

Information on data protection at Helvetia.

List of recipients and countries.

December 2025 edition

1 Foreword

In accordance with article 19 FADP and article 13, article 14 GDPR and the “UK GDPR” the list of recipients and countries provides information on recipients or categories of recipients to whom personal data is disclosed and on the disclosure of personal data abroad.

2 Helvetia as the data controller

The following companies are responsible for data processing in the course of their services:

- Helvetia Baloise Holding Ltd
- Helvetia Swiss Insurance Company Ltd, Dufourstrasse 40, 9001 St. Gallen and its branches and as the managing director of the following foundations:
 - European Travel Insurance (ERV), St. Alban-Anlage 56, 4052 Basel
 - smile.direct insurances, Zürichstrasse 130, 8600 Dübendorf
 - Helvetia Group Foundation for Employee Pensions, c/o Helvetia Swiss Life Insurance Company Ltd, St. Alban-Anlage 26, 4052 Basel
 - Helvetia Prisma Group Foundation for Employee Pensions, c/o Helvetia Swiss Life Insurance Company Ltd, St. Alban-Anlage 26, 4052 Basel
 - Helvetia LOB Invest Group Foundation for Employee Pensions, c/o Helvetia Swiss Life Insurance Company Ltd, St. Alban-Anlage 26, 4052 Basel
 - Servisa Collective Foundation, c/o Helvetia Swiss Life Insurance Company Ltd, St. Alban-Anlage 26, 4052 Basel
 - Servisa Supra Collective Foundation, c/o Helvetia Swiss Life Insurance Company Ltd, St. Alban-Anlage 26, 4052 Basel
 - Swisssanto Vested Benefits Foundation of the Cantonal Banks, c/o Helvetia Swiss Life Insurance Company Ltd, St. Alban-Anlage 26, 4052 Basel
- Helvetia Swiss Life Insurance Company Ltd, St. Alban Anlage 26, 4052 Basel
- Helvetia Consulta Pension Consulting Company Ltd, St. Alban-Anlage 26, 4052 Basel
- Pensionskasse der Helvetia Versicherungen, Dufourstrasse 40, 9001 St. Gallen
- Ergänzungskasse der Helvetia Versicherungen, Dufourstrasse 40, 9001 St. Gallen
- Helvetia Investment Foundation, Steinengraben 41, 4051 Basel
- Helvetia Asset Management Ltd, Steinengraben 41, 4051 Basel
- IDEA helvetia, Wuhrmattstrasse 23, 4103 Bottmingen
- Helvetia Consulting AG, Dufourstrasse 40, CH-9001 St. Gallen
- Helvetia Global Solutions Ltd, Äulestrasse 60, 9490 Vaduz (hereinafter collectively referred to as “Helvetia”)

3 Recipients

Solely for the purposes declared in the “Information on data protection” or other purposes expressly agreed upon, the operation of IT resources and the maintenance of Helvetia’s business operations, personal data may have to be transferred, if necessary, to the following order processors and third parties or categories of order processors and third parties (collectively referred to as “Recipients”):

