website. Users cannot be identified based on cookies. The website's use of cookies has no effect on data security.

Aava Medical Centre may use information on the cookie about visited pages to personalise advertisements. With the information, the user can see ads on advertisement sites that are current and important for someone who has visited the website. Not all advertisements are based on cookie use, and Aava Medical Centre ads can be seen online on the websites of commercial organisations.

If the user wishes, they can disable cookies by selecting the desired option on their browser in the Privacy section. The user may also enable the cookies again at any time. Cookies must be enabled when using the online appointment booking service or Aava's Digital Services (asiointi.aava.fi is meant for Aava's patients and e.aava.fi is meant for the HR matters of Aava's business users).