



curaBILL

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 our receivables management system curaBILL, we offer our customers a service in which we take over data processing for payments, accounting and reminders on their behalf. We also process billing and contract data, our customers' account balances and information about payment history. 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. Our customers are medical service providers such as doctors, therapists and laboratories. The data is collected by our customers, stored in data centres in Switzerland, and disclosed only within the framework of the contract and statutory regulations (for example, for billing and accounting of services by cost units). 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 our 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