

Privacy policy (DSE) dated 18/04/2024

The purpose of this privacy policy is to inform patients about the handling of personal and sensitive data collected in the Praxis Heilkraft .

Hedwig Plöchl confirms that it adheres to the following rules in accordance with the Data Protection Act and Data Protection Ordinance.

Type of data

Only data that is related to alternative medical treatment or that is relevant for information about any offers will be processed. This is exclusively data that has been recorded with the consent of the patient, that has been provided personally or that can be found in publicly accessible directories (telephone directory, etc.). This may include general personal data (name, address, telephone number, etc.), information on health and the course of the illness, diagnoses already made and, if applicable, other data that has been transmitted as a result of the treatment (patient files).

Forwarding of data

Personal data is only passed on to persons or areas of the practice that require it to fulfil contractual and legal obligations. These persons are informed of the applicable data protection regulations and are obliged to comply with them. Personal data or parts thereof will only be made accessible to other persons or institutions (insurers, etc.) with the explicit consent of the patient. Exceptions to this rule are court orders or the enforcement of justified claims by the practice.

Storage and retention of data

This data is collected, stored and processed exclusively in the patient dossier or in the dossier required for administration, in particular in the app required for invoicing in accordance with tariff 590. All processing steps carried out on the data, including the persons responsible, can be traced in these two storage locations.

If the data is physically collected and processed, it is stored in a lockable room or cabinet that is not accessible to unauthorised third parties. Electronically collected data is stored securely (firewall, password, etc.).

Unless otherwise stipulated by cantonal or other legal regulations, the data collected will be deleted twenty years after the last consultation at Praxis Heilkraft.

Access to files

Current or former patients can request a duplicate of all collected data in a standard electronic format at any time. Only physically existing data will be scanned for this purpose and sent as a PDF or in paper form. As a rule, the data will be handed over to you free of charge and within a maximum of 30 days.

Written communication

Written communication by email between Praxis Heilkraft and patients can be sent using a standard email encryption programme on request. Praxis Heilkraft generally uses unencrypted written communication, including for sending invoices.

Hedwig Plöchl is responsible for all matters relating to the processing of personal data and the exercise of patients' rights.

18 April 2024

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