

DATA PROTECTION NOTICE

Information for patients in accordance with Art. 19 to 21 FADP

[Name of the dental practice]

[Full address]

1. Controller

The controller responsible for processing your personal data is:

Name of the practice: _____

Address: _____

E-mail: _____

Phone: _____

2. Data collected

As part of your dental care, we collect and process the following categories of personal data:

- Identification data: surname, first name, date of birth, address, phone number, e-mail, AHV number
- Health data: medical history, diagnoses, treatment plans, prescriptions, X-rays, intraoral and extraoral photographs, digital dental impressions, 3D models, surgical reports, medical correspondence
- Insurance data: insured person's number, health insurer, supplementary insurance
- Financial data: invoices, payments, statements

Of this data, health data is sensitive data within the meaning of Art. 5 let. c FADP: we protect it with enhanced measures. We are also bound by professional secrecy (Art. 321 of the Swiss Criminal Code).

3. Purposes of processing

Your data is processed for the following purposes:

- Dental care, diagnosis and treatment planning
- Keeping your patient file in accordance with legal obligations
- Managing appointments and reminders
- Invoicing and payment follow-up
- Communication between the healthcare professionals involved in your treatment
- Meeting legal obligations (cantonal health law, accounting obligations)

4. Legal basis

The processing of your data is based on:

- The performance of the treatment contract between you and the practice
- Your consent, where it is required (in particular for passing on data to third parties not directly involved in your treatment)
- The legal obligations to which the practice is subject (Federal Act on the Medical Professions, cantonal health law, accounting obligations under the Code of Obligations)

5. Recipients of the data

Your data may be disclosed to the following recipients, to the extent necessary:

- Practice staff (practitioners, dental assistants, administrative staff) in the course of their duties
- Dental laboratories, for making prostheses or appliances (technical and identification data)
- Other healthcare professionals (family doctor, specialists), with your consent or where the medical situation requires it
- Health insurers, for invoicing services
- The practice's IT provider, for system maintenance (access to metadata and technical data, governed by a data processing agreement in accordance with Art. 9 FADP)

Your data is never sold or disclosed for commercial purposes.

6. Transfer abroad

[If there is no transfer:] Your personal data is stored and processed exclusively in Switzerland. No data is transferred abroad.

[If there is a transfer:] Some data may be processed by providers whose servers are located in the European Union, which Switzerland recognises as offering an adequate level of protection (Art. 16 FADP). [Specify the providers and countries concerned.]

7. Retention period

Your data is kept for the following periods:

- Patient file: [period chosen by the practice, 20 years recommended] after the last treatment, at least the period set by the applicable cantonal law (at least 10 years in Geneva, in the canton of Vaud and in Fribourg, at least 20 years in Valais, in Neuchâtel and in the canton of Bern)
- Invoicing data: 10 years (Art. 958f of the Code of Obligations)
- Correspondence: for the duration of the patient relationship, then archived with the file

When these periods expire, your data is securely deleted.

8. Your rights

Under the FADP, you have the following rights:

- Right of access (Art. 25): you can ask whether data concerning you is being processed and obtain a copy of it, free of charge and within 30 days
- Right to correction: you can ask for inaccurate data concerning you to be corrected
- Right to erasure: you can ask for your data to be deleted, subject to legal retention obligations
- Right to data portability (Art. 28): you can ask for your data to be handed over in a common electronic format

To exercise these rights, send your request in writing to the practice's address or by e-mail. We will verify your identity before disclosing any data.

In the case of health data, you can ask for the information to be communicated to you through a healthcare professional of your choice (Art. 25 para. 3 FADP).

9. Data security

The practice implements appropriate technical and organisational measures to protect your data against unauthorised access, loss, modification or destruction (Art. 8 FADP). These measures include in particular encryption of drives and communications, two-factor authentication, secure backups, endpoint protection and regular staff training.

10. Remedies

If you believe that the processing of your data does not comply with the law, you can:

- Contact us to assert your rights
- File a complaint with the Federal Data Protection and Information Commissioner (FDPIC), Feldeggweg 1, 3003 Bern, www.edoeb.admin.ch

11. Changes to this notice

This notice may be changed at any time to reflect changes in our processing or in the legal framework. The version in force is the one displayed in the practice or provided on request.

[Name of the practice] | [Date]

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This document was written by **DentalSystems Sàrl** for information and awareness purposes. It does not constitute legal advice. The information in this document is up to date as of October 2026 and may change as legislation and regulations evolve. This English version is a translation; the French version prevails.

For any legal question relating to the FADP, the GDPR or data protection in the medical context, consult a lawyer specialising in the field.

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