



sureVIVE SA  
Via Rime 38  
6850 Mendrisio  
Svizzera

# Privacy Policy

## Who are we?

The responsible body in terms of data protection laws, in particular the EU General Data Protection Regulation (GDPR) and the Federal Data Protection Act (revFADP) is:

SureVIVE SA  
Via Rime 38  
6850 Mendrisio-Svizzera  
Email: [info@surevive.ch](mailto:info@surevive.ch)  
Website: [www.surevive.ch](http://www.surevive.ch)

Hereinafter referred to as “sureVIVE”.

## Who is responsible for processing your data?

For the data processing of the organization name described in this privacy policy, sureVIVE is responsible under data protection law, unless otherwise communicated in individual cases.

You can contact us for your data protection concerns and to exercise your rights as follows:

SureVIVE SA  
Via Rime 38  
6850 Mendrisio  
Svizzera  
[info@surevive.ch](mailto:info@surevive.ch)

## What data do we process?

We process various categories of data about you. Subsequently, personal data refers to information that relates to an identified or identifiable natural person.

The main categories of data are as follows:

- **Personal data:** first name, last name, e-mail address
- **Communication Data:** If you are in contact with us by e-mail, telephone, or chat, by letter or by other means of communication, we collect the data exchanged between you and us, including your contact data and the marginal data of the communication. If we want or need to establish your identity, e.g., in the case of a request for information submitted by you, a request for media access, etc., we collect data to identify you. We retain this data for as long as is necessary or technically required for reasons of evidence or to comply with legal or contractual requirements. Emails in personal mailboxes and written correspondence are retained for at least 10 years.
- **Master Data:** We refer to Master Data as the basic data that we need, in addition to Contractual Data to process our contractual and other business relationships or for marketing and promotional purposes, such as name, contact details and information about, for example, your role and function, bank account(s), date of birth, customer history, powers of attorney, signature authorizations and consent forms.
- **Contract data:** this is the data that arises in connection with the conclusion or execution of a contract, e.g., information about contracts and the services to be provided or provided, as well as data from the run-up to the conclusion of a contract, the information required or used for processing and information about reactions (e.g., complaints or information about satisfaction, e.g.). As a rule, we collect this data from you, from contractual partners and from third parties involved in the processing of the contract, but also from third-party sources and from the public end of the contract. This period may be longer, as far as this is necessary for reasons of evidence or to comply with legal or contractual requirements or is technically required.
- **Other data.** We also collect data from you in other situations. In connection with official or judicial proceedings, for example, data is generated (such as files) that may also relate to you. We may receive or produce photos, videos, and sound recordings in which you may be recognizable (e.g., at events,

through security cameras, etc.). We may also collect data about who enters certain buildings or has corresponding access rights and when, who participates in events or campaigns and when, or who uses our infrastructure and systems.

We process personal data for the duration required for the respective purpose or purposes. In the case of longer-term retention obligations due to legal and other obligations to which we are subject, we restrict processing accordingly.

### **For what purposes do we process your data?**

- We process your data for purposes related to communication with you, to respond to inquiries and assert your rights and to contact you in case of queries. This also includes services that exist in connection with the support of Momentum (ARMC). We use communication data and master data for this purpose and technical data in connection with offers and services used by you. We retain this data to document our communications with you, for training purposes, for quality assurance, and for follow-up inquiries.
- We process your data for the establishment, management, and processing of contractual relationships.
- We process data for marketing purposes and relationship management, e.g., to send our customers and other contractual partners personalized advertising on products and services.
- We further process your data for security and access control purposes.
- We may also process your data for security and access control purposes.
- We process personal data to comply with laws, directives and recommendations from authorities and internal regulations ("Compliance" +)
- We also process data for the purposes of our risk management and as part of prudent corporate governance, including business organization and corporate development.
- We may process your data for other purposes, e.g., as part of our internal processes and administration.

