

PRIVERA digital tenants' service data protection declaration

Dear User,

PRIVERA attaches great importance to the protection of your privacy when processing your personal data and to the protection of contents made available by you.

The collected data are processed in compliance with the relevant statutory provisions based on the Federal Data Protection Act (DSG) and on the Ordinance implementing the Federal Data Protection Act (VDSG), together with other statutory provisions that apply to electronic business transactions. PRIVERA therefore asks you to take due note of the following declarations on data collection and data processing in connection with the "Tenants' service" portal operated by PRIVERA, including the "Tenants' requests" services (referred to jointly as the "services"); you may print out or save these declarations as appropriate.

Processing of personal data outside the digital tenants' service is covered by PRIVERA's general data protection declaration at www.privera.ch/en/about-privera/compliance.

1.0 Entity responsible for data processing

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

2.0 Collection, saving, use and forwarding of personal data

2.1 Which data are collected, processed and used?

As a matter of principle, personal data are only collected by PRIVERA if you actively notify them to us, e.g. when registering or setting up an account. You have the right at any time to object to the future use of these data for the intended purpose. The categories of personal data that are collected, processed or used by PRIVERA are set out below with a non-exhaustive list of data.

1. Data notified when registering or activating additional services (inventory data), such as:
 - first name and surname,
 - e-mail address at which you can be reached,
 - profile,
 - date of birth,
 - home address,
 - country,
 - mobile phone number
 - password for subsequent access to the services,
 - if appropriate, other authentication information (e.g. user name).
2. Data which PRIVERA may receive because you use the services (data on use):
 - data about your computer or mobile device (operating system, hardware model),
 - protocol data (IP address, system activity, browser characteristics),
 - site data,
 - cookies,
 - functions of the PRIVERA services used by you,
 - information supplied by web analysis tools.
3. Data which you yourself voluntarily provide when using the services (content data). Content data include:
 - correspondence between you and PRIVERA,

- details of defects in properties rented by you,
- photos and other contents which you notify to PRIVERA.

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

Your personal data will only be used for the purpose for which they were disclosed to PRIVERA or in cases in which you have consented to their use and disclosure or when statutory authorisation is granted (including the statutory grounds for the justified interests of PRIVERA or its clients and processing of the contractual relationship with you).

Your stored data will be used solely to allow your use of the services to continue, to manage your account, effect billing and contact you to the extent that this is permissible and necessary. For this purpose, PRIVERA uses your e-mail address to keep you informed of matters concerning your account and of new features or changes and extensions of PRIVERA's services and/or to enable you to receive messages from the platform if you have not prohibited the receipt of such information.

Data on use which are collected when you use the services and the information gained in this way as to your consultation of the platform, are employed to provide, maintain, protect and improve services and offerings. In addition, these data may be used to offer you further services, protect PRIVERA and its users, customers and partners and propose services tailored to your own particular needs. For example, we may propose services appropriate to your location or locally relevant information.

Content data are processed for the purpose arising from the relevant content data which was indicated at the time of collection. In addition, PRIVERA reserves the right to process content data otherwise in connection with the implementation of your rental agreement.

2.3 Place of data storage and processing

PRIVERA may save and process your data. in particular to implement agreements or maintain PRIVERA services in Switzerland or in the EEA or EU area, in so far as this is permitted by the applicable data protection provisions or if you have given your consent.

2.4 Involvement of third parties for data saving and processing

PRIVERA is further authorized to entrust third parties at its own discretion with the processing of your personal data to the extent that this is permitted by the applicable data protection provisions or you have given your consent. PRIVERA will ensure that the third parties involved are contractually obliged to comply with the relevant requirements of data protection law; in particular they must implement adequate measures of a technical and organisational nature to uphold data security and data protection.

At present, PRIVERA makes use in particular of the following third parties:

- Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521
- [imofix.io](https://www.imofix.io) AG, Ober Altstadt 16, 6300 Zug, Switzerland



2.5 Under which conditions are your data passed on or otherwise disclosed?

Personal or content data provided by you may, under certain circumstances, be passed on to third parties. These may for instance be affiliated companies, partner companies or subcontractors who or which provide services or functions on your behalf or on that of PRIVERA (or on behalf of one of our affiliated companies or partners). These third parties only receive the data that are necessary to perform the task entrusted to them or data which you specifically release for disclosure.

