

Privacy Policy PRIVERA digital tenant service

Dear user,

the protection of your privacy in the processing of your personal data and protection of the content provided by you is an important concern for PRIVERA. The processing of the collected data is carried out in accordance with the applicable legal provisions (according to the Federal Law on Data Protection (DSG) and the Ordinance to the Federal Law on Data Protection (VDSG)) and other legal provisions applicable to electronic commerce. PRIVERA therefore asks you to take note of the following statements on data collection and processing in connection with the "Tenant Service" portal operated by PRIVERA, including the "Tenant Concerns" service (collectively, the "Services") and, if necessary, to print or save them.

1.0 entity responsible for data processing

The party responsible for data collection and processing is PRIVERA AG, Compliance, Worbstrasse 142, 3073 Gümligen (Switzerland), Phone: +41 58 715 60 00

2.0 Collection, storage, use and forwarding of personal data

2.1 What data is collected, processed and used?

Personal data is only collected by PRIVERA if you actively provide us with it, e.g. when registering or creating an account. You have the right to object to the use of this data for the respective purpose at any time in the future. The following is a non-exhaustive list of the categories of personal data that PRIVERA collects, processes or uses:

1. data that you provide when registering or activating additional services (inventory data), such as.

- First and last name,
- e-mail address at which you can be reached
- profile picture,
- date of birth,
- residential address,
- country,
- mobile number,
- password for subsequent access to the services,
- if applicable, other authentication information (e.g. user name).

2. data that PRIVERA may receive through your use of the services (usage data)

- Data about your computer or mobile device (operating system, hardware model),
- Log data (IP address, system activity, browser properties),
- location data,
- cookies,
- the functions of PRIVERA's services that you use,
- Information from web analytics tools.

3. data that you enter yourself and voluntarily when using the services (content data). Content data are for example

- Correspondence between you and PRIVERA,
- Information about defects of the objects rented by you,
- photos and other content which you transmit to PRIVERA,

2.2 For what purposes is your data collected, processed or used?

Your personal data will only be used for the purpose for which they were provided to PRIVERA or for which you have given your consent or for which a legal permission exists (including on the basis of a justifiable interest of PRIVERA or its clients).

Your personal data will only be used to maintain your use of the services, to manage your account, to perform billing and to contact you as permitted and necessary. In doing so, PRIVERA will use your email address to contact you about matters related to your account and to provide you with updates about changes and enhancements to the Services and PRIVERA's offerings and/or to deliver notices from the Platform, unless you have opted out of receiving such information.

Usage data collected in the course of your use of the Services and the resulting insights into how you use the Platform will be used to provide, maintain, protect and improve Services and Offerings. In addition, this information may be used to provide you with additional services, to protect PRIVERA and its users, customers and partners, and to provide you with services that are tailored to you. For example, we may suggest services that are appropriate to your location or display locally relevant information.

Content Data will be processed for the purpose indicated by the corresponding Content Data at the time of collection. Furthermore, PRIVERA reserves the right to process Content Data otherwise in connection with the processing of your rental contract.

2.3 Place of data storage and processing

PRIVERA may store and process your data in Switzerland or in the EEA or EU area, in particular for the purpose of processing the contract or maintaining PRIVERA's services, provided that this is permitted under the applicable data protection laws or you have consented to it.

2.4 Involvement of third parties for data storage and processing

PRIVERA is also authorized, at its own discretion, to engage third parties to process your Personal Data, provided this is permitted under applicable data protection laws or you have consented to it. PRIVERA will ensure that the third parties involved are contractually obligated to comply with the applicable data protection requirements, in particular to implement adequate measures of a technical and organizational nature to comply with data security and data protection in a binding manner.

PRIVERA currently uses the following third parties in particular:

- Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521
- imofix.io AG, Ober Altstadt 16, 6300 Zug, Switzerland

2.5 Under what circumstances will your information be shared or otherwise disclosed?

Personal data or content data created by you may be disclosed to third parties under certain circumstances. These may include, for example, affiliates, partners or subcontractors who perform services or functions on your behalf or on behalf of PRIVERA (or on behalf of one of our affiliates or partners). These third parties only receive the data necessary to perform the task assigned to them, or the data that you expressly release for disclosure.

Furthermore, PRIVERA automatically passes on the data you provide in the context of tenant concerns (including contact and content data) regarding defects to service providers and craftsmen who are commissioned by PRIVERA to rectify the defects. You will therefore be contacted directly by these companies in this regard.

Furthermore, your personal data may be passed on or otherwise disclosed under the following conditions:

- PRIVERA has your express permission to release this content.
- Such disclosure is necessary in order to investigate, prevent, or take action regarding possible violations of PRIVERA's Terms of Use, illegal activities, suspected fraud, or potential harm to persons, property, or the systems on which PRIVERA's services are operated or to prevent significant harm to PRIVERA or others.
- Due to legal requirements to protect rights, property or personal safety of PRIVERA, users of the Services and other third parties, as well as judicial orders, injunctions or other legal proceedings.
- If it is necessary in connection with the sale or restructuring of PRIVERA and permitted under applicable law or you have consented.

