

Privacy Notice

Effective as of 1 August 2026

We, Holisan Sàrl (hereinafter referred to as “we”, “us” or “our”), with registered office in La Conversion, Switzerland, are committed to protecting your privacy and continuously improving the services we provide. This Privacy Notice applies to the website of Holisan Sàrl and its clinic, as well as to the online portals available through them (hereinafter referred to as the “portal” or the “website”).

Introduction

We are subject to Swiss law. Accordingly, we comply with the principles recognised under Swiss law to ensure data protection and data security. This Privacy Notice explains, in particular, how we collect Personal Data accessible to us through our website, the purposes for which such data is used, to whom it may be disclosed, and your rights in connection with the processing of your Personal Data.

Consent

By accessing our website and using the services and products we offer, you confirm that you have carefully read this Privacy Notice and agree to the processing of Personal Data as described herein.

If you have any questions regarding this Privacy Notice, you may contact us at any time by email at info@holisan.ch. If you do not agree with this Privacy Notice, you should refrain from accessing the portal and using our services and products.

Who is responsible for your Personal Data?

The data controller within the meaning of applicable data protection legislation is:

Holisan Sàrl
Route de Converney 5
1093 La Conversion
Switzerland
Email: info@holisan.ch

Holisan Sàrl determines the purposes and means of processing your Personal Data and is therefore responsible for the processing and use of your Personal Data in accordance with this Privacy Notice.

If you have any questions or concerns regarding this Privacy Notice or the processing of your Personal Data, please contact us at any time by email at info@holisan.ch.

How do we process Personal Data?

We collect and process Personal Data carefully and for the purposes described in this Privacy Notice.

In accordance with applicable legal requirements, we may also use your Personal Data in ways other than those described in this Privacy Notice. In such cases, we will provide you with specific privacy statements or notices at the time of collection and, where appropriate, request your consent.

Where reasonably possible, we endeavour to collect Personal Data in anonymised or pseudonymised form so that your identity cannot be identified or is not identifiable.

What Personal Data do we collect and for what purposes do we process it?

Personal Data collected automatically through use of the portal

Holisan Sàrl collects and stores information that your browser automatically transmits to us in “server log files” when you visit our website.

The data is collected as a result of your decision and interest in visiting our website and our legitimate interests in operating our website.

This may include the following data:

- Type and version of the Internet browser used;
- Computer systems used;
- Referrer URL (the website previously visited);
- Host name of the computer accessing our website;
- Date and time of the server request;
- Internet Protocol address (IP address);
- Amount of data transferred;
- Other similar data and information used to maintain the functionality of our website and the security of our systems.

This Personal Data is not combined with other Personal Data and is stored separately from other Personal Data that may be provided by the user. It is deleted no later than three months after collection.

Holisan Sàrl processes automatically collected Personal Data for the following purposes:

- To enable access to, operation and proper functioning of the portal;
- To ensure system stability and security;
- To improve and protect our services;
- For statistical purposes and in the event of an attack on the network infrastructure through which our website is made available.

Personal Data provided to us by the user

Holisan Sàrl collects and processes Personal Data that users voluntarily provide through an online form directly on the portal, via our contact email address, through any other applications linked to the portal, by telephone or by any other means.

This information includes, in particular, the following Personal Data:

- First name, last name, postal address, email address, telephone number, date of birth and gender;
- Your communication or enquiry.

The provision of this Personal Data is expressly voluntary. Without this Personal Data, we may not be able to provide the services requested by the user to the desired standard, or may not be able to provide them at all.

Holisan Sàrl processes Personal Data provided by users for the following purposes:

- To provide, maintain, protect and optimise the services and information offered;
- To communicate with you and provide you with personalised information (for example, about our products and services);
- To offer you new services and information and provide personalised services and information that may be of interest to you;

- To comply with legal and/or other regulatory requirements and internal policies;
- To establish, exercise and/or defend current or potential legal rights and to conduct investigations or similar proceedings;
- For other legitimate purposes, where such processing was indicated at the time of collection or is apparent from the circumstances.

On what legal bases do we process your Personal Data?

The processing of Personal Data is based on at least one of the following legal grounds:

- Your consent, provided that it may be withdrawn at any time (for example, when you subscribe to our newsletter or other marketing communications);
- The conclusion or performance of a contract with you (for example, when submitting an application through our application portal or booking an appointment);
- Compliance with a legal obligation (for example, for tax purposes or for investigations or legal proceedings);
- The protection of our legitimate interests (for example, protecting the security of our products and services, systems or property; complying with legal, regulatory and contractual obligations; establishing, exercising and/or defending legal claims; maintaining and efficiently organising our business activities; improving and developing our services; and selling and marketing our products and services).

