



EUROPEAN COMMISSION

PROTECTION OF YOUR PERSONAL DATA

This privacy statement provides information about the processing and the protection of your personal data.

Processing operation: Direct transfer of medical invoices from Belgian healthcare providers and institutions to JSIS – MyCareNet

Data Controller: Office for the administration and payment of individual entitlements (PMO)

Record reference: DPR-EC-01090 and DPR-EC-01126

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1. Introduction

The European Commission (hereafter 'the Commission') is committed to protect your personal data and to respect your privacy. The Commission collects and further processes personal data pursuant to [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data (repealing Regulation (EC) No 45/2001).

This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.

The information in relation to processing operations DPR-EC-01090 « Liquidation et remboursement des frais médicaux - Art. 72 du Statut (Régime commun d'assurance maladie des fonctionnaires européens) » and DPR-EC-01126 « Transmission des données des affiliés du RCAM et des assurés de leur chef à des autorités externes aux institutions, organismes et agences de l'UE établies dans l'UE », undertaken by the PMO, is presented below. More specifically, the present privacy notice concerns the collection of Belgian national registration numbers and their subsequent transmission (together with the name, surname, date of birth and confirmation of the active insurance status with the Joint Sickness Insurance Scheme - JSIS) via MyCareNet

2. Why and how do we process your personal data?

Purpose of the processing operation: PMO collects and uses your personal information to ensure direct transmission of invoices from Belgian healthcare providers and institutions to the JSIS.

In ensuring access to healthcare services to its affiliates, the JSIS relies on national healthcare providers. A certain alignment with the operational mode of national healthcare providers facilitates such access. For Belgian health care providers, the rule is that, in principle, invoices and certificates of care have to be issued in a digital format and transmitted by digital means. This principle is being implemented through the IT application MyCareNet. In particular, MyCareNet operates on the basis of national registration numbers as unique identifiers of patients.

For this reason and on the basis of your consent, PMO collects your Belgian national registration number (which is the unique identifier of Belgian residents and/or citizens) and, based on this number, make available to the Belgian healthcare providers information about your insurance with JSIS. These data – your Belgian registration number, name, surname, date of birth and active insurance status – will be made available to Belgian healthcare providers and institutions through the MyCareNet platform used by all Belgian insurers ("*mutualités*"), with whom PMO has concluded an agreement.

When Belgian healthcare providers confirm your insurance status with JSIS, they will be able to transmit medical invoices digitally directly to PMO. When processing your data, Belgian healthcare providers and institutions are subject to the General Data Protection Regulation 'GDPR' [Regulation \(EU\) 2016/679](#).

Invoices received by PMO via MyCareNet will be converted by PMO into reimbursement requests. The processing of medical invoices and certificates related to the costs of healthcare by the JSIS is covered by the record DPR-EC-01090 and Privacy statement “Liquidation et remboursement des frais médicaux – Art. 72 du statut (Régime commun d’assurance maladie des fonctionnaires européens)”.

Your personal data will not be used for an automated decision-making including profiling.

3. On what legal ground(s) do we process your personal data

We process your personal data based on Article 5(1) of Regulation 2018/1725, because “d) the data subject has given consent to the processing of his or her personal data for one or more specific purposes;”

4. Which personal data do we collect and further process?

In order to carry out this processing operation, PMO collects and further processes the following categories of personal data:

- Identification data: Belgian national registration number, name, surname, date of birth, insurance status

5. How long do we keep your personal data?

PMO will only keep the above-mentioned personal data for the time necessary to fulfil the purpose of collection or further processing, in accordance with the “Specific Retention List for PMO Files” ⁽¹⁾.

If you withdraw your consent, your NISS/BISS will be deleted.

6. How do we protect and safeguard your personal data?

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored either on the servers of the European Commission or of its contractors. All processing operations are carried out pursuant to the [Commission Decision \(EU, Euratom\) 2017/46](#) of 10 January 2017 on the security of communication and information systems in the European Commission.

The Commission’s contractors are bound by a specific contractual clause for any processing operations of your data on behalf of the Commission, and by the confidentiality obligations deriving from the transposition of the General Data Protection Regulation in the EU Member States (‘GDPR’ [Regulation \(EU\) 2016/679](#)).

In order to protect your personal data, the Commission has put in place a number of technical and organisational measures. Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the personal data being processed. Organisational measures include restricting access to the personal data solely to authorised persons with a legitimate need to know for the purposes of this processing operation.

⁽¹⁾ in case of sickness - for 7 years; in case of accident - for 5 years after the death of the affiliate; and in case of professional disease - for 30 years after the death of the affiliate.

7. Who has access to your personal data and to whom is it disclosed?

Access to your personal data is provided to the Commission staff responsible for carrying out this processing operation and to authorised staff according to the “need to know” principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

Your insurance status linked to your Belgian national registration number, name, surname and date of birth is made available to Belgian healthcare providers via MyCareNet in order for them to be able to check your insurance status and issue electronic invoices in line with the Belgian legislation.

8. What are your rights and how can you exercise them?

You have specific rights as a ‘data subject’ under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, your personal data and to rectify them in case your personal data are inaccurate or incomplete. Where applicable, you have the right to erase your personal data, to restrict the processing of your personal data, to object to the processing, and the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(d) on grounds relating to your particular situation.

You can exercise your rights by contacting the Data Controller, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given under Heading 9 below.

Where you wish to exercise your rights in the context of one or several specific processing operations, please provide their description (i.e. their Record reference(s) as specified under Heading 10 below) in your request.

9. Contact information

- The Data Controller

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controller – PMO (PMO-RCAM-MAIL@ec.europa.eu)

- The Data Protection Officer (DPO) of the Commission

You may contact the Data Protection Officer (DATA-PROTECTION-OFFICER@ec.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

- The European Data Protection Supervisor (EDPS)

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by the Data Controller.

10. Where to find more detailed information?

Last update : 27/06/2025

The Commission Data Protection Officer (DPO) publishes the register of all processing operations on personal data by the Commission, which have been documented and notified to him. You may access the register via the following link: <http://ec.europa.eu/dpo-register>.

This specific processing operation has been included in the DPO's public register with the following Record references: DPR-EC-01090 and DPC-EC-01126.