

# SWICA Guide

## Data Protection Provisions

### 1 General

The SWICA Therapist Portal (hereinafter SWICA Guide) is a service provided by SWICA Healthcare Organisation (i.e. the SWICA Group, consisting of SWICA Healthcare Insurance Ltd., SWICA Insurance Ltd., PROVITA Gesundheitsversicherung AG, ProVAG Versicherungen AG and SWICA Management Ltd. – hereinafter SWICA). SWICA Healthcare Organisation is the organisation responsible for data protection and data processing in compliance with the law.

### 2 Scope

Use of SWICA Guide requires prior consent to the “SWICA Guide Data Protection Provisions” (hereinafter the “Data Protection Provisions”). They supplement the “Data protection declaration on the use of SWICA websites” (hereinafter the “Data Protection Declaration”) and take precedence over the Data Protection Declaration in the relevant areas, unless expressly defined otherwise in these Data Protection Provisions. The Data Protection Declaration on the use of SWICA websites can be found [here](#). Data processing specifically for the SWICA Guide and the purposes of such processing are described in greater detail below.

### 3 Unit responsible for data processing

SWICA Healthcare Insurance Ltd. is responsible for all data processing on behalf of all the companies in the Group.

SWICA Healthcare Insurance Ltd.  
Römerstrasse 38  
8401 Winterthur  
Switzerland  
UID: 109.337.400

For general questions on data protection, you can contact SWICA’s data protection unit at [datenschutz@swica.ch](mailto:datenschutz@swica.ch) at any time.

### 4 Basis for data processing

By agreeing to the Terms of Use and these Data Protection Provisions, you consent to the processing of data by SWICA.

### 5 What data is processed?

#### 5.1 Data processing when you access the Therapist Portal

Various kinds of non-personal peripheral data are processed automatically when you visit SWICA Guide. Every access to SWICA Guide is logged by the SWICA webserver and stored anonymously for SWICA. The data collected is described in section 3.1 of the Data Protection Declaration.

#### 5.2 Data processing through use of SWICA Guide

A user profile is created for all users of SWICA Guide. A user profile is created either by the insured person or by the therapist. The user profile – regardless of who created it – contains, among other things, the following data: e-mail address, personal data (surname, first name, date of birth), contact details (address or telephone/mobile phone number) and booking-related information such as information about the therapist (e.g. portrait picture), his/her therapy methods and any other personal data or particularly sensitive personal data.

Insured persons are also at liberty to enter additional information in the user-defined text field. However, SWICA explicitly draws your attention to the fact that no particularly sensitive data such as data relating to the individual’s health or private life should be entered in the free text field. The information that you enter in the free text field is stored by SWICA, shared with the therapist and may under some circumstances also be stored by the contractual partners specified in section 7.3.

Therapist user profiles may also include additional data relating to the services offered and the therapist’s qualifications (treatment methods, professional qualifications, personal details, language skills, pictures of the therapist, and his/her availability).

## 6 Purpose and duration of data processing

### 6.1 Purpose of data processing

The peripheral data that is collected and processed as part of any website access is used primarily to establish the connection and enable our content to be used. Furthermore, it is processed for internal, system-related purposes, such as technical administration and system security, as well as for statistical purposes and to improve the functionality of the website and Guide. Data collected and processed in this way is completely anonymous and does not enable the persons in question to be identified.

The personal data of the user profile is processed for the purpose of operating the SWICA Guide. The SWICA Guide makes it possible to book and/or coordinate appointments for treatment. Accordingly, the data entered by the user will be used to enable the therapist and the user to arrange and book appointments. Users who are also SWICA customers can also enter personal requirements, such as their preferred billing method.

### 6.2 Duration of data processing

The data will be retained for as long as the purpose justifies it or for as long as necessary under the relevant statutory provisions. The provisions of the Swiss Code of Obligations apply as regards the default retention period.

## 7 With whom is the data shared?

### 7.1 Within SWICA

Your personal data may be shared within the SWICA Group with the relevant individuals in the relevant department for the purposes of processing the case.

### 7.2 Outside SWICA

In order to implement the service (i.e. arranging appointments / booking / invoicing), SWICA has entered into agreements with partners who offer the same service or a similar service as that provided by SWICA Guide. If the appointment / booking / invoicing is concluded with a therapist who is not directly affiliated to SWICA Guide but with a partner, the appointment / booking / invoicing will be handled using the partner's platform. However, data will only be shared with the partner after consent has been given. The complete list of partners can be found in the partner directory. SWICA remains primarily responsible for the exercise of your rights as set out in section 8. This also applies if the exercise of rights concerns a SWICA partner.

### 7.3 Contract data processing

SWICA may commission third parties to carry out data processing, provided that such third parties only carry out the data processing for which SWICA has commissioned the contractor. In the event of contract data processing, contractual agreements to ensure data protection are concluded between the contractor and SWICA.

At present SWICA has contractual relationships with the following companies:

Company name	Address	Purpose of data processing
SELISE – Secure Link Services AG, UID CHE-104.375.184	Haldenstrasse 23, 8306 Wangen-Brüttisellen	Technical support and provision of the technical infrastructure
Amazon Cloud Services Frankfurt	P.O. Box 81226 Seattle, WA 98108-1226	Data hosting

Otherwise, your data will be processed exclusively by SWICA (including operation of the infrastructure and data hosting). Your data is not passed on to, sold to or shared with third parties outside the SWICA Group for marketing purposes.

## 8 What are your rights with respect to data processing?

As regards the processing your data, you can exercise certain rights relating to the processing of data that concerns you. These rights are set out in detail in the Data Protection Declaration relating to the use of the website in section 8.

## 9 Cookies

SWICA uses cookies on its websites and web applications. For information about the cookie settings used by SWICA and third parties, please refer to the cookie policy which you can find [here](#).

## 10 Updating the SWICA Guide Data Protection Provisions

SWICA will occasionally update these Data Protection Provisions. The most recent version of the Data Protection Declaration is always available in the SWICA Guide.