

# iGreen Swiss SA – Data protection

Version of 1 October 2020

## 1. iGreen Swiss SA Privacy Policy

In this privacy policy, we, iGreen Swiss SA, explain how we collect and process personal data. It is not an exhaustive description; other privacy policies, other terms and conditions of sale, other conditions of participation of iGreen Swiss SA, other contracts and agreements, or similar documents govern, if necessary, specific issues. Personal data are all data related to an identified or identifiable person.

When you provide us with personal data of other people (e.g. family members or co-workers), make sure that such persons are aware of this Privacy Policy, and only transmit us their personal data if you are authorised to do so, if they have given their consent and only if this personal data are correct.

## 2. Responsible/delegate

The responsible person for the data processing described here is iGreen Swiss SA, unless otherwise specified on a case-by case basis. If you have any questions regarding the data protection law, you can send them to us at the above mentioned contact address. If you have questions related to the right to information or deletion, please send us a copy of your identity card. You can also send us your questions per email to [info@igreenswiss.ch](mailto:info@igreenswiss.ch).

Our representative within the EEA, according to Art. 27 of the GDPR, is: iGreen Swiss SA, rue de la Poterie 2, 1202 Genève.

## 3. Collection and processing of personal data

We mainly process personal data that we receive in the context of our business relations with our customers and other commercial partners of these, and with other people involved, or that we collect from users of our websites, Apps and other applications.

To the extent permitted by the law, we also obtain certain data from publicly available sources (e.g. debt collection registers, land registers, commercial registers, the press or the Internet) or from other companies within iGreen Swiss AG, from authorities and other third parties (e.g. credit institutions or database marketing). In addition to the data that you provide us directly, the types of personal data include data about you that we obtain from third parties, in particular data derived from public registers, data that come to our knowledge in the context of administrative or legal proceedings, data in connection with your professional functions and activities (so that we can, with your help, conclude and do business with your employer), data about your correspondence and discussions with third parties, information about your creditworthiness (if we personally do business with you), data about you provided to us by persons close to you (family, advisors, representatives, etc.) so that we can enter into or process contracts with you or that involve you (e.g. references, your address for deliveries or letters of attorney), data on compliance with legal requirements, such as the fight against

money laundering and export restrictions, data from banks, insurance companies, distribution partners and other contractual partners working with us for the purpose of using or providing services (e.g. payments and purchases carried out), data about you derived from the media and the Internet (insofar as this is appropriate in a specific case, e.g. in connection with an application, press review, marketing/sales operation, etc.), your addresses and, if applicable, your interests and other socio-demographic data (for marketing purposes), data in connection with the use of the website (e.g. IP address, MAC address of the smartphone or computer, data on your device and settings, cookies, date and time of the visit, the pages and contents consulted, the functionalities used, the referring website, location data).

#### **4. Purposes of the processing and legal bases**

We mainly use the personal data that we collect to conclude and manage contracts with our customers and business partners, in particular in the context of the trade in pharmaceutical products, the financing with our customers and the purchase of products and services from our suppliers and their subcontractors, as well as to comply with our legal obligations at home and abroad. If you work for such a customer or commercial partner, you may also be affected by your personal data within the scope of these functions.

In addition, we process personal data about you and other persons, insofar as permitted and appropriate, also for the following purposes in which we (and sometimes a third party) have a legitimate interest corresponding to the purpose:

- Offer and development of our offers, services and websites, Apps and other platforms on which we are present;
- Communication with third parties and processing of their requests (e.g. applications or media requests);
- Control and optimization of requirement analysis procedures for the purpose of a direct customer contact and the collection of personal data derived from publicly available sources for customer acquisition;
- Advertising and marketing (including the organisation of events), insofar as you have not objected to the processing of your data (when we send you advertisements as an existing customer, you have the right to object at any time, and we will place you on a blocking list for further advertising);
- Research, market studies and opinion polls, media monitoring;
- Finding and defending legal claims in connection with legal disputes and administrative proceedings;
- Prevention and investigation of crimes and other wrongful acts (e.g. carrying out internal investigations or data analysis to combat fraud);
- Guarantees for our operations, including IT, websites, Apps and other platforms;
- Videosurveillance for the purpose of preserving domicile rights and other measures for the security of information technologies, buildings and facilities and the protection of our employees and other persons and values belonging to us or entrusted to us (e.g. access control, visitor lists, network and message scanners or telephone call recordings);
- The purchase and sale of divisions, companies or parts of companies and other transactions under corporate law and the related transfer of personal data, as well as

business management measures, and for the purpose of complying with legal and regulatory obligations as well as internal regulations of iGreen Swiss SA.

