



apotheker
drogerie
parfümerie
steinhausen

Terms and conditions and data protection

Data protection

Drogerie Moll AG, Apotheke - Drogerie - Parfümerie, offers services that include the identification and solution of drug-related and health-related problems. The aim is to optimize drug therapy and improve the quality of life. For this purpose, the pharmacy must fill in the form 11.01.00.2 „Order form incl. health questionnaire“ (appendix) to record data and information on personal medication. This includes data on the state of health, the use of the medication and the content of the consultation. This data is a prerequisite for optimal advice and support in the use of medicines.

The aforementioned data is stored in the pharmacy and processed and used exclusively for the above-mentioned purposes. The data may be disclosed to pharmacy staff, who are subject to a duty of confidentiality, within the scope of the above-mentioned purpose. Otherwise, no personal data will be passed on to third parties without the express consent of the patient. If consultation with the attending physician is necessary due to possible drug-related problems, the pharmacist will contact him/her.

The patient can inspect or receive written information about their data at any time free of charge and decide for themselves which data should be deleted. Insofar as statutory regulations do not provide for longer retention obligations, the data will be deleted by the pharmacy ten years after the last entry. If Drogerie Moll AG is requested to provide customer information for legal reasons, we are obliged to cooperate.

If the order is billed to the health insurance company, the health insurance details are checked to see whether there is sufficient cover. In the case of products that are not covered by health insurance, the patient will be invoiced and the creditworthiness checked in advance as described above.

General information

We treat your data confidentially in accordance with data protection legislation. We only record the information that is absolutely necessary for the fulfillment of legal requirements, filling prescriptions, orders and reservations. We use this data to settle accounts with the health insurance company, process reservations or for your personal bonus customer or deposit system.

The data you provide will not be passed on or sold to third parties.

Our employees are subject to professional secrecy in accordance with Art. 321 StGB. If we are requested to provide client information for legal reasons, we are obliged to cooperate. You can request information about the personal data we have collected at any time. If the law permits, we will delete your data as quickly as possible on request. As your contact person in the area of health, we are aware that we also manage particularly sensitive data, such as an overview of your illnesses, diagnoses and medication.

We collect, process and use your personal data in accordance with the content of this Privacy Policy and the applicable data protection regulations, in particular the Swiss Data Protection Act (DPA). These data protection provisions regulate which personal data we collect, process and use about you. We therefore ask you to read the following information carefully. Our team receives ongoing training on the topic of DPA.

Person responsible

Drogerie Moll AG (hereinafter: „We“) is responsible for the personal data of the customers of the above-mentioned stores (hereinafter: „you“) within the meaning of the DSG.

Description and scope of data processing

Personal data within the meaning of these data protection provisions is all information that relates to an identified or identifiable natural person. This includes in particular your name, e-mail address address and telephone number. When purchasing medication or services, the following are also collected gender, telephone number, date of birth, health insurance details and insurance number.

Your personal data is transferred to our operating system. In the case of medication purchases and medical services, we store the data for at least 10 years in accordance with Swiss law and the KVG. Data collected for the bonus customer or deposit card can be deleted at any time. If the bonus or deposit card is deleted, the points or credit collected expire.

Intended use

We use your personal data for the following purposes: As there is a documentation obligation for the dispensing of prescription medicines or medical services, the following information is mandatory.

- Name, address and date of birth of the person receiving the medication
- Name of the medication or service provide
- Dosage- Name of the prescribing doctor or hospital
- If paying via health insurance, name of health insurance company and insurance number

For an uncomplicated dialog, we can send e-mails or text messages to confirm orders, reservations, test results and inquiries in the event of uncertainties. Important and sensitive data is not communicated via these channels.

Principles of data processing

When processing data, we take into account the processing principles of lawfulness, proportionality, purpose limitation, transparency - in particular the fulfillment of information obligations - and data security.

Data security

All your collected information is stored exclusively on local servers within Switzerland.

No disclosure of your personal data

We do not pass on your personal data to third parties unless you have consented to the data being passed on or we are entitled or obliged to do so on the basis of statutory provisions and/or official or court orders. authorized or obliged to disclose data. In particular, this may involve providing information for the purposes of criminal prosecution, averting danger or enforcing intellectual property rights. In the case of services and medication purchases that are billed via the health insurance company, we transmit your name, gender, date of birth, address, insurance number and the services or products purchased to your health insurance company. This transmission takes place via a protected data line and is then stored in our internal stored in our internal operating system in accordance with legal requirements.

Changes to this privacy policy

We reserve the right to amend these data protection provisions at any time with effect for the future. A current version is always available on the website. Please visit the website regularly and inform yourself about the applicable data protection provisions.

Your rights

You have the right to request information about your personal data processed by us. In particular, you can obtain information about your personal data as such, the purpose of processing and the retention period, and you also have the right to withdraw any consent you may have given to the use of your personal data at any time.

You can assert your aforementioned rights with us. Processing takes place during our opening hours. You can contact us by e-mail (info@drogeriemoll.ch), telephone 041 741 70 00 or visit our stores in person.

