

Health Point Dr. Klein AG
Rütihofstrasse 1
9052 Niederteufen
Switzerland
+41 71 840 03 46
info@healthpointag.ch
www.healthpointag.ch

Watermark

Privacy Notice

Effective Date: 1st of February 2024

At Health Point Dr. Klein AG, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Notice outlines our practices regarding the collection, use, and disclosure of your personal data when you visit our medical practice, communicate with us, or interact with our website. Please take a moment to review this notice to understand how we handle your information.

- Information we collect

We may collect various types of personal information, including but not limited to:

- Contact information (e.g., name, address, phone number, email address)
- Medical history and health information
- Insurance information
- Payment and billing information
- Records of your interactions with our practice (e.g., appointments, communications)
- Information that is obtained through our website and electronic health records systems (e.g., IP address, cookies)

- How we use your information

We use your personal information for the following purposes:

- Providing medical care and treatment
- Managing appointments and patient records
- Processing insurance claims and billing
- Sending appointment reminders and important healthcare information

- Improving our medical services
 - Complying with legal and regulatory obligations
 - Provide general information about our practice and services via our website
 - Correctly displaying and optimising the content of our website
 - ensuring the functionality of our IT infrastructure
- Use of our website

When you access our website, a series of general data and information is collected. This general data and information is stored in the server's log files. The following data may be collected:

- the browser types and versions used
 - the operating system used by the accessing system
 - the website from which an accessing system accesses our website (the so-called referrer)
 - the sub-websites that are accessed via an accessing system on our website
 - the date and time of access to the website
 - an Internet protocol address (IP address)
 - the Internet service provider of the accessing system
 - other similar data and information that serve to avert danger in the event of attacks on our IT infrastructure
- Cookies and tracking technologies

Our website may use cookies and tracking technologies for analytics and user experience improvement. Cookies contain a so-called cookie ID, a unique identifier of the cookie, which assigns web pages and servers to a specific Internet browser. This unique cookie ID can recognise and identify an individual internet browser. You can manage cookie preferences through your browser settings.

Such information about the use of this website (including your IP address) may, for example, in the case of Google Analytics, be transmitted to servers abroad and stored there. By using our website, you consent to the transfer of this data.

- Communication options

Our medical practice's website contains information that enables quick electronic contact and direct communication, including a general e-mail address. If you contact us via the communication options offered on our website, your contact details and content will only be used to process and respond to your request.

Please note: It cannot be guaranteed that your data will be transmitted confidentially. Therefore, no confidential data (medical concerns, etc.) should be transmitted when contacting us in this way.

- Consent and disclaimer

By using this website, you consent to the processing of your personal data in accordance with this Privacy Notice. In principle, our medical practice offers its services only in Switzerland and is directed only at persons residing in Switzerland. The medical practice disclaims any liability for the use of this website.

- Information sharing

We may share your personal information with the following entities:

- Healthcare professionals within our practice for treatment purposes
- Specialist medical practitioners in case of referral
- Diagnostics laboratories
- Insurance providers for claims processing
- Regulatory and legal authorities, as required by law
- Service providers who assist us in running our practice (e.g., IT support, billing services)
- Third-party partners, with your explicit consent

- Your rights

As a patient, you have certain rights regarding your personal information:

- Access

You have the right to access your medical records and request a copy.

- Correction

You may request corrections to any inaccurate or incomplete information.

- Erasure

Under certain circumstances, you may request the deletion of your data.

- Objection

You have the right to object to the processing of your data for specific purposes.

- Data portability

You can request a copy of your data in a structured, digital format.

- Consent withdrawal

If we rely on your consent for processing, you can withdraw it anytime.

- Security measures

We take data security seriously and implement appropriate safeguards to protect your information from unauthorised access or disclosure.

- Changes to Privacy Notice

We may update this Privacy Notice to reflect changes in our practices or legal requirements. Any changes will be posted on our website.

- Contact information

If you have questions, concerns, or requests related to your privacy, please contact our Data Protection Officer:

Dr. med Heidelinde Klein
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We are dedicated to ensuring the privacy and security of your personal information.

Thank you for entrusting Health Point Dr. Klein AG with your healthcare needs.

Health Point Dr. Klein AG

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