

Information on data protection

Privacy and personality rights are of particular importance to Helvetic Warranty GmbH (hereinafter "Helvetic Warranty"). This also applies to the handling of personal data. The following provides detailed information on the collection and further processing of personal data.

Helvetic Warranty GmbH, Industriestrasse 12, 8305 is responsible for the data processing that is described in this information about data protection.

"Processing" of personal data means all handling of data, e.g. the collection, storage, keeping, use, modification, disclosure, archiving, deletion or destruction of data. [DELETE] The term "personal data" refers to data that relates to a specific or identifiable person, i.e. inferences may be drawn as regards their identity on the basis of the data itself or in combination with certain additional data. In the following, the term "personally related data" is used synonymously with "personal data" or "data". "Sensitive personal data" is a category of personal data that is more strictly regulated under data protection law. Sensitive personal data includes, for example, health data, data revealing racial and ethnic origin, information on religious or ideological convictions, biometric data for identification purposes or information on trade union membership.

Please note that we may modify the following statements from time to time. We therefore recommend that you review this privacy policy on a regular basis.

Helvetic Warranty GmbH, as the "data controller" processes personal data when interested parties, customers or other persons (collectively referred to as the "Data Subjects") apply for and/or acquire services or products and use Helvetic Warranty's "online services". Moreover, you will receive information about personal data processing as part of the services or products of helvetic-warranty.ch and information about the procurement and processing of personal data, data categories, purposes and duration of storage of personal data. The data protection information forms the basis of the information about personal data processing in the context of Helvetic Warranty's various business activities and about the rights to which you are entitled regarding personal data processing.

Legal basis for the processing of personal data

The information on data protection is designed to comply with the requirements of the Swiss Federal Act on Data Protection ("FADP").

The processing must not unlawfully infringe the personality rights of data subjects or may be based on the following elements under data protection law:

- an existing contract with Helvetic Warranty
- a legitimate interest of Helvetic Warranty
- a statute
- consent

Extent and purpose of processing of personal data.

The processing of your personal data is essential for Helvetic Warranty's business purpose or provision of services and fulfilment of contracts.

Helvetic Warranty processes data in particular for the following purposes:

- Establishment, administration and processing of contractual relationships
- Settlement of claims
- Marketing purposes and for needs-based advising, support and relationship management
- Compliance with laws, directives and recommendations of authorities in Switzerland and abroad and internal rules
- Market research, to improve services, operations, products, to track behaviour, activities, preferences and needs, including analysis and evaluation of the use of Helvetic Warranty websites
- Product and company development including the compilation of insurance-specific statistics, e.g. for the development of new tariffs
- Customer management, customer profiling and contact management, even apart from contract processing
- Risk management as part of prudent corporate governance, including operational organization and corporate development
- Prevention and protection against insurance fraud
- Providing protection for data, secrets, assets, persons, systems and buildings (e.g. video surveillance)
- Exchange of information between group companies
- Cooperation with business partners and risk carriers
- Security purposes and system access control
- Portfolio modelling
- Other purposes

Categories of personal data

The personal data processed by Helvetic Warranty includes data that has been provided by data subjects, collected from them, or is publicly accessible. Data categories include:

- Communication data
- Contract data
- Master data
- Banking and financial data
- Claims data
- Registration data
- Technical data
- Behavioural and preference data
- Security, warranty and compliance data
- Other data (e.g. powers of attorney, official certificates, etc.)

This also includes any data derived from the above.

Data exchange

In order to optimize the performance of business processes and contract formation, or processing of contracts and provision of services, Helvetic Warranty or any parties engaged by Helvetia may collect relevant personal data from third parties if necessary. Such third parties are expressly released from their duty of confidentiality towards Helvetic Warranty and its authorised agents on the basis of the transmission of the insurance application or reporting of a claim.

In addition to obtaining the relevant information, it may be necessary to transmit personal data to third parties involved in the contract (such as commissioned parties, service providers, authorities, etc.) in order to process the formation of the contract or performance of the services. Helvetic Warranty is therefore not subject to a duty of confidentiality under the FADP regarding data disclosure. Moreover, Helvetic Warranty requires third parties to handle the data appropriately according to the sensitivity of the data and other circumstances. The data may be passed on to recipients in Switzerland and abroad if the circumstances of the data processing so require.