If you have given us your consent for the processing of your personal data for specific purposes (for example, at the moment of your registration to receive newsletters or the performance of a background check), we process your personal data within the framework and on the basis of this consent, insofar as we have no other legal basis and/or need such a basis. A given consent may be revoked at any time, but such revocation shall not affect any data processing already carried out.

## **5. Cookies/tracking and other technologies in connection with the use of our website**

We generally use cookies and similar techniques on our websites and for our applications that allow to identify your browser or device. A cookie is a small file that is sent to your computer or automatically stored on your computer or mobile device by the web browser you use when you visit our website or install an application. If you visit this website or use our application again, we may recognise you, even if we do not know who you are. In addition to cookies that are only used during a session and are deleted at the end of your visit to the website ("session cookies"), some cookies may also be used to store user settings and other information for a certain period of time (maximum two years) ("permanent cookies"). You can, however, configure your browser to refuse cookies, to store them only for the duration of a session or to delete them beforehand. Most browsers are preconfigured to accept cookies. We use permanent cookies so that you can save user settings (e.g. language or self-connection) in order to better understand how you use our offers and content and to be able to present you with offers and advertisements tailored to your needs. Corresponding functions can also be used by our contract partners, enabling them, for example, to find out which users visit our website and also their own website. We do not however disclose your identity to our partners, even if we know it. Some of the cookies are created by us, others by the contractual partners with whom we collaborate. If you block cookies, it certain functions (e.g. language selection, shopping basket or ordering process) may no longer work.

We partly include, if we are authorised to do so, visible and invisible pixels in our newsletters and other marketing e-mails that enable us, by consulting our servers, to determine whether and when you opened the e-mail so that we can also measure and better understand how you use our offers and adapt them to your needs. You can block this process in your e-mail program (most of them are already preconfigured in this way).

By using our websites and applications and by consenting to the receipt of newsletters and other marketing e-mails, you agree to the use of these techniques. If you do not wish to receive them, you must configure your browser or email program accordingly or uninstall the application (as long as this cannot be changed via the settings) or unsubscribe from the newsletter.

We also use social network plug-ins on our websites such as Facebook, LinkedIn, Twitter, YouTube, Google+, Pinterest or Instagram. Such usage is evident to you, typically by means of a corresponding symbol. We have configured these items so that they be disabled by default. If you activate them (with a click), the operators of the social networks in question record your presence on our website (in particular, also your location within our websites) and can use this information for their own purposes. The processing of your personal data then takes place under the responsibility of these operators in accordance with their privacy policy. They do not pass on any information about you to us.

## 6. Transmission and transfer of data nationally and internationally

In order to provide our services, we are obliged to transmit personal data within and outside the Group. Within the framework of our business activities, if the purpose stated in point 4 allows it and if we deem it appropriate, we also pass on your data to third parties, either because they process it for us or because they wish to use the data for their own purposes. This includes the following entities:

- Our service providers (within iGreen Swiss AG if legally permitted, but also outside the group, for example in the case of banks, insurance companies), including mandated service providers (such as IT service companies);
- Distributors, service partners, suppliers, subcontractors and other business partners;
- Customers;
- National and foreign authorities, administrations and courts;
- The media;
- The public, including visitors to websites and social media;
- Competitors, industry organisations, associations, organisations and other committees;
- Purchasers or persons interested in acquiring business areas, companies or other parts of iGreen Swiss AG;
- Other parties in possible or actual legal proceedings;
- Other companies and participations of iGreen Swiss AG;

all jointly designated by addressees.

