Date _____

To _____

From _____

Customer number _____

Moving our data to a new system

Hi,

Thank you for the time we have worked together. We have decided to move to a new system, and we would like your help bringing our data with us.

Could you send us an export of everything we have in your service? That includes patients, medical record entries, attachments, bookings and invoices. A structured format such as CSV, JSON or XML, together with our files in their original format, makes the move easiest for everyone.

A friendly reminder of the EU Data Act

If we are based in the EU/EEA, this may be useful to know. Since 12 September 2025, the EU Data Act (Regulation (EU) 2023/2854) makes it easier for customers in the EU to switch between digital services, wherever the provider is based. In short:

- Customers can take their data with them in a structured, machine-readable format (Articles 23 and 25).
- Providers help with the switch within set time frames, normally within 30 days (Article 25).
- From 12 January 2027, switching is free of charge (Article 29).

Under GDPR, we as the data controller are also entitled to have our personal data returned when the service ends (Article 28(3)(g)).

Just let us know how and when you can deliver the export, and if there is anything you need from us.

Thank you in advance for your help!

Kind regards,

Name _____

Clinic _____