Exclusively for the purposes declared in the "privacy policy" or otherwise expressly agreed, the operation of IT resources and the maintenance of Helvetic Warranty's business operations, personal data may, if necessary, have to be transmitted to the following commissioned data processors and independent third parties or categories of commissioned data processors and independent third parties (together referred to as "recipients"):

- IBM Switzerland Ltd, Zurich, Switzerland
- Swisscom AG, Zurich, Switzerland
- Helvetia Swiss Insurance Company Ltd, Switzerland
- Repair Partner
- IT Service Providers

In connection with Helvetic Warranty's business activities, personal data may be disclosed to the recipients listed in Switzerland, Europe and, under certain conditions, worldwide. Helvetic Warranty may disclose personal data within the Group to the following countries:

- Germany
- Austria
- Switzerland

In addition, Helvetic Warranty 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
- Switzerland
- Austria

Rights of data subjects

Provided certain requirements are met, the applicable data protection laws grant data subjects certain rights:

Right to information

The right to demand information as to whether Helvetic Warranty processes data and, if so, which, and to receive a copy of such personal data;

Right to correction

The right to correct, complete and rectify inaccurate data;

Right to deletion

The right to demand the deletion of personal data if Helvetic Warranty is no longer obliged or entitled to retain such personal data under the applicable laws and regulations;

The right to object to data processing and revoke consent

The right to object to the processing of your personal data, in particular insofar as processing is based on legitimate interests or where data is processed for purposes of direct marketing, as well as the right to revoke consent insofar as data processing is based on consent;

Right to data portability

The right to demand that Helvetic Warranty hand over certain personal data in a standard electronic format or transfer it to another controller;

Rights related to automated individual decision-making

The right of the data subjects to express their own point of view regarding any fully automated decision and to demand that such a decision be reviewed by a human being;

If you wish to exercise any of the above rights, you may do so by contacting the relevant data controller.

The applicable law grants you the right to obtain, upon request, further information necessary to exercise such rights.

These rights are subject to conditions, exceptions and restrictions (e.g. for the protection of third parties or trade secrets) under the applicable data protection law.

If your rights have been infringed, you have the option of submitting a report to the competent data protection authority (in Switzerland to the Federal Data Protection and Information Commissioner (FDPIC) [www.edoeb.admin.ch]).

Contact details for data protection concerns

Data subjects who have questions about data protection and the rights of data subjects may contact Helvetic Warranty using the subject line "data protection". That will enable them to reach Helvetic Warranty's data protection advisor and/or company data protection officer.

Helvetic Warranty GmbH
Data Protection
Industriestrasse 12
8305 Dietlikon

datenschutz@helvetic-warranty.ch

Data processing in connection with websites and online services

Helvetic Warranty processes data in connection with websites and online services primarily for the purpose of processing requests when Helvetic Warranty has been contacted (e.g. with the contact form). In addition, data is also processed for the purpose of improvement and optimization, operation and security as well as the preservation of evidence in connection with the websites and online services. Moreover, data is also used to make individual offers, for purposes of marketing, market research and for statistical evaluations, such as customer surveys following use of the online services. In all other cases, express reference is made to other purposes when the data is being collected.

Data security

When processing personal data, Helvetic Warranty takes adequate technical and organizational measures to prevent unauthorized access and otherwise unauthorized processing. Such measures are based on the relevant international standards in the subject area, checked regularly and adjusted if necessary.

Helvetic Warranty Portals

If you use our range of digital services without providing any further information about yourself, the web server technology we use automatically logs general technical visit information in log files. Such information includes, among other things, the IP address of the device from which the visit originated, information about the browser type, about the Internet service provider and the operating system used, the digital services that were accessed on our website, reference/exit pages, the time and duration of the visit.

Such information is collected and processed for the purpose of enabling the use of our websites (setting up a connection), ensuring system security and stability, analysing the use of our offers and services, collecting general demographic information and enabling the optimisation of our online range of services (particularly, but not exclusively, product improvements, marketing measures, target group-specific advertising, etc.), as well as for internal statistical analyses. The user is not identified in the process. Similarly, such automatically collected information is generally not linked with the personal data stored on our systems. An exception to that general rule may occur, however, if you are already a registered user of one of our portals. You can also receive free services on our portal. Any personal data that you may have disclosed (e-mail address, telephone number, etc.) when using a free service or in a message may be used by us for purposes of marketing and analysis, for example. For more detailed information about the processing of personal data for purposes of marketing and analysis, see item 4 below.

Any information that you publish on our portal may be published by us on other platforms and other media (e.g. such as print media), possibly in modified form. Moreover, we use cookies and analytics tools (e.g. Google Analytics) during visits to our portal. For information, see items 8 and 9 of these data protection provisions.

Processing of your personal data purposes of marketing and analysis

Helvetic Warranty GmbH has the objective of constantly improving the design of the digital services offered and making them better suited to your needs. To do so, user-specific historical and future data available to us may be constantly correlated using various analytics tools, and user behaviour can be analysed across the full range of services. The knowledge we derive from your usage of our range of services may be used and analysed with other participating companies for the analysis of user behaviour. If you wish to completely disable or at least reduce the collection of personal data, you need to follow the steps for disabling cookies. If you do so, you may no longer be able to receive or use the services that you received.

