



Additional data processing *sure*

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This document informs you about data processing by Swisscom (Switzerland) Ltd (hereinafter "Swisscom") that goes beyond the general data processing in accordance with www.swisscom.ch/privacy. "sure" refers to Swisscom's services relating to insurance. Swisscom brokers insurance policies with insurance companies. In the case of group insurance policies, it concludes affiliation agreements with customers to join the group insurance scheme.

What kind of data is involved?

The same data categories are processed as at www.swisscom.ch/privacy, with the following special features.

Contract and master data

With regard to contract and master data, it should be noted that third parties can also be insured with some insurance policies, and in this case, their data will also be processed.

Health data

This is an additional category of data in the context of *sure*. It relates to data that is recorded, processed, and exchanged with the insurance companies as part of the processing of claims notifications and is related to the state of health of the insured person or an injured party. For example, a medical certificate may be required to justify the inability to participate in an event. Or, in the case of a personal injury claim, information about a person's injury is required.

Purpose of processing

The data is generally used for the same purposes as described for the individual data types at www.swisscom.ch/privacy.

In particular, we use:

- Your surname, first name, postal address, and e-mail address when you apply for an insurance contract.
- Information from insurance contracts in order to invoice you for premiums or fees.
- Your contract data in order to adjust or cancel insurance benefits.

In addition, we use information on claims in order to forward these to the relevant insurance company for further processing. As part of this contract fulfillment and processing, health data is also processed and passed on to the relevant insurance company.

Origin of the data

In addition to the possible origins according to www.swisscom.ch/privacy:

- you provide us with your data when you request an insurance quote from Swisscom
- we collect data about you when you contact our help desk, for example

- we receive data from Swisscom Services AG (a company of the Swisscom Group) if you obtain information about *sure* or an insurance offer there or contact their specialized support service (concierge service) about *sure*
- we receive data from insurance companies on contract status, contract adjustments or claims notifications, and their processing status.

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Recipients of the data

In addition to the recipients mentioned on www.swisscom.ch/privacy, the following should be mentioned in particular:

- Swisscom Services AG, which receives master and contract data for the purpose of providing personalized information on insurance policies, preparing an insurance offer, and providing *sure* support services.
- Insurance companies that receive the data required by Swisscom for the creation, fulfillment, and processing of contracts as well as the recording and processing of claims. Depending on the insurance company and the claim, this may also include health data. The insurance companies process the data received from Swisscom under their own responsibility.

Information applicable to all types of data

For the following information, reference can also be made to www.swisscom.ch/privacy in the context of *sure*:

- Place and duration of processing
- Protection of your data
- Your settings and rights
- Legal basis and right to lodge a complaint.

With regard to the duration of processing, it should be added that claims data is stored for at least 10 years, and health data for at least 20 years after the claim has been settled.