Insofar as this is necessary for the provision of our services and taking consideration of the objectives pursued, personal data will be transmitted to the above-mentioned entities in Switzerland, abroad and within the EU. In particular, you should expect your data to be transferred to all countries in which iGreen Swiss AG is represented by group companies, branches or other offices (in Switzerland and Liechtenstein) as well as to other European countries and the USA where our service providers (e.g. Microsoft, SAP, Amazon or Salesforce) are located. If we transfer data to a country without adequate legal data protection, we ensure an appropriate level of protection, in accordance with legal requirements, by means of corresponding contracts and/or measures (in particular on the basis of the standard contractual clauses of the European Commission (which can be viewed **here**, **here** and **here**) or the so called Binding Corporate Rules, or we rely on legal exceptions regarding consent, the execution of the contract, the establishment, exercise or defence of legal rights, overriding public interests, the publication of personal data or because it is necessary to protect the integrity of the persons concerned. For reasons of data protection law or confidentiality, however, we reserve the right to blacken the copies or to provide them only as extracts.

## 7. Duration of storage of personal data

We process and store your personal data for as long as this is necessary for the fulfilment of our contractual and legal obligations or to achieve the purposes of the processing, i.e. for example for the duration of the business relationship (from the preparation and execution to the termination of a contract and warranty as well as during a subsequent support phase) and beyond, in accordance with the legal obligations of storage and documentation. Personal data may be retained for the period during which claims can be made against our company and

insofar as we are obliged to do so by law or by legitimate business interests (e.g. for evidentiary and documentation purposes). As soon as your personal data is no longer required for the above-mentioned purposes, it will, in principle and as far as possible, be deleted or made anonymous. Partially shorter retention periods apply to operational data (e.g. system reports or log files).

## **8. Data security**

We take appropriate technical and organisational security measures to protect your personal data against unauthorised access and misuse, such as issuing instructions, providing training, computer and network security solutions, controls and restrictions on access, pseudonymisation and controls.

## **9. Obligation to make personal data available**

As part of our business relationship, you are obliged to provide the personal data required for the assumption and management of a business relationship and the fulfilment of any contractual obligations arising from it (as a rule, you are not obliged to provide us with data under any legal obligation). Without this data, we are generally unable to enter into or execute a contract with you (or with the entity or person representing you). In addition, our websites cannot be used if certain information necessary to ensure the security of the traffic data such as IP address are not disclosed.

## **10. Profiling and automated decision making**

We process your personal data in a partly automated manner with the purpose of evaluating certain personal aspects (profiling). We use profiling especially in order to provide you targeted information and advice on our products. We use evaluation tools that allow us to communicate and advertise, if necessary, including market research and opinion polls.

In principle, we do not use automated decision-making techniques (as regulated by Art. 22 of the European Union Data Protection Regulation [GDPR]) to establish and conduct a business relationship. If we use such procedures on a case-by-case basis, we will inform you, in particular from the moment the law requires us to do so, and we will explain to you the rights arising therefrom.

## **11. Rights of the person concerned**

Within the framework of the data protection law that applies to you and insofar as provided for by this law (e.g. in the case of the GDPR), you have the right to obtain information, correct, delete, limit data processing, object to our data processing as well as the right to publish certain personal data for the purpose of transferring it to a third party (data portability). Please note, however, that we reserve the right to assert legal restrictions, e.g. if we are obliged to store or change certain data, if there is an overriding interest (insofar as we can invoke it) or if it is necessary in order to assert rights. Enquiries are in principle free of charge. In the absence of an interest worthy of protection, fees may be charged for a particularly high workload and

excessive or notoriously high demand for information. If charges apply in your case, we will inform you in advance. We refer you to point 4 regarding the possibility of revoking your consent. Please note that the exercise of these rights may be in conflict with the contractual agreements and have consequences such as a premature termination of the contract or financial repercussions. We will inform you in advance if this is not already governed by the contract.

To exercise these rights, you must be able to clearly prove your identity, for example by means of a copy of your identity document if your identity is not clear or cannot be verified. In order to exercise your rights, you can contact us at the address given in point 2.

Any person concerned is also entitled to assert his or her rights before the courts or to lodge a complaint with the competent data protection authority. In Switzerland, the competent data protection authority is the Federal Data Protection and Information Commissioner ([www.edoeb.admin.ch](http://www.edoeb.admin.ch)). In Liechtenstein, this is the Liechtensteinische Datenschutzkommission ([www.datenschutzkommission.li](http://www.datenschutzkommission.li)).

## **12. Modifications**

We reserve the right to change this privacy policy at any time without notice. The version currently published on our website applies. If this Privacy Policy is part of an agreement concluded with you, we will inform you of the change in case of an update if this does not cause a disproportionate amount of work.