### **Rights of the data subject**

- **Right to confirmation:** Every data subject has the right to request confirmation from us as to whether personal data relating to him or her are being processed. If you wish to exercise this right of confirmation, you may contact us at any time.
- **Right to information:** Every person affected by the processing of personal data has the right to receive information about the data stored about him or her and a copy of this information from us at any time and

free of charge. In addition, information may be provided about the following, if applicable: The purposes of the processing Categories of personal data processed Receivers to whom the personal data have been or will be disclosed, if possible, the planned duration of the storage of the personal data or, if this is not possible, the criteria for determining this duration. The existence of a right to rectification or erasure of the personal data concerning him or her or to restriction of processing by the controller or a right to object to such processing the existence of a right of appeal to a supervisory authority If the personal data are not collected from the data subject: Any available information on the origin of the data.

In addition, the data subject has the right to be informed whether personal data have been transferred to a third country or to an international organisation. If this is the case, the data subject also has the right to receive information about the appropriate safeguards in connection with the transfer.

If you wish to make use of this right to information, you can contact us at any time.

- **Right of rectification:** Every person affected by the processing of personal data has the right to demand the immediate rectification of incorrect personal data concerning him or her. In addition, the data subject has the right, considering the purposes of the processing, to request that incomplete personal data be completed, including by means of a supplementary declaration.

If you wish to exercise this right of rectification, you can contact us at any time.

- **Right to erasure:** Any person concerned by the processing of personal data has the right to obtain from the controller of this website the erasure without delay of personal data concerning him or her, where one of the following grounds applies and the processing is no longer necessary:

The personal data were collected or otherwise processed for purposes for which they are no longer necessary.

The data subject withdraws the consent on which the processing was based and there is no other legal basis for the processing.

The data subject objects to the processing on grounds relating to his or her situation and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing in the case of direct marketing and associated profiling

The personal data have been processed unlawfully

The erasure of the personal data is necessary for compliance with a legal obligation under Union or Member State law to which the controller is subject.

The personal data was collected in relation to information society services provided directly to a child. If one of the above reasons applies and you wish to arrange for the deletion of personal data stored by us you can contact us at any time. SureVIVE will arrange for the deletion request to be complied with immediately.

- **Right to restrict processing:** Any person concerned by the processing of personal data has the right to obtain from the controller of this website the restriction of processing if one of the following conditions is

met: the accuracy of the personal data is contested by the data subject for a period enabling the controller to verify the accuracy of the personal data.

The processing is unlawful, the data subject objects to the erasure of the personal data and requests instead the restriction of the use of the personal data.

The controller no longer needs the personal data for the purposes of the processing, but the data subject needs them for the assertion, The data subject has objected to the processing on grounds relating to his or her situation, and it is not yet clear whether the legitimate interests of the controller override those of the data subject.

If one of the conditions applies, you may at any time contact us to request the restriction of the processing of personal data concerning us. SureVIVE will arrange the restriction of the processing.

- **Right to data portability:** Any person concerned with the processing of personal data has the right to obtain the personal data relating to him or her in a structured, commonly used, and machine-readable format. In addition, the data subject has the right to obtain that the personal data be transferred directly from one controller to another controller, where technically feasible and if this does not adversely affect the rights and freedoms of other individuals.

To exercise the right to data portability, you may at any time contact us.

- **Right to object:** Any person concerned with the processing of personal data has the right to object at any time, on grounds relating to his or her situation, to the processing of personal data concerning him or her.

SureVIVE will no longer process the personal data in the event of the objection, unless we can demonstrate compelling legitimate grounds for the processing which override the interests, rights, and freedoms of the data subject, or for the assertion, exercise, or defence of legal claims.

To exercise your right to object, you may contact us on this website directly.

- **Right to withdraw consent under data protection law:** Every person affected by the processing of personal data has the right to revoke a given consent to the processing of personal data at any time.

If you wish to exercise your right to withdraw consent, you can contact us at any time.

## **How do we protect your data?**

We take appropriate technical and organizational security measures to maintain the confidentiality, integrity, and availability of your personal data, to protect it against unauthorized or unlawful processing and to protect against the risks of loss, accidental alteration, unauthorized disclosure, or access.

