



# eFaktura, curaLINE

## 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 and billing 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 our products eFaktura and curaLINE, we offer services relating to transmission of electronic bills, claims and other digital accounting data to insurance companies and medical service providers. On behalf of our customers, we transmit accounting data between sender and recipient, or send bills and claims by post if the recipient cannot be reached by secure electronic means.

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.

This accounting data is collected by our customers and cached in data centres in Switzerland for the duration of transmission and within the framework of the statutory period for retention of evidence. 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 from manufacturers and suppliers to provide our services relating to transmission of accounting data. 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 Ltd?

Contact us at: [datenschutz.health@swisscom.com](mailto:datenschutz.health@swisscom.com)