

Questionnaire data privacy statement:

Introduction

Your trust is of the utmost importance to Schulthess Klinik. As such, Schulthess Klinik treats the issue of data protection as a priority and provides the necessary transparency with regard to the processing of your personal data.

Schulthess Klinik processes your personal information in accordance with the applicable legal provisions on data protection such as the Swiss Data Protection Act (FADP) and the European General Data Protection Regulation (GDPR). These, as well as Schulthess Klinik's own [data privacy statement](#), outline how and why we process your personal data both in the context of this survey and in general, as well as what your rights are in this regard.

Why is my data collected?

We collate and analyse your responses in order to improve our services and to make our patients' stays as comfortable as possible.

Is the survey anonymous?

It goes without saying that the answers you give as part of the survey are treated confidentially and are only analysed once they have been made anonymous – unless you have voluntarily provided your contact details such as name and date of birth.

How long will my information be stored?

For archiving purposes, your data will be stored by Netigate Deutschland GmbH for a further **90 days** once the survey has finished and the analysis has taken place, after which it will be permanently deleted.

To allow for traceability and comparability, Schulthess Klinik stores the statistical analysis from the survey for the retention period permitted by law.

What are my rights?

Under our data privacy policy, you have the right to request information about the data saved in relation to you and/or its deletion, and have the right to withdraw your consent for the storing and processing of your responses at any time. To do so, please send your request by email to qualitaet@kws.ch.

Will my data be passed on to third parties?

The data gathered within the context of this survey will be analysed by

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who are the processor for this purpose (cf. Art. 28/GDPR).

Finally, Schulthess Klinik only receives the aggregated results from the survey, and not the individual questionnaires – unless you have voluntarily provided your name.

None of your personal information is given to third parties without your express consent, unless any such data is explicitly provided in the questionnaire.

Personal data may be sent to local authorities if it is requested and where there is a legal obligation to do so.

What kind of data will be collected?

When you take part in one of our surveys, the following personal data will be stored in the tool:

- The answers given in the survey
- The time taken to answer the questions
- Your geographical location (your IP is not stored)

If you are taking part in an anonymous survey, no data that could be used to identify you as a participant is recorded automatically. In these instances, only the date and time at which you took part are stored. The service does not use cookies.

Any personal information that you provide in your answers is considered to have been given of your own volition and is stored in accordance with the applicable laws and provisions.

How will my data be safeguarded?

As the processor, Netigate Deutschland GmbH implements the required technical and organisational measures to ensure that any personal information that has been gathered is stored securely and confidentially.

You can find further information on data security and protection in Netigate's [data privacy statement](#).