If processing is based on your consent or our legitimate interests, you may withdraw your consent or object to such processing at any time by contacting us directly at info@holisan.ch.

Please note, however, that withdrawing your consent does not affect the lawfulness of processing based on consent prior to its withdrawal.

With whom do we share your Personal Data?

Holisan Sàrl takes the necessary measures to ensure that only our authorised personnel and service providers who require access to your Personal Data have such access for the purposes for which your Personal Data was collected.

We may disclose your Personal Data to the following categories of recipients, in accordance with the purposes and legal bases for processing described above, insofar as necessary for the intended processing:

- Other companies within the group;
- Service providers that process Personal Data on behalf of and according to the instructions of Holisan Sàrl (hereinafter referred to as “processors”), for example in the areas of IT, hosting and support;
- Clients, partners, suppliers, insurance companies and other business partners;
- Marketing agencies and the public, including users of the group’s websites and social media;
- Industry organisations, associations and other bodies;
- Purchasers or parties interested in acquiring business units, companies or other parts of the group;
- Courts, conciliation bodies, law enforcement authorities, supervisory authorities, lawyers and other parties to current or potential legal proceedings, where necessary to comply with the law or to establish, exercise or defend legal rights and/or claims.

These categories of recipients may themselves engage third parties, which means that your data may also be accessible to such third parties.

We carefully select our partners and processors and only appoint them where we have sufficient assurance that they have implemented appropriate technical and organisational measures in accordance with legal requirements.

Our processors may process Personal Data only on our documented instructions. They are all subject to confidentiality requirements and may use your Personal Data only insofar as necessary to achieve the purposes for which it was collected, unless otherwise required by law.

How long do we retain your information?

As a general rule, Personal Data is deleted as soon as it is no longer necessary for the purposes for which it was collected, unless longer retention is required to comply with applicable legal obligations (e.g. retention and documentation obligations), contractual or pre-contractual obligations, or our legitimate interests (e.g. to establish, exercise or defend legal rights).

On this basis, we generally process Personal Data in accordance with the following rules and obligations:

- Personal Data that you have provided to us in connection with your use of the services and products offered on our portal, or otherwise communicated to us via our contact email address, is generally retained until you ask us to delete it, withdraw your consent to its storage, or the purposes for which it was collected have been fulfilled (e.g. once your enquiry has been dealt with).

Cookies

When you access or use our website, we may place “cookies” – small text files – or similar technologies on your computer.

We use these cookies to recognise you as a user of our website, tailor content, improve the performance of our website and make it more user-friendly.

Categories of cookies we use

Depending on their function and use, the cookies we use may be classified into the following categories: functional cookies, analytics/performance cookies and advertising cookies.

Functional cookies: These cookies are used for a variety of purposes relating in particular to the presentation, functionality and performance of a website and, more specifically, to improve visitors' experience and enjoyment of the website. They enable a website to remember information already provided (for example, username, location or language selection) and provide visitors with enhanced and more personalised features. Functional cookies may, for example, be used to remember certain information, including your login details. These cookies cannot track your activity on other websites.

Analytics cookies: These cookies are used to collect information about how a website is used – for example, how you arrived at our website, which pages you visit most frequently, how you navigated through our website during your visit and whether you received any error messages from a page. We may also use these cookies to collect statistical and analytical information, for example to compile statistics and website traffic volumes. These cookies are used to understand the level of activity on the website and improve its performance.

Advertising cookies (sometimes referred to as “third-party cookies”): These cookies enable us or a third-party provider to display advertisements on our website or on third-party websites for products that may be of interest to you, so that the advertising you see is better tailored to your preferences and interests. They may also be used to assess the effectiveness of advertisements and promotions.

These cookies may be placed by us or by a third party on our behalf. For more information about cookies and how they are used, please visit [All About Cookies](#).

The legal basis for the processing of this data is your consent.

You can configure your browser settings so that no cookies are stored on your computer. Completely disabling cookies may prevent you from using some or all of the features of our website.

By continuing to use our website and/or accepting this Privacy Notice, you consent to our use of cookies and to the resulting collection, storage, use and processing of Personal Data relating to your use of the website, including after the end of your browsing session.

You may withdraw this consent at any time by enabling the appropriate setting in your browser to reject cookies.

Social Media

Our website contains links to social media platforms. These are not plugins provided by social networks that automatically transmit data to the provider when a page is loaded without the user having any control over such transmission.

