



## Privacy policy

I, complementary therapy practice, IVANA SILVESTRI, PRAXIS SILVESTRI, CORDULAPLATZ 3, 5400 BADEN, hereby confirm that I shall comply with the following rules in accordance with the data protection act and data protection ordinance. This privacy policy aims to inform you, as my patient, about how I handle your personal and sensitive data that are collected in my practice.

No data will be processed unless they are connected with the therapeutic treatment or relevant for providing information about offers that might be made. They include only the data that I have recorded with your consent, that you have sent to me, or that can be found in public directories (such as the telephone book). These can be general data about you personally (name, address, telephone number, etc.), information on your health and health history, your disease progression, any diagnoses already made, and any additional data that you have transmitted because of the treatment (patient records).

These data are stored and processed exclusively in your patient/client records or in the records needed for administration, especially during invoicing in accordance with Tariff 590. All the processing steps undertaken for your data at these storage locations can be traced, including by the controller.

I shall forward your personal data only to those people or divisions of my practice who need them to meet contractual or statutory obligations. Those people are informed about applicable data protection rules and must comply with them. None of your data or any parts thereof will be provided to any other people or institutions (insurance companies, etc.) except with your explicit consent. This does not apply to judicial orders or the enforcement of legitimate claims by the practice.

If your data are physically collected and processed, they will be stored in a lockable room or cabinet that is inaccessible to unauthorised third parties. Electronically collected data will be stored securely (firewall, password, etc.). Unless otherwise regulated under cantonal or other statutory regulations, the data concerning you that I have collected will be erased twenty years after the date of your last consultation in my practice.

All written communication between you and my practice will be made via email, either encrypted with a typical encryption program or – with your written consent – unencrypted.

As a present or former client/patient, you may demand at any time that I provide you, in a commonly used electronic format, with a duplicate of all the data concerning you that I have collected. Only physically available data will be scanned for that purpose and delivered to you as a PDF file or on paper. The data will normally be handed over to you in 30 days or less at no charge.

The therapist in charge, Ivana Silvestri, will be responsible for all questions connected with processing your personal data and exercising your rights.