In addition, PRIVERA automatically forwards data made available by you in connection with tenants' requests concerning defects (including contact and content data) to service providers and artisans' businesses which are entrusted by PRIVERA with the task of remedying the defects. You will therefore be contracted directly by these companies for this purpose.

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

- PRIVERA has been given your specific authorisation to release these contents.
- Disclosure is necessary to investigate or prevent potential breaches of PRIVERA'S terms and conditions of use, unlawful actions, presumed fraud or potential risks to persons, property or systems on which the PRIVERA services are operated or to take countermeasures to prevent substantial damage to PRIVERA or to third parties.
- On the basis of statutory provisions to protect the rights, property or personal security of PRIVERA, users of the services and other third parties, as well as orders handed down by judges, rulings or other legal proceedings.
- If this is necessary in connection with the sale or restructuring of PRIVERA and permissible under the current statutory provisions or if you have given your consent.

3.0 Use of cookies and web tracking on the website

You will find further information on this subject in the PRIVERA cookie policy at www.privera.ch/en/about-privera/compliance.

4.0 Non-personal data that are collected automatically

When using the services, as a standard measure the webserver saves the name of your Internet service provider, the website from which you are coming, the websites which you visit on our Internet platform as well as the date and duration of your visit. PRIVERA uses this information to improve attractiveness, benefits and services.

No personal data are collected by PRIVERA in this way.

5.0 Data security

PRIVERA takes appropriate technical and organisational measures to protect PRIVERA and the users of its services from unauthorized access to the data saved by PRIVERA or to amend, disclose or destroy such data without authorisation.

6.0 Information about your user rights

6.1 Cancellation and erasure of your data

You are entitled at any time to withdraw your consent to the use of your personal data or to require such data to be corrected. You are likewise entitled at any time to withdraw your consent to the collection and saving of other voluntary data by PRIVERA in future, either in their entirety or for particular purposes. In that case, please contact: compliance@privera.ch by e-mail.

If you withdraw your consent to the saving, processing and use of your personal data, PRIVERA will as far as possible delete or alternatively block the relevant saved data without delay. However, please note that in that case PRIVERA will be unable to continue to provide its services to you. Despite the withdrawal or cancellation of consent, either in whole or in part, data processing and use may still take place without your consent to the extent permitted by law, in particular on legal grounds, more specifically to the extent that the data are required to process the rental agreement and that statutory storage obligations ensue.

6.2 Information about, and correction of, your data

You are entitled at any time to obtain information free of charge as to which data PRIVERA processes about you and for which purposes it does so, the origin of such data if they were not procured from you, for how long they are to be stored or about the criteria for determination of the storage period and to which categories of recipients the data may be transferred. In addition, you are entitled to ask for your data to be corrected at any time. To the extent that you are unable to consult or correct such data yourself using the services, please contact compliance@privera.ch by e-mail.

6.3 Transferability of your data

You are also entitled to ask PRIVERA to release the data to you in a current electronic format or, at your express wish, to disclose the data to a third party in so far as this is technically feasible and does not entail disproportionate effort and costs or would infringe the rights and freedoms of other persons.

6.4 Questions about data processing and about your user rights

If you have any more questions about the collection, processing and use of personal data or about your rights as a user, please contact: compliance@privera.ch by e-mail.

7.0 Updates

We reserve the right to amend this data protection declaration at any time with effect for the future. An up-to-date version is always available on our website at <https://www.privera.ch/datenschutz>. Please visit our website regularly and keep informed of the latest data protection provisions. Continued use of the PRIVERA services (in particular of the platform, applications and micro-apps) of the PRIVERA website or related services of any kind which make reference to this data protection declaration presupposes your consent to the data protection declaration applicable at that particular time.

Latest update: 03.06.2021