The social media buttons are merely links to our presence on the relevant social network. No user data is transmitted by our website to the social network.

When you click on a link to one of our social media profiles, a direct connection is established between your browser and the server of the relevant social network. The social network thereby receives information that you have visited our website using your IP address and that you have accessed the link.

If you access a social network link while logged into your account on that network, the content of our website may be linked to your profile, meaning that the social network may directly associate your visit to our website with your user account.

If you wish to prevent this, you should log out of your account on the relevant social network before activating the corresponding links. Such an association will in any event occur if you log into the relevant social network after clicking the link.

Use of the Contact Form

You may use our contact form to contact us with general enquiries. For this purpose, we generally require the following information (mandatory fields are marked with an *):

- First name*
- Last name*
- Email*
- Telephone number*
- Country*
- Message*

Online Mapping Service

The integration of Google Maps enables us to display interactive maps directly on our website and helps you locate our practice more easily.

Data collected by Google Maps

When you access a page on our website containing a Google Maps map, certain information may be collected automatically by Google, including:

- Your IP address;
- Location data (if enabled on your device);

- Information about your device and browser.

This data may be transferred to and stored on Google servers in the United States or other countries. We have no control over Google's collection and use of this information.

Use and Consent

The use of Google Maps means that you accept Google's Terms of Service and Privacy Policy.

If you do not want Google to collect this information, you can:

- Disable location services in your device settings;
- Reject Google cookies through your browser settings.

Further information

You can consult [Google's Privacy Policy](#) for further information.

Security

Holisan Sàrl has implemented organisational and technical measures to safeguard the security of Personal Data and protect it against any security breach resulting in the accidental or unlawful loss, alteration, deletion or destruction of Personal Data, or its unauthorised disclosure or access.

Holisan Sàrl may engage third parties to collect and process your Personal Data. The processors we appoint process your Personal Data only in accordance with our instructions and are legally required to implement appropriate organisational and technical measures when processing Personal Data.

Unfortunately, the transmission of information over the Internet is not completely secure. Although we make every effort to protect your Personal Data, we cannot guarantee the security of data transmitted to our website; any transmission is at your own risk.

You are therefore always free to provide us with your Personal Data by other means, for example by telephone or post. Once we have received your data, we apply strict procedures and rigorous security measures to prevent security breaches.

Privacy Notices of Third-Party Providers

Please note that if you click on a link to a third-party website (for example, a social media platform or another website), you will be redirected to a website that we do not control and our Privacy Notice will no longer apply.

Your browsing and interaction on another website are subject to the terms of use and the privacy statements and notices of those third-party websites. Furthermore, we cannot guarantee the accuracy or currency of such links.

We recommend that you carefully read the terms of use and privacy statements and notices of other websites before providing Personal Data through our website.

We are neither responsible nor liable for the content, information or data processing practices of such third-party websites.

What Are Your Rights?

You may ask Holisan Sàrl, subject to verification of your identity, whether Personal Data relating to you is being processed.

You also have the right to request the rectification, complete or partial deletion, or restriction of the processing of Personal Data relating to you, and to object to the processing of your Personal Data.

Deleting your Personal Data may result in you no longer being able to use our services.

If processing is based on your consent or our legitimate interests, you may withdraw your consent or object to such processing at any time by contacting us directly by email at info@holisan.ch.

You may also request the return of certain Personal Data for the purpose of transferring it to another entity (a process known as “data portability”).

Any request in this regard should be addressed to Holisan Sàrl at the following email address: info@holisan.ch. If any fees are payable by you, we will inform you in advance.

Please note that we reserve the right to invoke any restrictions provided for by law, for example if we are required to retain or process certain data, if we have an overriding interest in doing so (to the extent that we may rely on such an interest), or if we require the data to assert or exercise legal rights.

If we refuse your request or if you are not satisfied with our processing of your Personal Data, you also have the right to lodge a complaint with the competent authority.

The competent authority is the **Federal Data Protection and Information Commissioner (FDPIC)** in Bern.

[Federal Data Protection and Information Commissioner \(FDPIC\)](#)

Contact

If you wish to exercise the rights described in this Privacy Notice or have any questions or concerns regarding this Privacy Notice, please contact our data protection officer:

Holisan Sàrl
Route de Converney 5
1093 La Conversion
Switzerland
Email: info@holisan.ch

Changes to Our Privacy Notice

Holisan Sàrl reserves the right to amend, supplement and/or otherwise modify this Privacy Notice concerning Personal Data at any time and without stating reasons.

The version of the Privacy Notice currently published on the portal shall prevail.

Version: September 2026