

Privacy policy for the website

Responsible person

The responsible person who processes your personal data is 5 Elements TCM Ltd.
UID-Register-Nr: CHE-197.687.292
Usterstrasse 23, 8001 Zürich

Processing purpose

The collection and processing of your personal data is primarily for the purpose of communication with you. This also includes marketing purposes and relationship management. For this purpose, we use communication data and master data in particular. We may also collect and process personal data for the fulfillment and processing of the treatment contract. Based on your use of our website, we process your data for the purposes we explain below.

Provision of the website and creation of log files

When visiting our website, we automatically collect general technical visit information in so-called log files. This includes for example, the IP address of the device used from which the visit is made. The collection and processing of these log files is done for the purpose of enabling the use of our website (connection establishment), to permanently ensure and increase the security and stability, to enable the optimization of our internet offer as well as for internal statistical purposes.

Newsletter

You can subscribe to our newsletter. We process the data collected in this process to be able to inform you about our practice and general developments in the field of TCM/health via newsletter. You can unsubscribe from the newsletter at any time by sending an email to info@5elements-tcm.ch.

Contact form, chat and email contact

You can contact us via contact form, chat or e-mail. We process the data collected in this way in order to check your request and to contact you and, for example, to arrange an appointment.

Disclosure

We treat your personal data confidentially and disclose it only to those third parties who are listed in this privacy policy. Our practice uses external service providers for various administrative activities. These external service providers may gain access to your personal data due to their activities, whereby they are contractually obligated to treat your personal data as confidential at all times. In this context, your personal data may be disclosed in particular to the following recipients:

- Trustee in connection with the keeping of accounts and preparation and dispatch of invoices,
- Tax advisor, if this should be necessary for the preparation of the tax return,
- IT service companies that provide the software programs and services we use and manage the website,
- Collection agency, if we have to enforce our performance by way of debt collection,
- Law firms if a dispute arises from the treatment contract,

In addition, we disclose your personal data to health insurance companies and insurers, in particular in connection with the billing of the services we provide. We may also disclose your personal data to offices and authorities, such as the cantonal or federal health authorities, if this should become necessary in connection with the management of our practice and the permits issued.

We may also disclose your personal data to other medical and healthcare professionals (such as doctors, naturopaths, etc.) if this appears necessary in connection with the medical treatment, e.g. to obtain second opinions or supplementary information or to ensure deputization. If this appears necessary in connection with the medical treatment, we may also ask other medical and healthcare professionals (e.g. your family doctor) for information about your medical history and in this context disclose that you are receiving treatment from us.

Your personal data (such as findings, therapy suggestions, etc.) may also be shared with your relatives.

Disclosure abroad

We do not disclose your personal data to other countries. If this is a country that does not provide adequate data protection, we have implemented the following safeguards in accordance with Art. 16 para. 2 of the Data Protection Act.

Communication

When communicating via unencrypted e-mail, there is a risk that data may be lost, intercepted or manipulated. The confidentiality of data cannot be guaranteed when transmitting via unencrypted e-mail. The same applies to messenger services. We cannot guarantee the confidentiality of communication via unencrypted e-mail and messenger services. If you contact us by e-mail, messenger or similar services, we understand this as consent to use these communication channels. We also reserve the right to contact you through these communication channels.

Cookies use

Cookies are small pieces of information that can be used to uniquely identify your browser and store other information such as user settings. When you visit our website, cookies are automatically stored on your terminal device. Cookies help to make your visit to the website easier, more pleasant and more meaningful. We use the following cookies:

- Technically necessary cookies: These cookies are mandatory for the functioning of our website and cannot be disabled in our systems.
- Functionality cookies: These cookies enable the provision of improved functionality and personalization. They may be set by us or by third parties whose services we use on our website.
- Analytics cookies: These cookies allow us to count visits and identify access sources to determine and improve the performance of our website.
- Marketing cookies: These cookies and other tracking technologies allow us to show you personalized advertising.

You can set your browser to block cookies. However, this may result in some areas of the website not working.

Alternatively, you can book your appointment by phone.

Contact

If you have any questions about the processing of your personal data or about exercising your rights under data protection law, you can contact us at 5 Elements TCM GmbH, info@5elements-tcm.ch, telephone: 044 210 20 10.

Actuality and changes

We reserve the right to update and adapt this privacy policy at any time without prior notice. The current version published on our website applies.

By using our website, you agree to these terms and conditions and the corresponding processing of your personal data.

Privacy policy version from 01.09.23