

Data protection information for anonymous customer surveys in the Helsana+ app

The Helsana Group* (hereinafter «Helsana») takes an open, transparent and customer-friendly approach to data protection. The Helsana Group always processes your information in a secure and confidential manner. Particular attention is given to preventing access by unauthorised third parties. The Helsana Group is careful to maintain full compliance with all statutory data protection requirements. The survey, the purpose of which is to continuously improve Helsana's service, is carried out anonymously. This means that we cannot connect your survey answers to you and no personal data are generated, as we work with an anonymous survey link, i.e. one that is the same for all participants.

You receive points in the Helsana+ app by uploading a photo of the last page of the survey. Here too, it is impossible to establish a connection between you and your answers.

Further information about data protection can be found in the relevant privacy policies on our website helsana.ch/data-protection