- Baloise Versicherung AG, Basel, Switzerland
- Baloise Leben AG, Basel, Switzerland
- Baloise Asset Management AG, Basel, Switzerland
- Baloise Bank AG, Solothurn, Switzerland
- Baloise Stiftungen, Basel und Solothurn, Switzerland
- IBM Switzerland Ltd, Zurich, Switzerland
- Swisscom Ltd, Zurich, Switzerland
- T-Systems Switzerland Ltd, Münchenbuchsee, Switzerland
- Amazon Web Services EMEA SARL, Luxembourg
- Microsoft Ireland Operations Limited, Dublin, Ireland
- Google Ireland Limited, Dublin, Ireland
- Meta Platforms Ireland Ltd, Dublin, Ireland
- Salesforce SFDC Ireland Limited, Dublin, Ireland
- SAP (Switzerland) Ltd, Biel, Switzerland
- Cisco System Inc., San Jose, CA, USA
- immopac ag, Zurich, Switzerland
- GARAIO REM AG, Bern, Switzerland
- Swiss Post Solutions Ltd, Zurich, Switzerland
- PostFinance Ltd, Bern, Switzerland
- SIX Group Ltd, Zurich, Switzerland
- Medica AG, Brüttisellen, Switzerland
- Coop Rechtsschutz AG, Aarau, Switzerland
- MoneyPark Ltd, Pfäffikon, Switzerland
- Finovo Inc., Zurich, Switzerland
- PriceHubble AG, Zurich, Switzerland
- SERgroup, Holding International GmbH, Bonn, Germany
- Banks, credit card providers and financial and payment service providers
- Real estate managers
- Commercial registry and debt collection offices, residents’ registration offices
- Credit agencies; invoicing, business and address service providers
- Market research and polling organizations
- Marketing and advertising agencies
- Telecommunications providers, energy suppliers, industrial plants
- Land registry offices in Switzerland
- Building insurers in Switzerland
- Previous, joint, follow-up and re-insurers

- Social insurers, military insurers, private insurers
- Pension funds
- Contractual partners, customers and other persons involved and authorized, e.g. benefit recipients or employers
- Brokers or insurance intermediaries on behalf of Helvetia or the customer
- Doctors, medical service providers, appraisers, experts and investigators as well as lawyers and the courts
- Parties in possible or actual legal proceedings
- Arbitration units
- Local, national and foreign authorities and official bodies, such as guardianship authorities, social insurance providers, guardians, financial authorities, supervisory authorities, criminal prosecution authorities, police stations
- Local and municipal authorities
- Cooperation partners, such as travel agencies, accommodation providers, transport service providers, catering companies, event and artists' agencies, service providers for indoor and outdoor activities and/or ticketing companies in the implementation of events published by Helvetia.
- Auditors
- Companies in which Helvetia holds direct or indirect shareholdings as per the respective current annual report
- Buyers or prospective buyers of business units, companies, or any other parts of Helvetia
- Other service providers and suppliers, such as ICT scanning, assistance, accounting, portfolio assessment, survey, printing and shipping service providers, as well as security companies, facility managers, tradespersons and artisanal businesses
- Other independent third parties, e.g. declared separately in the case of cooperations

Helvetia always carefully checks whether the data protection requirements are met in each individual case. The processing of data by commissioned data processors at Helvetia is governed by the "special information on data protection" as amended from time to time. For the processing by third parties acting on their own responsibility, please refer to the respective information on data protection of the third parties on their website.

4 Countries

In the context of Helvetia's business activities, personal data may be disclosed to the listed recipients in Switzerland, Europe and, under certain circumstances, around the world. Helvetia may disclose personal data within the group to the following countries:

- Germany
- France
- Great Britain
- Italy
- Liechtenstein
- Austria
- Singapore
- Spain
- USA

In addition, Helvetia uses data centres and IT services outside of Switzerland, such as maintenance and support services, where a contractually defined disclosure of data can take place around the world, but predominantly to the following countries:

- Germany
- France
- Great Britain
- India
- Ireland
- Netherlands
- Romania
- Sweden
- Slovakia
- Spain
- Hungary
- USA

5 Disclosure in countries without adequate legal protection

If a recipient of personal data is located in a country without adequate legal data protection, Helvetia will contractually oblige the recipient to comply with the applicable data protection. For this purpose, Helvetia uses the standard contractual clauses of the European Commission, which can be found at https://eur-lex.europa.eu/eli/dec_impl/2021/914/oj.

6 Right of modification

Helvetia reserves the right to amend the list of recipients and countries at any time without prior notice. The published version or the version valid for the respective period, as amended from time to time, shall apply. The information on data protection has been prepared in various languages. In the event of any discrepancies, the German version shall take precedence. The version published at www.helvetia.ch/privacy applies as amended from time to time.