

Information on data protection

PostFinance is fully committed to handling your personal data responsibly. This document contains an extract of the most important processing purposes:

Maintaining 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 with legal and regulatory obligations & prevention of improper and criminal activities

We process your personal data to comply with the directives of the authorities, laws and regulations. This serves to protect both your and our security, and also helps us to prevent improper and criminal activities, 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 & customer care

We use your personal data for marketing and customer care, to determine your interests in certain products and services and to provide you with customized advice and offers from PostFinance or companies affiliated with PostFinance.

Market research, new and further development of offers & customer loyalty

Your personal data helps us to continuously improve and develop our products, services and internal processes, as well as to meet your requirements. We may also process your data for customer retention purposes, in particular as part of loyalty programmes or competitions.

Personal data of third parties

By providing us with personal data about other people (such as authorized representatives or controlling persons), you confirm that you are authorized to do so and that the data is correct. If requested by PostFinance, you must provide proof that these persons consent to the disclosure of their data and to the further processing of said data, and that you have informed them in advance of the PostFinance Ltd General Privacy Policy (postfinance.ch/dps).

Contact details for any queries

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

PostFinance Ltd, Data Protection Officer
Legal
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mydata@postfinance.ch