

Terms of use

Entry into force: These legal provisions were issued on 17 September 2021.

Helsana Supplementary Insurances Ltd (referred to in the following as “Helsana” or “we”) is the owner of the software solution Quick Check (referred to in the following as “Quick Check” or the “tool”) – a tool for self-assessment of an individual’s personal situation and introduction of proactive health measures. Quick Check is operated by Health & Medical Service AG. By using Quick Check, users agree to the terms and conditions set out below.

Purpose of Quick Check

Quick Check is intended to motivate users to take an active part in their health and to pay regular attention to their well-being and stress levels. It uses questions to determine the personal health situation of the individual. The evaluation on the individual’s personal situation in the feedback provides important information and tips for targeted improvement of their personal situation and points to ways in which Helsana and others may be able to help. Quick Check is in no way a substitute for personal consultation, examination or diagnosis by licensed medical professionals.

Warranty

Quick Check and the information and tips in the feedback on the personal situation were created with the necessary care and attention and reflect the current state of the art. Helsana reviews and updates the tool continuously. However, we do not guarantee that all the information given is complete and correct. We reserve the right to expand Quick Check and to modify or delete specific items of information at any time.

Helsana makes no representations, warranties or guarantees whatsoever in connection with Quick Check and the associated support services, in particular that the information and tips will lead to a particular successful outcome. With the exception of cases of gross negligence or unlawful intent, Helsana’s liability for any damage is excluded in full.

Data security

We ensure secure use of Quick Check for our users. We are aware that our users attach great importance to security when transferring data across the internet. All reasonable technical and organisational precautions are taken in order to prevent unauthorised access and other unlawful data processing acts.

Data protection

The answers from the questionnaire are stored on a non-Helsana external server in Switzerland. The operation and technical further development of Quick Check falls under the remit of Health & Medical Service AG. Helsana does not have direct access to the server. Responses cannot be traced back to any individual.

However, as a holder of Helsana supplementary insurance you have the option of sharing the eight-digit code included with the feedback on your personal situation in the course of a requested Helsana health consultation. This allows health consultants to view your feedback on your personal situation during your personal consultation.

If Quick Check is used by a corporate customer, it will make specific evaluations only where they can be made on the basis of responses from at least ten employees to ensure that the company cannot draw conclusions about individual employees.

The data may only be used in anonymised form for scientific purposes. This scientific use complies with the legal and substantive standards for research.

Requests for information, correction or deletion of your data may be made only as part of a requested health consultation. For this, please contact health.management@helsana.ch directly.

Liability

You use the internet at your own risk. This applies equally to e-mails and links that lead you to the Helsana website or that we offer you. We accept no liability for direct or indirect loss or damage incurred by you or third parties as a result of contacts or transactions of any nature via the internet. Liability is excluded in particular for transmission errors, technical defects, faults or interruptions of the network, illegal interference with network facilities, infection with viruses, copying and falsification of data and contents, network overload, failure to detect falsifications, possible lack of authorisation and blockage of electronic access by third parties, etc.

Quick Check contains links to third-party websites. The respective operators are solely responsible for the content of linked websites. Helsana can exert no influence on the present and future design, or on the contents of linked pages. Further, the presence of links does not indicate that Helsana necessarily agrees with the content of the relevant sites. Third-party sites have been checked to a reasonable extent to identify contents punishable under criminal law or other infringements of the law. Links to illegal content will be removed as soon as we become aware of them. Helsana is responsible for the technical content of Quick Check (questions, feedback on personal situation, reports, e.g. for companies).

Intellectual property

Information, brand names, design and other content of Quick Check shall not be amended, copied, reproduced, sold, hired out, traded, used, supplemented or in any other way exploited without the prior written consent of Helsana. Other than the rights of use or other rights granted expressly herein, users are granted no further rights of any kind, in particular to the company name or to commercial property rights, such as patents, registered designs or brands, nor is Helsana under a corresponding obligation to grant such rights. If users share ideas or suggestions with Helsana in relation to Quick Check, Helsana and its contractual partners may use these to develop, improve and market Quick Check free of charge.

Access data/log files

When you access Quick Check, the following technical data is automatically recorded in log files on our web server:

- Date accessed
- Time accessed
- Time zone or deviation from Greenwich Mean Time (GMT) in hours
- Browsers used (e.g. Internet Explorer, Opera, Mozilla, Netscape, etc.) including the browser version
- Status of the access in the form of a code number indicating the success or failure of the data exchange between the client and the server (e.g. 200 = page transferred; 404 = page not found; 401 = not authorised, access denied, etc.)
- Operating system used
- The total number of bytes transferred in response to your click or query. The location from where the access was initiated
- Language setting

IP addresses and domain names are not logged in our web servers, but are stored only temporarily in special network components called routers and switches while the connection is being established. A router is a network device that ensures the incoming data of a specific protocol is forwarded (“routed”)

to the relevant destination network. A switch is a device for connecting several computers or network segments in a local network. This technical data cannot be used to identify website users, whether personally via their names or via the addresses of their computers. That means their identity is protected.

JavaScript

We use JavaScript in Quick Check. This allows us to enhance the dynamics and interactivity of Quick Check along with the surfing experience of our users. One typical feature of JavaScript is automatic pop-up windows (browser windows) in which any website content can be displayed. JavaScript is interpreted and executed by your browser. You have the option of disabling JavaScript in your browser. If you deactivate JavaScript in your browser, Quick Check will not function properly.

Cookies

When you use Quick Check, only functional cookies are stored on your device. Cookies are small text files that store temporary information relating to your visit:

- Session ID: this identifier enables the server to identify the specific session. Without a session cookie, the server would identify a user as a new visitor each time they clicked.
- Request verification: this is a security mechanism that protects online forms against attacks or misuse.
- Fallback language: your selected fallback language (if any) is saved here.

Most browsers (programs for surfing the internet) have functions that make it possible to disable the automatic acceptance of cookies or delete existing cookies. If you do not want any cookies, you can change your web browser settings so that any cookies received are only stored after your approval or rejected in general. If you block all cookies, you cannot use Quick Check. If you have any questions, please contact health.management@helsana.ch.