### **Storage period**

The data is deleted as soon as it is no longer required for the purpose for which it was collected. This is the case for data used to provide the website when the respective session has ended

### **Storage of the IP address**

Our comment function stores the IP addresses of users who post comments. Since we do not check the comments on our site before they are activated, we need this data to be able to act against the author in the event of legal violations such as insults or propaganda.

### **Contact form**

If you send us enquiries via the contact form, your details from the enquiry form, including the contact details you provide there, will be stored by us for the purpose of processing the enquiry and in the event of follow-up questions. We will not pass on this data without your consent.

### **« Contact us » function**

For the “contact us” function on this website, if you send us inquiries via the contact form, your details from the inquiry form, including the contact details you provided there, will be stored by us for the purpose of processing the inquiry and in the event of follow-up questions. We do not pass on this data without your consent.

## **Cookies**

This website uses cookies. These are small text files that enable specific information related to the user to be stored on the user's terminal device while the user is using the website. Cookies make it possible to determine the frequency of use and the number of users of the pages, to analyse behavioural patterns of page use, but also to make our offer more customer friendly. Cookies remain stored beyond the end of a browser session and can be retrieved when you visit the site again. If you do not wish this, you should set your internet browser to refuse the acceptance of cookies.

A general objection to the use of cookies for online marketing purposes can be declared for many the services, especially for tracking, via the US site <http://www.aboutads.info/choices/> or the EU site <http://www.youronlinechoices.com/> Furthermore, the storage of cookies can be achieved by deactivating them in the browser settings. Please note that in this case not all functions of this online offer can be used.

Use of script libraries (Google Web Fonts)

To display our content correctly and in a graphically appealing manner across browsers, we use "Google Web Fonts" from Google LLC (1600 Ampitheatre Parkway, Mountain View, CA 94043 USA; hereinafter "Google") on this website to display fonts.

The privacy policy of the library operator Google can be found here:

<https://www.google.com/policies/privacy/>

## **With SSL/TLS encryption**

This website uses SSL/TLS encryption for security reasons and to protect the transmission of confidential content, such as enquiries that you send to us. You can recognise an encrypted connection by the fact that the address line of the browser changes from ""http://"" to ""https://"" and by the lock symbol in your browser line.

If SSL or TLS encryption is activated, the data you transmit to us cannot be read by third parties.

## Server log files

The provider of this website automatically collects and stores information in so-called server log files, which your browser automatically transmits to us. These are:

- Browser type and browser version
- Operating system used
- Referrer URL
- Host name of the accessing computer
- Time of the server request

This data cannot be assigned to specific persons. This data is not merged with other data sources. We reserve the right to check this data retrospectively if we become aware of specific indications of unlawful use.

## Third-party services

This website may use Google Maps to embed maps, Google Invisible reCAPTCHA to protect against bots and spam and YouTube to embed videos.

These services of the American Google LLC use, among other things, cookies, whereby data is transferred to Google in the USA, whereby we assume that no personal tracking takes place in this context solely using our website.

For more information, please see Google's privacy policy.

## Copyrights

The copyright and all other rights to the content, images, photos, or other files on the website belong exclusively to us or to the named copyright holders. The prior written consent of the copyright holders must be obtained for the reproduction of any files.

Anyone who commits an infringement of copyright without the consent of the respective copyright holder may be liable to prosecution and may under certain circumstances be subject to claims for damages.



## **Embedded content from other websites**

Posts on this website may contain embedded content (e.g., videos, images, articles, etc.). Embedded content from other websites behaves exactly as if the visitor had visited the other website.

These websites may collect information about you, use cookies, embedded additional third-party tracking services, and record your interaction with this embedded content, including your interaction with the embedded content if you have an account and are logged into this website.

## **Privacy policy for the use of LinkedIn**

We use the marketing services of the social network LinkedIn of LinkedIn Ireland Unlimited Company, Wilton Plaza, Wilton Place, Dublin 2, Ireland ("LinkedIn") within our online offer.

