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## Privacy Policy – Data Privacy Policy

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Protecting your personal data and privacy is something stay-well.ch cares a lot about. In our Internet privacy policy, we want to familiarise you with how we handle the personal data that you leave on our website and how we process this information further.

### **1. What is personal data?**

Personal data is any information that refers to a specific or identifiable natural or legal person. This includes names, addresses or even insurance policy numbers. However, information that can only be allocated to a specific person with a disproportionately large amount of effort lacks a personal reference and thus cannot be considered personal data.

### **2. Access data / log files**

When you access our website, the following technical data is automatically captured in the log files of our web server:

- Date accessed
- Time accessed
- Time zone or deviation from Greenwich Mean Time (GMT) in hours
- Browsers used (e.g. Internet Explorer, Opera, Mozilla, Netscape, etc.) including the browser version
- Status of the access in the form of a code number indicating the success or failure of the data exchange between the client and the server (e.g. 200 = page transferred; 404 = page not found; 401 = not authorised, access denied, etc.)
- Operating system used
- The total number of bytes transferred in response to your click or query. The location from where the access was initiated
- Language setting

IP addresses and domain names are not logged in our web servers, but are stored only temporarily in special network components called routers and switches while the connection is being established. A router is a network device that ensures that the incoming data of a specific protocol is forwarded ("routed") to the relevant destination network. A switch is a device for connecting several computers or network segments in a local network.

This technical data cannot be used to identify website users, whether personally via their names or via the addresses of their computers. That means their identity is protected.

Identification is feasible, however, if a user submits additional personal details, such as a telephone number, email address, or home address.

### **3. JavaScript**

We use JavaScript on our website. JavaScript allows us to enhance the dynamics and interactivity of our website, along with the surfing experience of our users. Among the typical JavaScript applications are automatic pop-up windows (browser pop-ups) in which website content such as advertising can be displayed.

One of the things we use JavaScript functions for is to verify the plausibility of web forms before they are dispatched by a customer; in particular, we check whether the customer has entered all the necessary information in the correct format.

JavaScript functions are interpreted and executed by your browser. However, you can disable the execution of JavaScript functions in your browser. If you deactivate JavaScript in your browser, stay-well.ch will not function properly.

#### **4. Cookies**

When you visit our website, cookies are installed on your device. Cookies are small text files containing temporary information about your visit of the website:

- session-id: with this information, the server assigns a session to a user. Without a session cookie, the server will treat every click of a visitor like a completely new visitor.
- authentication: after logging in, the server creates an encrypted cookie with authentication information (user name, role, time, etc.).
- request verification: this is a security mechanism that protects online forms from attacks and abuse.

Most web browsers (applications for browsing the Internet) come with a disabling function that allows users to prevent cookies from being accepted automatically and to delete cookies already stored on the system. If you do not want cookies to be stored on your system, you can change your browser settings so that cookies have either to be approved before being stored, or are rejected automatically. Disabling cookies can mean that interactive functions on this and other websites do not function properly. If you have any questions, please contact [support@hmsag.ch](mailto:support@hmsag.ch).

#### **5. Your choices**

As a matter of principle, you can visit stay-well.ch without providing personal information. It is your choice whether you leave behind on the website, besides anonymous log-file data, personal details (such as your telephone number, email address, home address, fax number, etc.). If you do, the data will be stored on our IT systems.

By leaving your personal details on our website, you consent to our processing the data for the purposes mentioned above. If this does not correspond to your wishes, you can request us at any time to desist from using the data for the purposes mentioned above.

#### **6. Email**

Please note that unencrypted emails are neither a safe nor suitable means by which to exchange personal data or other confidential information.

Please be aware that if you include personal information in an email without taking the necessary precautions, unauthorised third parties could intercept that data and use or even falsify it without your consent. Personal data contained in an email could also be sent abroad, even though the sender and

the recipient are in Switzerland. That means you also have to reckon with the possibility that your personal data may be relayed to a country in which the prevailing standards of data protection are lower than in Switzerland.

Should you nevertheless decide to send us your enquiries via unencrypted email, we will assume that it is your express wish to communicate with us in this way. By doing so, you consent to us sending you our reply or the required information also via unencrypted email.

## **7. Data security**

Within our company, your personal data is transferred and stored in a protected environment. We take all reasonable technical and organisational precautions to protect your data reliably from loss, destruction, falsification, manipulation, unauthorised copying, unauthorised accessing and other unlawful data processing practices. Our IT systems and networks are protected by firewalls and various other safety technologies. Our servers are housed safely and securely in buildings and premises that are protected from access by unauthorised persons by stringent access control systems.

## **8. Links**

Our website may contain links to websites that are neither operated nor monitored by us. In addition, websites such as these are not subject to our privacy policy or to our data processing controls. Since we are responsible neither for their content nor for the manner in which they handle personal data, we cannot accept any liability whatsoever in these regards.

## **9. Consent**

By using our website, you declare your acceptance of the terms of this privacy policy and of the data processing provisions contained therein. Further, you consent to our using and processing the data you leave on our website for the purposes set out in this privacy policy.

## **10. Request for further information / contact**

Health & Medical Service AG is the owner of all data produced by StayWell.

Please direct all requests for information, including requests to correct or delete your data, to

Health & Medical Service AG  
Data Security Officer  
Uetlibergstrasse 132  
8045 Zurich

## **11. Amending / updating the privacy policy**

We reserve the right to modify this privacy policy at any time to comply with the latest data processing methods and procedures. We therefore advise you to check the privacy policy regularly to familiarise yourself with the latest amendments. This privacy policy was last amended on 01.05.2018.