

# Information on data processing according to Article 13 of the General Data Protection Regulation

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## Information pet holder:

First name:  Date of Birth:

Last name:

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Dear Customer,

the protection of your personal data is important to us. In accordance with the EU General Data Protection Regulation (GDPR), we would like to inform you about the purpose for which we process your data. This information also explains your rights regarding data protection.

### 1. Controller Responsible for Data Processing

Tierklinik Dr. Trillig

### 2. Data Protection Officer

Ralf Fix, Tel.: 06245-9945570

Email: tierklinik-trillig@tierarzt-datenschutz.de

### 3. Processing of Personal Data

We only process personal data when this is permitted by law or if you have consented to the processing of your personal data. In particular, we process your personal data on the legal basis of Article 6(1)(b) GDPR in order to fulfill a treatment contract with you or to carry out necessary pre-contractual measures taken at your request. If you do not provide us with this information, we will not be able to provide treatment services. If you have consented to receiving information by email, data processing is carried out on the legal basis of Article 6(1)(a) GDPR.

The purpose of processing your personal data is therefore to handle your requests for the treatment of your animal, to maintain the necessary medical records in the event of treatment, to comply with legally required documentation obligations, and to invoice our services. For these purposes, and on the legal basis of Article 6(1)(b) GDPR, this data may also be disclosed to third parties whom we absolutely require in order to fulfill the treatment contract (e.g. referral practices/clinics, laboratories, etc.). If you have consented to receiving information by email, the purpose of the data processing is to send you information about veterinary services and/or reminders of appointments such as vaccinations.

For our practice management, medical documentation, diagnostics, billing, and communication, we also use software and cloud systems provided by external service providers. As part of the treatment relationship, your personal data and veterinary medical data are processed through these systems. Certain systems use AI-supported modules that, depending on their application, analyze, structure, and summarize audio, text, and image data. In the area of veterinary documentation supported by audio recording, personal data relating to you or animal data (such as the microchip number) that may allow conclusions to be drawn about your identity may be captured and transmitted to the AI. This intermediate data is stored exclusively for treatment documentation purposes and is automatically deleted after no later than 48 hours. Only the medical documentation itself is stored permanently, and this documentation does not allow conclusions to be drawn about your identity. The service providers and their specialized subcontractors process data solely on our behalf in accordance with Article 28 GDPR or equivalent agreements and not for their own purposes.

Your personal data will otherwise only be disclosed to other third parties if we are legally obliged to do so, in order to assert legal claims, to investigate any criminal offenses that may have been committed, or if you have expressly consented to the disclosure of your personal data.

Further information about our customer data protection can be found at: <https://www.tierklinik-trillig.de/kundendatenschutz>

### Declaration of Consent

I have read and understood the above information regarding audio-assisted documentation during veterinary treatment.

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\*Required field

### Consent to the Assignment of Claims to BFS health finance GmbH

☐ \* I consent to Tierklinik Dr. Trillig transferring all documents and data necessary for the preparation of invoices, the collection of outstanding amounts, and, where applicable, the judicial enforcement of claims, in particular my name, address, date of birth, invoice amount, etc., to BFS health finance GmbH, Hülshof 24, 44369 Dortmund, Germany. Within the scope of this cooperation, the above-mentioned address data may also be transmitted to infoscore Consumer Data GmbH, Rheinstr. 99, 76532 Baden-Baden, Germany, for the purpose of creditworthiness assessment. To this extent, I expressly release the employees of Tierklinik Dr. Trillig from their veterinary duty of confidentiality and expressly agree that Tierklinik Dr. Trillig may assign the claim arising from the treatment to BFS health finance GmbH. I am aware that, following the assignment of the fee claim, BFS health finance GmbH will act as the creditor towards me and that any objections to the claim, including those arising from the treatment and medical history, must, in the event of a dispute, be raised and asserted against BFS health finance GmbH. I further acknowledge that the treating veterinarian may be called to testify as a witness.

I may withdraw my consent at any time with effect for the future. The lawfulness of the processing carried out on the basis of the consent before its withdrawal shall remain unaffected by the withdrawal.

\*Required field

### Billing is due immediately after treatment.

If you are unable to pay the full amount, please speak with us before the treatment begins.

I confirm that I am the owner of the animal and am therefore authorized to enter into an agreement for the performance of necessary treatments and surgical procedures.

I further confirm that I am willing and able to bear the costs arising from such treatment.

In this context, I declare that, at the time of making this declaration, I am not involved in any court-administered debt settlement or insolvency proceedings and that there are no entries concerning me in the debtor register maintained by the local court responsible for my place of residence.

If I am not the owner of the animal, I confirm that I am acting on the express authorization of the animal owner.

Should such authorization not exist, or should the animal owner dispute that authorization, I hereby confirm that I will be responsible for all costs arising from the treatment.

For inpatient admissions and surgical procedures, I hereby accept the requirement for advance payments and, where applicable, creditworthiness checks. Additional charges apply outside regular consultation hours and for emergency services (in accordance with the applicable fee schedule).

Our clinic's standard treatment protocols are designed for non-food-producing animals. If you are presenting a food-producing animal for consultation, please make sure to explicitly inform our staff at the time of registration.

**Please send us the signed document in advance to: [anmeldung@tierklinik-trillig.de](mailto:anmeldung@tierklinik-trillig.de)**

Please bring the original document with you to your first appointment.

Obertshausen,  
Date:

Signature