If you are of the opinion that the processing of your personal data by us is contrary to the applicable data protection provisions, you have the option of lodging a complaint with the Federal Data Protection and Information Commissioner.

Scope and purpose of data collection

If you send us an application, we will process your associated personal data (e.g. contact and communication data, application documents, notes taken during interviews, etc.) insofar as this is necessary for the decision on the establishment of an employment relationship. Your personal data will only be passed on within our company to persons who are involved in processing your application. If your application is successful, the data you have submitted will be transferred to our system.

Data retention period

If we are unable to make you a job offer, you reject a job offer or withdraw your application, we reserve the right to retain the data you have submitted for up to 6 months from the end of the application process (rejection or withdrawal of the application). The data will then be deleted and the physical application documents destroyed. The retention serves in particular as evidence in the event of a legal dispute. If it is evident that the data will continue to be required after the 6-month period has expired (e.g. due to an impending or pending legal dispute), the data will only be deleted when the purpose for further storage no longer applies; longer storage may also take place if you have given your consent or if statutory retention obligations prevent deletion.

Admission to the applicant pool

If we do not make you a job offer, you may have the opportunity to be included in our applicant pool. If you are accepted, all documents and details from your application will be transferred to the applicant pool so that you can be contacted in the event of suitable vacancies.

Inclusion in the applicant pool is based exclusively on your express consent. Giving consent is voluntary and is not related to the current application process. The person concerned can revoke their consent at any time. In this case, the data from the applicant pool will be irrevocably deleted, provided that there are no statutory retention reasons, and the data from the applicant pool will be irrevocably deleted no later than two years after consent has been given.

Contact person in the EU

If you are resident in the EU and purchase medicines or services from us, please contact is our contact person in the EU:

Fabian Spitzmüller, Alm 70a in D-77704 Oberkirch-Ödsbach
E-Mail: info@drogeriemoll.ch

Medication

apothekedrogerie.ch lists medicines on List D of the Swiss Agency for Therapeutic Products Swissmedic. These medicines may only be supplied on presentation of a doctor's prescription.

The medical prescription must be issued by a doctor with a license to practice in Switzerland and must be submitted to us as an original. Copies and scanned prescriptions cannot be accepted, nor can prescriptions from foreign doctors.

Medicines can only be sent to Switzerland.

In urgent cases, after consultation with Drogerie Moll AG, on site at the pharmacy, advance withdrawals can be made.

Medication that has been ordered and delivered cannot be taken back; this is prohibited by Swiss law. Medication may only be used in accordance with the instructions on the doctor's prescription or based on further medical information. In the event of any uncertainties, please contact your doctor or us. einsiedlerapotheke.ch will supply you with repeat prescriptions for a maximum of 3 months, unless otherwise stated. Further deliveries will only be sent on repeat order.

Retention of title

The goods delivered by us shall remain our property until all our claims, irrespective of their legal basis, have been fulfilled.

Disclaimer

The entire content of the Drogerie Moll AG website (drogeriemoll.ch) is protected by copyright (all rights reserved). Drogerie Moll AG makes every reasonable effort to ensure the reliability of the information presented. However, no guarantee is given for the correctness, reliability and completeness of the information contained on the website.

Shipping & delivery costs

Medicines are generally only sent by registered mail to the person entitled to receive them.

Drogerie Moll AG may reduce the quantity ordered or not supply individual medicines for reasons of drug safety.

In addition to an attractive price, our delivery conditions are also advantageous. You will receive the ordered products postage free from a net purchase of CHF 100.00. Below this amount we charge a flat rate of CHF 8.90 for delivery (this applies to a maximum value of CHF 1,500.00 per consignment). If the outside temperature is extreme, the medication will be sent with „Thermo Care Ambiente“ shipping by Swiss Post, the surcharge of CHF 17.00 will be charged to the customer. A postage surcharge of CHF 18.00 will also be charged for express deliveries („Mond Express“).

If the consignment is sent in partial deliveries, the postage costs will only be charged once. Reasons for a partial delivery are, for example: individual medicines are not in stock or there is a short-term delay in delivery by the manufacturer. delay in delivery. If delivery is delayed for unforeseen reasons, the customer shall not be entitled to claim compensation.

Parcels are sent Monday to Thursday until 11.00 a.m. (A Mail) and from 11.00 a.m. only by express. From Friday to Monday, no parcels will be sent to ensure delivery on the following day. If you are in arrears with payment, we will charge you a lump sum of at least CHF 25.00 for our expenses. This will be applied if you have exceeded our payment term of 10 days after receipt of the goods by at least 20 days.

If you order particularly bulky, heavy items (from 2kg to max. 30kg) via our mail-order pharmacy, special postage delivery costs will apply. These are between CHF 12.00 and CHF 24.00 per shipment/order. In special cases, Drogerie Moll AG (drogeriemoll.ch) will contact the patient by telephone.
patient by telephone.