

Privacy Policy

EGK attaches great importance to the protection of your privacy when processing your personal data and complies with the applicable privacy policy provisions.

1.1 General

EGK-Gesundheitskasse is responsible for the data processing described below. EGK-Gesundheitskasse, with its registered office in 4242 Laufen, Birsspark 1, Switzerland (hereinafter referred to as “EGK” or “we”), comprises Stiftung EGK-Gesundheitskasse and its affiliated joint-stock companies: EGK Grundversicherungen AG (provider of mandatory health insurance in accordance with the KVG), EGK Privatversicherungen AG (provider of supplementary insurance in accordance with the IPA) and EGK Services AG.

The use of our services, e.g. the website, the myEGK insurance customer platform and analogue communication from EGK-Gesundheitskasse, as well as the information, documents or other details contained therein, are subject to this Privacy Policy. By using our services, you agree to this Privacy Policy.

It is possible to use the online services without providing personal data. However, if you wish to make use of certain online services (e.g. when booking appointments, completing an online form), personal data is collected.

In this Privacy Policy, attention is paid to gender-neutral wording. Where this is not possible, only one gender is used for better legibility. The corresponding designations apply to all persons.

1.2 Data security and point of contact

EGK’s data protection advisor is available to answer any questions you may have about data protection law or your rights to your personal data.

Address: EGK-Gesundheitskasse, data protection advisor, Birsspark 1, 4242 Laufen, Switzerland

e-mail: datenschutz@egk.ch

1.3 Categories and purposes of personal data processing

We process the data you provide, in particular, for the purpose of providing basic and supplementary insurance, optimising advice, processing products and services, holding seminars and training courses, market research and advertising.

Processing includes every operation performed in connection with personal data such as saving, reading, using, modifying and deleting data.

In collecting and processing personal data, EGK is justified by your consent, contractual fulfilment, and its legitimate interests. Where the law requires additional consent, this is obtained from the data subject.

1.4 Forwarding of data to third parties

In certain areas we work together with external service providers. These receive only the data that they need to fulfil their contract with us. They are permitted to process this data in accordance with the statutory or contractual requirements, and only to the same extent as EGK itself would be permitted. In cases where it may be necessary to disclose data abroad, the applicable legal provisions will be observed.

1.5 Rights to your personal data

You have the right at any time to request information in writing about the personal data we have stored about you or to request its correction or, if necessary, deletion or data portability; applicable law (e.g. statutory retention obligation) is binding. The relevant request must be sent in writing by post to the EGK data protection advisor (see above) using a verified copy of an official form of identification. Post offices or local government offices will produce verified copies of official identification documents against presentation of the original. If you believe that the processing of your data violates data protection law, you can report this to our data protection advisor.

You also have the right at any time to revoke your consent to your data being processed. This notice must be given in writing.

1.6 Technical and organisational measures

EGK has implemented numerous technical and organisational measures to ensure the most complete protection of the data collected.

These include encryption technologies, regular security checks and employee training.

Notwithstanding this, the transmission of data via the internet can fundamentally entail security vulnerabilities so absolute protection cannot be guaranteed. For this reason, EGK accepts no liability whatsoever for data theft and its resulting unlawful processing. Please regularly update the security settings of the systems you use.

1.7 Duration of storage

In the absence of statutory obligations or official instructions to the contrary, your personal data will be stored for as long as is necessary to provide the service which is the underlying reason for processing that data.

1.8 Use of individual online services

We collect different categories of personal data, including, but not limited to, Google Ads, Meta Ads, newsletters, etc. Please note the individual terms of use of our individual online services.

The online services contain content from other providers via links and tools. This content is provided by other organisations and is completely beyond the control of EGK. It is provided for information purposes only. That it is free of error, accurate, up to date, lawful or complete can be neither invoked nor relied upon.

1.9 Status of the Privacy Policy

EGK expressly reserves the right to amend this privacy policy at any time. The changes will be published on the online services.

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