

# Personal Data Export/Deletion Request Form

Thank you for contacting Lumeon Customer Support. This form must be completed to request that Lumeon exports and/or deletes personal data held on your behalf.

Please note that only Lumeon Customer Support registered technical contacts can request this form. Please contact your Administrator if needed.

In order to ensure confidentiality **DO NOT include the patient name, ONLY the Patient ID**. One of our team members will contact you at the phone number provided to confirm the patient identity.

Except where otherwise required or permitted by applicable data protection legislation or other legal or regulatory obligation to which Lumeon is subject, Lumeon will endeavour to complete your request within 5 business days.

## Instructions:

1. Complete all fields
2. Click the 'Complete Form' button
3. Save the file
4. Return completed file to Lumeon Customer Support

## Requesting company

## Requester name (NOT patient)

## Requester phone number

## Requester email address

## Date of request

## Patient ID

## Confirm Patient ID

## Deliver data to different email address?

## Request for:

### Export

You will be provided with an encrypted file containing the patient's record, specifically their identifiable data.

### Deletion

The patient record will be de-identified with all patient-identifiable information removed, ensuring that any remaining information such as appointment dates and financial data cannot be linked to an individual. You have the option of receiving the data before it is made irretrievable.

*Please note that it is not possible to restore or otherwise retrieve personal data once deleted. Please ensure your request for deletion is accurate and complete. Lumeon excludes its liability for any losses caused as a result of it acting upon such requests or any other instructions given by you. For further information on restriction of liability and other topics, please revert to the Agreement signed between you and Lumeon.*