3.0 Use of "Cookies" on the Website

When using the services, information in the form of "cookies" is temporarily or permanently stored on your computer, which automatically recognizes you on your next visit.

Cookies are small text files that allow, for example, to adapt a website to the interests of the visitor. If you do not want PRIVERA to store cookies, please configure your Internet browser so that it deletes cookies from your computer's hard drive, blocks all or certain cookies, or issues a warning before cookies are stored.

4.0 Automatically collected, non-personal data

When you use the services, the web server automatically records the name of your Internet service provider, the website from which you came, the web pages you visit on our website, and the date and duration of your visit. PRIVERA uses this information to improve the attractiveness, performance and services.

No personal data is collected by PRIVERA through this. Further functions of the cookies we use can be found in section 3.

5.0 Data security

PRIVERA makes every effort to protect PRIVERA and the users of its services from accessing data stored by PRIVERA without authorization, or from having such data altered, disclosed or destroyed.

6.0 Use of web tracking

Google Analytics

We use Google Analytics, a web analytics service provided by Google LLC. The responsible service provider in the EU is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland ("Google"). We have concluded an order processing agreement with Google for this purpose. Google LLC, based in California, USA, and, if applicable, US authorities may access the data stored by Google.

Scope of processing

Google Analytics uses cookies that enable an analysis of your use of the services. The information collected by means of the cookies about your use of this website is generally transferred to a Google server in the USA and stored there.

We use the function 'anonymizeIP' (so-called IP masking): due to the activation of IP anonymization on this website, your IP address will be stored by Google within member states of the European Union or in other EEA contracting states. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and shortened there. Google has assured us that the IP address transmitted by your browser as part of Google Analytics will not be merged with other data from Google.

During your visit to the website, the following data is collected, among other things:

- The pages you visit,
- your user behavior (e.g. clicks, duration of visit, bounce rates),
- your approximate location (region),
- your IP address (in shortened form),
- technical information about your browser and the end devices you use (e.g. language setting, screen resolution),
- your internet service provider.

Purposes of processing

Google uses this information to evaluate your use of the services - on a pseudonymous basis - and to create reports about the use and performance of our services.

Transmission to third countries

A transfer of data to the USA cannot be excluded.

Storage period

The data sent by us and linked to cookies are automatically deleted after 14 months. The deletion of data whose retention period has been reached takes place automatically once a month.

You can also prevent the collection of the data generated by the cookie and related to your use of the services (including your IP address) to Google, as well as the processing of this data by Google, by

a. not giving your consent to the setting of the cookie or configuring your browser in such a way that cookies are rejected (see section 3), which may, however, lead to restrictions in the functionality of the services, or

b. download and install the browser add-on to disable Google Analytics here (<https://tools.google.com/dlpage/gaoptout?hl=de>).

7.0 Information about your user rights

7.1 Revocation and deletion of your data

You have the right at any time to revoke your consent regarding the use of your personal data or to request the correction of this data. You are also entitled at any time to revoke your consent to the collection and storage of further voluntary data by PRIVERA for the future in whole or for specific purposes. In this case, please contact us by e-mail at: mieterservice@privera.ch.

In the event of revocation of the storage, processing and use of your personal data, PRIVERA will delete the stored data concerned as far as possible without delay, alternatively block it. Please note, however, that in this case PRIVERA can no longer provide you with its services. Despite revocation or completely or partially deleted declaration of consent, data processing and use can take place without your consent within the legally permissible framework, in particular due to legally provided justification and legal archiving obligations.

7.2 Information about your data

You have the right to free information and correction at any time. If you are unable to view or correct this data yourself using the services, please contact us by e-mail at: mieterservice@privera.ch.

7.3 Transferability of your data

In addition, you have the right to request that PRIVERA provide you with data in a standard electronic format or, at your express request, forward it to a third party, provided that this is technically possible and does not involve disproportionate effort and expense or affect the rights and freedoms of other persons.

7.4 Questions about your user rights

If you have any further questions regarding the collection, processing and use of personal data or regarding the correction, deletion or blocking of such data, please contact us by e-mail at: mieterservice@privera.ch.

8.0 miscellaneous

We reserve the right to change this privacy policy at any time with effect for the future. A current version is available on our website at <https://www.privera.ch/datenschutz>. Please visit our website regularly and inform yourself about the applicable data protection provisions. Your continued use of PRIVERA's services (including, without limitation, the Platform, Applications and Micro-Apps), the PRIVERA website, or any related services that reference this Privacy Policy constitutes your acceptance of the then-current Privacy Policy.

Bern-Gümligen, March 2021