

Privacy statement

Synaps oversees the entire absence management for the employer and ensures the care and advice of employees incapacitated for work. The employer and Synaps have concluded a separate cooperation agreement for this purpose. It carries out its care work on behalf of the employer, **but is completely independent of the employer and is primarily committed to the employees.**

The overriding objective is to provide comprehensive and therefore better care for employees. Synaps not only assumes the care from the employer to the same extent as before, but also tries to promote rapid recovery, e.g. by involving specialists.

Tasks of Synaps

Synaps assumes the coordination between the employer, the employees, the insurers and the health authorities for all topics in the area of care management as well as the corresponding processing.

Synaps provides care to the employer's employees incapacitated for work and tries to improve their recovery and return to work. We focus on the well-being of employees and their long-term ability to work. Synaps provides incapacitated employees with care around the clock and accompanies them back to work.

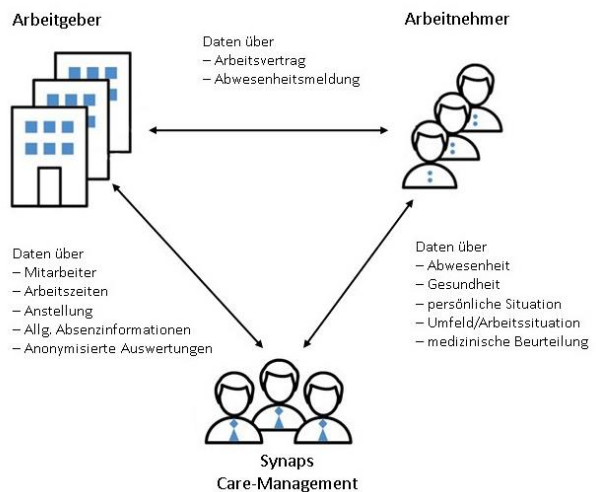
Synaps is commissioned by the employer and the employee, but is not bound by instructions. Thanks to the trust of both sides – the employer and the employee – Synaps is able to respond more specifically to the needs of sick and injured employees without violating their privacy. On the contrary, the employee's personality is much better protected by independent care.

Data flow

Synaps collects information to provide better services to all of our users – from absentee records to medical treatment and insurance benefits.

Synaps records data

- that you provide us with,
- that we receive from the employer,
- that we obtain from the use of our services
- that we receive from third parties.



Brochure containing all the information

The employee has received, read and understood the "You are close to our hearts" brochure. If you have any questions, please do not hesitate to contact your personal Synaps representative.

Personal care

The employee is comprehensively supported and advised by a personal contact person at Synaps.

Employment and absence data

The employee expressly consents to the employer providing Synaps with the employee's employment and absence data. This is required for quick assignment and organised administration.

Notification of sickness or accident

If the employee becomes incapacitated for work, he immediately contacts the Synaps registration centre (0800 Synaps / 0800 79 62 77) or via the Synaps APP.

Synaps informs the employer immediately on

- when the sickness started;
- the presumed duration of the incapacity for work;
- or the definitive return to work.

Synaps does not pass on any diagnosis to the employer.

Notification must be made immediately in the event of sickness or accident (24-hour service). The employee provides his personal representative with his contact details and ensures that he can be reached by telephone at all times during his absence from work. As a rule, communication with the employer takes place via Synaps. However, the employee is also free to additionally inform the employer personally.

Medical certificate required in the event of sickness and accident

The employer regulates the medical certificate obligation to provide a medical certificate directly with the employee in case of incapacity for work due to sickness. The employer or Synaps may, however, demand such from the employee at any time.

In the event of sickness or accident during holidays abroad, a medical certificate from a recognised doctor or hospital must always be presented. In the event of absences due to sickness of the employee's children, a medical certificate must be presented from the first day.

Medical confidentiality

Synaps guarantees medical confidentiality. The independent doctors appointed by Synaps will contact the doctors responsible for the pre-treatment of the employee as necessary to discuss the measures required for optimal recovery.

If necessary, Synaps will propose to the employee a release from medical confidentiality.

The release of medical secrecy

- is voluntary;
- may be refused by the employee without adverse consequences;
- is always obtained on a case-by-case basis;
- only applies to the case of sickness mentioned therein.

The employee is fully informed in advance by his personal carer about the scope and purpose of the release from medical confidentiality.

Synaps Care AG

By signing this agreement, the employee releases the pre-treating doctors and the medical officers appointed by Synaps from their mutual obligation of medical confidentiality. The doctors therefore have the right to exchange information concerning the employee. This is of key importance for the smooth running and early return to work for both the employee and the employer. The care management team – consisting of a small number of staff – is informed about the result.

Medical information concerning the employee that is subject to confidentiality shall in any event remain with the doctors and shall not be made accessible to the employer.

Right to view files

The employee has the right to request access to the files at any time in writing. The application must be addressed to the care management team.

The employee shall receive copies of all data relating to him, provided that the conditions are met, within thirty days.

Employee data

In the event of sickness or accident, the employer will only be informed of the absence and the expected duration. Synaps shall record all contacts between it and the employee.

The employer is not informed of the details and reason for the absence, as Synaps may not pass this data on to the employer. The employer only receives a periodic anonymous evaluation with standardised diagnosis, such as influenza, general sickness, etc. Independent third parties (SQS) carry out regular audits to ensure compliance with these regulations.

Synaps shall not disclose any information about the employee's health to third parties without the employee's express consent.

Data retention

Synaps stores the data received and collected as long as required by law. The data is stored in a separate room with strict access restrictions, i.e. only authorised employees have access and the data is stored in locked and specially secured rooms.

Data protection and data security

Synaps undertakes to protect the data and privacy in relation to all third parties.

The employee is aware that Synaps processes data about him and his health. In accordance with the Data Protection Act (DSG, SR 235.1), this data constitutes personal data particularly worthy of protection. Personality profiles can also be created together with other employee data. Both the particularly sensitive personal data and personality profiles are particularly protected under data protection legislation. Synaps complies with all these regulations. Compliance is also regularly monitored by independent third parties (SQS).

The employee consents to Synaps processing and storing such data.

The employer does not receive any specific information from Synaps, which was collected over the course of contacts between the employee and Synaps (protection of personality), without the employee's consent.

Organisational and technical measures are taken to protect all data collected by Synaps. The data cannot be edited, viewed and reused by unauthorised persons.

Disclosure to third parties

In general, no data shall be disclosed to third parties that allows conclusions to be drawn about the employee. Files shall only be disclosed to third parties in the cases provided for by law.

Existing data of the employer

The employer shall provide Synaps with the employment and absence data of its employees.

Data on absences

Synaps will only inform the employer about the absence and the expected duration. No information shall be provided about the reason for the absence. The employer will only receive a periodic anonymous evaluation with standardised diagnosis, such as influenza, general sickness, etc. The employer has no right to access the employee data stored and processed by Synaps.

Data management vis-à-vis the employee

The data available at Synaps under this agreement and from the collaboration between Synaps and the employer shall be anonymised for two years after the employee leaves employment.

Evaluations of data for the employer or other third parties are only used in anonymous form. This means that the data used cannot be traced back to the data subject.

Data management vis-à-vis the employer

The data protection provisions shall continue to apply after termination of the cooperation between Synaps and the employer. The employer therefore does not receive any additional data, e.g. health data of the employee.

Creation date: January 2019