

Data protection information

PostFinance is fully committed to handling your personal data responsibly. With this document, we provide an overview of the purposes for which we process this data. More detailed information on data protection, including details about categories of the personal data processed, categories of recipient and disclosure abroad, can be found in our Privacy Policy at postfinance.ch/dps.

We process your personal data for the following purposes

Business relationships & communication:

We process your personal data in particular in the context of establishing, registering, managing and ending your business relationship as well as in order to remain in contact with you and respond to your enquiries.

Compliance, security & corporate management:

We process your personal data to comply with the directives of authorities, laws and internal regulations and to meet our legal obligations. This serves to protect both your and our security, and also helps us to prevent fraud and other unlawful acts, e.g. via controlled access to e-finance. We also use your personal data to manage our risks and to lead the company judiciously.

Marketing & mediation:

We use your personal data for marketing and customer care so that you receive information and offers relevant to your needs and so that we can transmit products and services from third parties to you.

Improving offers & more:

Your personal data helps us to improve and further develop our products, services and business constantly, as well as to meet your requirements, e.g. using market research. We may process your data for other purposes as well, such as to aid with our internal processes and administration, to protect our company rights or for internal training purposes.

Personal data of third parties: what you need to bear in mind

If you wish to send us personal data about other people (such as authorized representatives, controlling persons or heirs), please confirm that you are authorized to do so and that the data is correct. Please ensure that these third parties are informed about our processing of their data before transmitting it and give them access to this document or our Privacy Policy, which can be found at postfinance.ch/dps.

Contact details for any queries

PostFinance is generally responsible for the above-mentioned processing of personal data.

Should you have any concerns relating to data protection law, you can contact us at:

PostFinance Ltd
Data Protection Officer, Legal
Mingerstrasse 20
CH-3030 Bern
mydata@postfinance.ch