

Information on Handling Personal Data

Below, we inform you about the purposes for which the practice &ZUFRIEDENHEIT collects, stores, or shares your personal data. Additionally, we inform you about your rights that you can exercise under data protection regulations.

Responsibilities

The responsible entity for processing your personal data, especially your health data, is the practice &ZUFRIEDENHEIT. If you have any questions regarding data protection or if you wish to exercise your rights under data protection regulations, please contact your psychologist.

Collection and Purpose of Data Processing

The processing (collection, storage, use, and retention) of your data is carried out based on the treatment contract and legal requirements for fulfilling the therapy/counseling purposes and related obligations. Data collection occurs on one hand by the treating psychologist within the scope of therapy/counseling. On the other hand, we may also receive data from other healthcare professionals whom you have been or are being treated by, if you have provided consent for this. Only data related to therapy/counseling is processed in the client's dossier. The dossier includes personal information provided on the basic data sheet, such as personal details, contact information (and insurance details), as well as health data collected during therapy/counseling, such as medical history, diagnoses, procedure recommendations, and findings.

Retention Period

Your dossier will be retained for 10 years according to cantonal regulations following your last session. After that, it will be securely deleted or destroyed. The dossier will only be retained further in case of your explicit consent.

Data Sharing

Your personal data, particularly sensitive personal data, will only be shared with external third parties if legally permitted or required, or if you have given consent for data sharing within the scope of your therapy/treatment. Transmission to your health insurance or accident or disability insurance is done for the purpose of billing the services provided to you. The type of data transmitted complies with legal requirements. Necessary personal and billing data will be shared with the collection agency for debt collection purposes. In specific cases, depending on your therapy/counseling and your corresponding consent, data may be transmitted to other authorized recipients (e.g., medical professionals).

Withdrawal of Your Consent

If you have given explicit consent for data processing, you can revoke a given consent in whole or in part at any time. The revocation or request for amendment of consent must be made in writing. Once we receive your written revocation and the processing cannot be based on any legal basis other than consent, the processing will be stopped. The lawfulness of data processing carried out until the revocation remains unaffected by the revocation.

Information, Access, and Disclosure

You have the right to obtain information about your personal data at any time. You can access your dossier or request a copy. Providing a copy may incur costs according to data protection laws, which will be communicated to you in advance.

Right to Data Portability

You have the right to receive data that has been processed automatically or digitally in a common machine-readable format, either for yourself or for third parties. This applies particularly when sharing personal data with a desired healthcare professional. If you request direct transfer of data to another responsible party, it will only be done to the extent that it is technically feasible.

Correction of Your Information

If you discover or believe that your data is incorrect or incomplete, you have the option to request a correction. If neither incorrectness nor incompleteness of your data can be established, you have the option to request an annotation of your disagreement.