

SWICA Data Protection Policy

1 Field of activity of SWICA Healthcare Organization

SWICA Healthcare Organization is one of Switzerland's leading insurers in the fields of health insurance, daily sickness benefits insurance and accident insurance for private individuals and companies. SWICA offers mandatory healthcare insurance (KVG), mandatory accident insurance (UVG) and private-law insurance solutions (covering healthcare, daily sickness benefits, accident) within the framework of the Insurance Contract Act (VVG). In carrying out its lawful activities, SWICA processes and manages the data of its insured persons, acquires such data, and shares it with third parties where this is permitted.

2 Protecting the privacy of insured persons

In the context of its activities, SWICA assigns particular importance to protecting the privacy of its insured persons. Accordingly, SWICA undertakes through its data protection policy to comprehensively implement the data protection regulations and to work constantly to improve data protection and information security.

3 Area of application of the data protection policy

As a group of companies, SWICA Healthcare Organisation provides its own services in the insurance sector through SWICA Healthcare Insurance Ltd, SWICA Insurance Ltd, PROVITA Health Insurance Ltd and ProVAG Insurance Ltd, and in the medical care sector through SWICA Management AG.

In order to be able to deliver integrated holistic services in the healthcare sector, SWICA also enters into partnerships with trusted business partners including doctors' networks, hospital groups and IT service providers.

SWICA's data protection policy applies both to the activities of the companies within the SWICA Group and to the way in which SWICA works with its external partners.

4 Principles underlying SWICA's data protection policy

- 4.1 For SWICA, protecting the privacy of insured persons and of its own staff and offering reliability and integrity in its dealings with external partners is an obvious duty, and taking proper care of the associated data is crucially important. Management is held accountable for the rigorous implementation of data protection and information security.
- 4.2 SWICA raises its employees' awareness of data protection issues and trains them accordingly in order to be able to provide high service quality vis-à-vis insured persons and business partners at all times while also applying data protection regulations efficiently and effectively.
- 4.3 SWICA ensures that the prerequisites in terms of organisation, personnel and technology for ensuring data protection and information security in accordance with statutory requirements (data security) are met at all times.
- 4.4 Compliance with data protection regulations is monitored on an ongoing basis, and appropriate action is taken in the event of any failure to comply. Data protection is therefore included as an element of the internal control system (ICS) and falls within the remit of Internal Audit.
- 4.5 SWICA runs a data protection management system under the control of a dedicated Operational Data Protection Officer, who also monitors compliance with data protection regulations and advises SWICA on enhancing its data protection and empowering its employees. The Officer is also the point of contact for all questions relating to data protection and is involved in all projects in which data protection is a factor in order to ensure that implementation meets statutory requirements.
- 4.6 To the extent that there is no unjustifiable intervention in their responsibilities, our business partners are integrated into SWICA's data protection management system (e.g. drawing up contracts and designing business-to-business processes).

The principles of the "SWICA's data protection policy" are available on the homepage.

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