



# Medical Connector, Medical Share, Medical Multichannel, PACS-as-a-Service

## Information about data protection

Data protection is a matter of trust. The trust of our customers and their patients is important to us. Responsible and legally compliant management of the personal data entrusted to us is therefore of the highest priority to Swisscom Health. We respect the private and personal sphere of data subjects and protect the data we store, transmit or otherwise process in the course of rendering our services.

With the products Medical Connector, Medical Share, Medical Multichannel and PACS-as-a-Service, we offer services relating to networking in the healthcare sector to hospitals and licensed physicians. On behalf of our customers, we store and transmit patient medical data and documents, such as admission and discharge reports, referrals and X-rays. We treat this data with the greatest care and in compliance with statutory regulations on data privacy and medical confidentiality. We process the data only for the purposes contractually agreed with the customer and only in such a way as our customers may do themselves.

We protect your data from unauthorised access using the latest technology and organisational measures. The data is collected by our customers themselves or acquired from the primary systems of hospitals and other medical service providers through interfaces, and transmitted by secure electronic means or by post to recipients. We store the data in data centres in Switzerland only for the duration of transmission or within the framework of statutory retention periods. We do not process the data for our own purposes and do not disclose it to third parties without authorisation, including to other business units within Swisscom. We rely on products and services of manufacturers and suppliers to provide these services. In isolated cases, these may process personal data to perform a contract. We choose our suppliers and service providers with care and make sure that they guarantee the required data security. We oblige our suppliers and service providers to comply with data privacy regulations and protect data covered by secrecy requirements (medical confidentiality).

Individuals have the right to request disclosure of whether data about them is being processed. Individuals also have the right to demand correction of incorrect personal data. They also have a right to deletion of their personal data and may object to further processing if no statutory or contractual retention obligations remain. To guarantee these rights, please contact our customer; i.e. your medical service provider (doctor, hospital, laboratory, pharmacy, etc.).

Do you have questions about data protection at Swisscom Health? Contact us at:  
[datenschutz.health@swisscom.com](mailto:datenschutz.health@swisscom.com)

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