



ХЕРА - Асоцијација за
здравствена едукација и
истражување

Франклин Рузвелт 51а/26,
1000 Скопје, Македонија

тел. +38923290395
факс. 02/ 2556002

Privacy Policy

1. Contact information of the Personal Dataset Controller

HERA – Health Education and Research Association, with a registered office at ul. “Franklin Ruzvelt” br. 51a/26, Skopje, e-mail: hera@hera.org.mk

2. Personal Data Protection Officer

The Personal Data Protection Officer in HERA is Magdalena Arsovska.

Contact information: magdalena.arsovska@hera.org.mk | (02) 3290 395

For further information and/or to enforce your rights pertaining to personal data protection, you may contact our Personal Data Protection Officer.

3. Purposes and legal grounds for processing your personal data

A) HERA, as part of its project activities, collects, stores and processes personal data, thus appearing in the capacity of a Personal Data Controller.

The personal data we process for some of the service users include: name and surname, place of residence, personal identification number, and Identity Card number (if owned by the person), in order to obtain certain services provided by our organisation. For example, when receiving the Pap smear results, when developing certain legal acts/documents on behalf of the clients where the client’s personal data are mandatorily specified (complaints, lawsuits, statements, petitions etc.), or when providing assistance to clients to complete various forms required for obtaining social protection entitlements.

Clients who do not require the services listed above, but who use the legal counselling services, other gynaecological services, dermatovenerological examinations, other social services, psychotherapy etc., are registered under codes, thus requiring no collection or processing of the above listed personal data.



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B) HERA processes the personal data from its website in compliance with the corresponding legal grounds ([Cookies Policy](#)), by way of obtaining your consent for using cookies on the website.

C) Data which have been voluntarily communicated by the data holders via email.

Personal data which we collect also include the ones you share voluntarily when sending an email directly to our email addresses specified for contact on our website. When sending one such email message to our email addresses, the data we collect include your email address, in addition to other information you have voluntarily shared with us in the contents of the email message.

D) HERA processes the personal data of its employees, volunteers, job applicants, external associates and participants in various activities, in compliance with the Law on Personal Data Protection.

Personal data are collected, processed and stored in compliance with the provisions of the Law on Personal Data Protection and its bylaws. Personal data are not processed for any purpose other than the one for which they have been collected.

4. For how long do we store your personal data?

The data we have collected are stored in compliance with the law and HERA's internal regulations.

5. How do we store and protect your personal data?

HERA processes your personal data in compliance with the provisions of the Law on Personal Data Protection. Personal data are protected against unauthorised access, disclosure, use, modification or destruction. The data are stored in our business premises.

Neither HERA nor service providers will forward your data to be used by third parties, except when you have given your consent nor when there exists such legal obligation.

Our employees are obliged to work in compliance with our internal acts on personal data protection and the Law on Personal Data Protection, and service providers, too, are bound by the same obligation.



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6. What are your rights?

Your rights in relation to personal data processing include:

- right to be informed;
- right to access;
- right to correction and deletion of personal data;
- right to restricting the personal data processing;
- right to data portability;
- right to objection to processing;
- right to withdrawing the consent;
- right to filing an application with the Personal Data Protection Agency pursuant to Article 97 of the Law on Personal Data Protection.

For further information and/or to enforce your rights pertaining to personal data protection, you may contact our Personal Data Protection Officer.

If you find the way in which HERA processes your personal data to be in violation of the provisions of the Law on Personal Data Protection, you may contact us and enforce your legal rights to personal data protection.

7. Amending the Privacy Policy

HERA may amend and supplement this Personal Data Processing Information as needed or when required by changes in the legal regulations. The currently valid Personal Data Processing Information will always be posted and publicly available on the website of HERA.