

Data protection provisions for customer surveys

Data protection within the Helsana Group* (hereinafter «Helsana») is based on open, transparent and customer-friendly communication. Helsana always processes your information in a secure and confidential manner. Particular attention is given to preventing access by unauthorised third parties. Helsana is careful to maintain full compliance with all statutory data protection requirements.

We explain here exactly how Helsana processes your personal data for the purposes of this customer survey.

Which data are processed?

- Helsana processes your contact details and survey answers for the customer survey. These are your first name and surname, language preferences and e-mail address(es). Helsana evaluates the survey answers in order to improve its services.
- Please avoid providing health-related information in customer surveys.

What are the data used for?

- Personal data and evaluations of survey answers are used for quality assurance and to further develop the Helsana Business Health service. Your contact details are used to invite you to take part in the customer survey and to contact you if necessary.

How are the data processed?

- Helsana uses the service provider Forms Pro to conduct surveys. You will be invited to the survey, which will take place on the service provider's platform, via a personalised link.
- Our service provider is contractually bound to use the personal data and answers solely to perform the task assigned to them and under no circumstances for their own purposes. The service provider has also been required to implement technical and organisational measures to protect your personal data.

What happens to the data after the survey?

- If you take part in the survey, we will store your personal data securely for three years from the date of receipt. The data will then be anonymised, meaning that it can no longer be connected to you as an individual.

What are your rights?

- If you do not wish to take part in this or other surveys, please notify your health manager.
- If you wish to assert your right of information, deletion and correction in respect of your personal data and your right to refuse authorisation for your personal data to be processed, or if you have any questions or concerns about how your personal data will be used, please contact us in writing, quoting your customer number, at:

Helsana Group
Data Protection
P.O. Box
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Further information about data protection can be found in the relevant privacy policies on our website helsana.ch/data-protection