Web Analytics and Cookies

When you use helvetic-warranty.ch, we automatically collect metadata about your visit to our website. Such metadata includes, for example, our browser, the type of your device, (e.g. smartphone or tablet), how you found about helvetic-warranty.ch (campaign and reference information), the duration of your visit, or your IP address. We also record which content you activate on helvetic-warranty.ch and how you interact with the website and our applications on our website (digital services). We do so in order to improve our website and range of services, and to better customise your experience on helvetic-warranty.ch. To store and analyse the collected data, we resort to tools of third-party providers, e.g. web trends.

We use cookies to provide our digital services. Cookies are little text files that are stored in your browser and/or on your device and returned to us each time you access helvetic-warranty.ch or our other digital services. Cookies may contain an anonymous user ID, for example, so that we can recognise you the next time you visit. That is the only way we can constantly improve our digital services and provide you with time-saving, convenient functions such as cumulative premium calculation or the customising of our content. We endeavour to store only as much information as necessary. If you do not consent to such cookies, you can configure your browser not to accept any cookies from helvetic-warranty.ch. As a rule, you will still be able to use our services but under certain conditions a few functions will not be available to you, or only to a limited extent.

Moreover, we integrate technologies of external providers into our digital services to which we communicate data about your activities on helvetic-warranty.ch and our digital services in the course of our business relationship. Such technologies may come from ad service providers such Google, for example (Google AdWords and Remarketing). In that respect, we make sure to transmit only anonymised data. As a rule, cookies are also used for the storage of such data, in which case they fall within the area of control of the external service provider.

You can prevent your data from being collected by Google Analytics by clicking on the following link. An opt-out cookie will be placed, which will prevent your data from being collected during future visits to this website: [Turn off Google Analytics](#).

For more information about the handling of user data at Google Analytics, see the Google privacy policy: <https://support.google.com/analytics/answer/6004245?hl=en>.

Verwendung Plug-ins

Our web platform uses "Social Plug-ins" (hereinafter: plug-ins) from online social networks. The plug-ins will each be displayed with the logo of the appropriate network. If you open a website with such a plug-in, a direct connection will be set up with the servers of the corresponding social network. If you are logged into that network with your user name and password at the time, the network will be automatically informed that you are visiting our website. That information can be assigned to your user account there. Also when you interact with plug-ins (e.g. by using the functions "Like" or "Share" on Facebook or "Tweet This" on Twitter), the content of our pages will be linked with your profile in the relevant social network. Other users of the networks may learn of that interaction. Helvetic Warranty is no way affiliated with third-party operators, nor linked to their websites via plug-ins, nor in any way responsible for such plug-ins. Even if you are not a member of the social network or not logged in to it, there is still a possibility that your IP address may be transmitted and stored on it.

For websites of third-party operators linked via plug-ins, specific data protection guidelines and rules of liability may apply. The storage and use of your data by such website operators may exceed the scope of the privacy policy of Helvetic Warranty GmbH. We have no knowledge of the purpose and scope of the data collection and of further processing and use of the data – which is also completely beyond our control. You should therefore inform yourself about the data protection guidelines of the third-party operators.

Building security

The categories of personal data processed by Helvetic Warranty in connection with ensuring security are:

- Video recordings from surveillance cameras
- Technical information e.g. location of the camera, time of the recording
- Recordings from access control systems
- Movement data of persons in connection with access control
- Personal data of visitors and guests

Helvetic Warranty processes the above-mentioned personal data for the following purposes:

- To ensure protection of persons, employees, data, business secrets, assets, systems and buildings
- Clarification of thefts and security-related processes
- Use of evidence in judicial and extrajudicial proceedings
- Exercising domiciliary and ownership rights
- Physical access control
- Compliance with laws, directives and recommendations of authorities in Switzerland and abroad as well as internal regulations

The following are monitored by surveillance cameras:

- waste disposal sites
- underground car parks and driveways
- certain secure areas such as server rooms, storage rooms with valuable goods or sensitive work areas
- Parking spaces
- Stairwells
- Inner courtyards
- Lifts
- Entrances and access routes (doors, gates)
- Other signposted areas

Helvetic Warranty processes personal data for as long as needed for the described purposes and usually deletes such data after 30 days.

Up-to-dateness and changes to the privacy policy

The further development of our website or the implementation of new technologies may make it necessary to change this privacy policy. Every significant change to the privacy policy shall be made known to registered users by sending an e-mail to the e-mail address indicated during registration or by displaying a corresponding notice in a suitable place after the user logs in to the user account. The current privacy policy can also be accessed on our website and printed out at any time. The original privacy policy is in German.

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