These use cookies, e.g., text files that are stored on your computer. This enables us to analyse your use of the website. For example, we can measure the success of our advertising and show users products they were previously interested in.

For example, information is collected about the operating system, the browser, the website previously visited (referrer URL), the web pages visited, the offers clicked on and the date and time of your visit to our website.

The information generated by the cookie about your use of this website is transmitted in pseudonymous form to a LinkedIn server in the USA and stored there. LinkedIn therefore does not store the name or email address of the respective user. Rather, the data is only assigned to the person for whom the cookie was generated. This does not apply if the user has allowed LinkedIn to process the data without pseudonymization or has a LinkedIn account.

You may refuse the use of cookies by selecting the appropriate settings on your browser, however, please note that if you do this you may not be able to use all the features of this website. You can also object to the use of your data directly at LinkedIn: <https://www.linkedin.com/psettings/guest-controls/retargeting-opt-out>

We use LinkedIn Analytics to analyse and continuously improve the use of our website. The statistics obtained enable us to improve our offer and make it more interesting for you as a user. All LinkedIn companies have

adopted the standard contractual clauses to ensure that the data traffic to the USA and Singapore required for the development, implementation and maintenance of the services is carried out in a lawful manner. If we ask users for consent, the legal basis for processing is Art. 6 (1) lit. a DSGVO. Otherwise, the legal basis for the use of LinkedIn Analytics is Art. 6 para. 1 S. 1 lit. f DSGVO.

The information of the third-party provider: LinkedIn Ireland Unlimited Company Wilton Place, Dublin 2 Ireland; User Agreement and Privacy Policy.

### **Privacy policy for the use of Instagram**

Functions of the Instagram service are integrated on our website. These functions are offered by Instagram Inc., 1601 Willow Road, Menlo Park, CA, 94025, USA. If you are logged into your Instagram account, you can link the content of our pages on your Instagram profile by clicking the Instagram button. This allows Instagram to associate the visit to our pages with your user account. We would like to point out that we, as the provider of the pages, have no knowledge of the content of the transmitted data or its use by Instagram. For more information, please see the privacy policy of Instagram: <https://privacycenter.instagram.com/policy/>

### **Wix.com Ltd**

This website was made with Wix.com Ltd. It is an Israeli software firm that provides cloud-based web building services.

### **Data transfer to the USA**

Among other things, tools from companies based in the USA are integrated on our website. If these tools are active, your personal data may be transferred to the US servers of the respective companies.

We would like to point out that the USA is not a safe third country in the sense of EU data protection law. US companies are obliged to hand over personal data to security authorities without you as a data subject being able to take legal action against this.

It cannot therefore be ruled out that US authorities (e.g., intelligence services) process, evaluate and permanently store your data located on US servers for monitoring purposes. We have no influence on these processing operations.

## **Disclaimer**

All information on our website has been carefully checked. We make every effort to ensure that the information we provide is up-to-date, correct, and complete. Nevertheless, the occurrence of errors cannot be completely ruled out, so that we cannot accept any liability for the completeness, correctness and updating of the information, including journalistic and editorial information. Liability claims regarding damage caused using any information provided, including any kind of information which is incomplete or incorrect, will therefore be rejected.

The publisher may change or delete texts at its own discretion and without prior notice and is not obliged to update the contents of this website. The use of or access to this website is at the visitor's own risk. The publisher, its customers or partners are not responsible for damages, such as direct, indirect, incidental, or consequential damages, allegedly caused by visiting this website and consequently assumes no liability for such damages.

The publisher also accepts no responsibility or liability for the content and availability of third-party websites that can be accessed via external links from this website. The operators of the linked sites are solely responsible for their content. The publisher therefore expressly distances itself from all third-party content that may be relevant under criminal or liability law or that may offend common decency.

## **Changes**

sureVIVE may amend this privacy policy at any time. sureVIVE will inform you of any changes in an appropriate form.