IDA-TALLINNA KESKHAIGLA

AS Ida-Tallinna Keskhaigla
Ravi 18, 10138 Tallinn
Rg-kood 10822068
Tel 666 1900
E-post info@itk.ee
www.itk.ee

Terms and conditions for using the electronic booking system

OBJECTIVES

The Terms and Conditions (hereinafter the Terms of Use) governing the use of the electronic booking system (hereinafter the Booking System) set out the rights and obligations of East Tallinn Central Hospital (hereinafter the Hospital) and the user of the service in connection with the use of the Booking System.

VALUE

The Terms of Use apply to all users of the Booking System (hereinafter the User).

In situations not regulated by the Terms of Use and other documents regulating patient-hospital relations, the provisions of the *ITK-K-54 General Terms and Conditions for the Provision of Health Care Services* in force in the Hospital shall be followed.

RESPONSIBILITY

The Communication and Marketing Manager is responsible for updating the Terms of Use.

The responsibility for fulfilling the obligations arising from the Terms of Use lies with the persons specified in the Terms of Use for each of their activities.

DEFINITIONS TO BE USED

Electronic Booking System – an environment that allows you to book an appointment for a service provided by the Hospital, in particular for the Family School service (hereinafter Service), to pay for the provision of the Service, to view and amend bookings, to add a waiting list and to provide the personal data necessary for the provision of the Service.

DESCRIPTION OF ACTIVITIES

1. General provisions

1.1 The Booking System can be used by persons holding an identity card issued in Estonia (hereinafter ID-card) or a Mobile-ID or Smart-ID.

1.2 The prerequisite for using the Booking System is acceptance of these Terms of Use, which can be viewed on the Hospital's website.

1.3 The Terms of Use are displayed to the User each time he/she logs in and must be agreed to by the User in advance.

1.4 The Hospital reserves the right to change the Booking System and these Terms of Use. The amended conditions of use shall be published on the Hospital's website.

2. Booking of an appointment and payment

2.1 A bookings for a Service can only be made in the Booking System.

2.2 In the case of e-lectures, it is possible to book an appointment up to three (3) hours before the Service is provided.

2.3 The booking confirmation is based on the payment of the booking fee in the payment environment, about which the respective confirmation is displayed in the Booking System and in the e-mail confirming the booking.

2.4 If the booked appointment time has passed or if there is less than three (3) hours until the event, the amount paid for the Service shall not be refunded.

3. Changing the time of provision of a Service

3.1 The User can change all of the times booked for the provision of the Service in the Booking System

3.2 In the Booking System, the booked time can be changed by selecting a new time from among the Services with the same cost. The User can change the booked time regardless of the reason. Changes to the booking must be made in the Booking System no later than three (3) hours before the Service is provided. It is not possible to change bookings later and the cost of the Service will not be refunded.

3.3 If you are unable to find a free time for the desired Service in the Booking System, please write to perekool [at] itk.ee (perekool[at]itk[dot]ee) as soon as possible.

3.4. Send reminders

3.4.1 A reminder of the time booked in the Booking System shall be sent to the User via e-mail, to the e-mail address entered by the User in the Booking System, three (3) hours before the provision of the Service.

3.4.2 To participate in an e-lecture, a reminder about the booking time will be sent with a link to the e-lecture, to the e-mail address entered by the User in the Booking System, two (2) hours before the Service is provided.

3.5. Adding a name to the waiting list

3.5.1 The User can add himself/herself to the waiting list if there are no available places.

3.5.2 Notification of a vacancy will be sent to the e-mail address entered by the User in the Booking System.

3.5.3 In order to book the available time, the User must log in to the Booking System and make a payment in the payment environment. The free time can be booked by the first User to pay the booking fee.

4. Processing of personal data

4.1 By logging in to the Booking System, the User consents to the processing of the personal data necessary for booking the appointment.

4.2 The processing of personal data takes place in the Hospital in accordance with the General Data Protection Regulation, the Personal Data Protection Act, and other legislation. The processing of personal data in the Hospital is described in *ITK-K-63 East Tallinn Central Hospital Terms of Data Protection*.

4.3 When entering data into the Booking System, the User grants the right to collect, organise, use and manage personal data for the purposes of using the Booking System and providing the Service.

4.4 The User is responsible for ensuring that the data provided by them is accurate, correct and complete. Knowingly submitting false information is considered a violation of the Terms of Use, and the Hospital shall not be liable for any damage caused to the User or third parties due to the submission of false information by the User.

4.5 The Hospital processes the following personal data of the User in the Booking System: given name and surname; telephone number and e-mail address.

4.6 The User can access and make corrections to their personal data in the Booking System.

4.7 The rights of the User related to the processing of personal data are described in the Hospital's data protection policy.

5. Deletion of personal data

5.1 The User's data shall be stored in accordance with the terms provided for in legislation and the regulations established by the Hospital.

5.2 The User's personal data will be deleted one (1) year after the last login.

In the case of any problems with the Booking System, please contactperekool [at] itk.ee.

RELATED DOCUMENTS

ITK-K-54 Tervishoiuteenuse osutamise üldtingimused

ITK-K-63 AS Ida-Tallinna Keskhaigla andmekaitsetingimused

KINNITATUD AS ITK juhatuse 03.06.2024 otsusega nr 1.3-2_82-24