

Data protection and data security at ZTR GmbH

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Data protection and data security

The Swiss Register of Testaments ZTR GmbH is wholly owned by the Swiss notary association (*Schweizerischer Notarenverband – SNV*) and operates the website www.ztr.ch and the related database. It is responsible for collecting, processing and using the customer data shared with it and for ensuring that data is processed in accordance with Swiss law.

Preamble

We take data protection seriously and are committed to data security because your trust is important to us. It goes without saying that we adhere to the statutory provisions of the Swiss Federal Act on Data Protection (FADP), the Ordinance to the Swiss Federal Act on Data Protection (OFADP), the Telecommunications Act (TCA) and, where applicable, other data protection regulations, in particular the European General Data Protection Regulation (GDPR).

Our customers include lawyers, notaries and authorities in Switzerland and abroad. Private individuals can also use our services, albeit subject to special conditions.

Please read the following information about what personal data we collect from you and the purposes for which we use the data.

1. Scope and purpose of the collection, processing and use of personal data

a. When you visit www.ztr.ch and use the ZTR database

When you visit our website, our servers temporarily record every visit in a log file. We collect the following data – this does not require any action on your part – and store the data until it is deleted automatically after a maximum of 12 months:

- The IP address of the computer being used
- The date and time and time of your visit
- The name and URL of the file you access
- The website you were on before you visited ours
- The operating system and browser of the computer being used
- The country from which you are visiting and the language settings in your browser

This data is collected and processed in order for you to be able to use our website (to establish a connection), to maintain continuous system security and stability, to optimise our website and for internal statistical purposes. Furthermore, your IP

address will be analysed for statistical purposes if there is an attack on the network infrastructure of www.ztr.ch.

b. When you use our contact form

You can use a contact form to create a user account with us. The following personal information must be provided:

- First name and surname
- Email address
- Subject and your message

We will mark all mandatory data as such. Refusal to provide this information can prevent us from performing our services. Providing other information is optional and does not affect the use of our website.

c. When you create and update a user profile

You can create a user account to use various services and manage your data centrally. The following personal information must be provided:

- First name and surname
- Email address
- Mobile phone for an SMS code
- Form of address
- Language
- Address (second line of address (voluntary), street, building number, town/city, postcode, country)
- Phone number
- Other user data (SwissID optional)
- Company/organisation

We will mark all mandatory data as such. Refusal to provide this information can prevent us from performing our services. Providing other information is optional and does not affect the use of our website.

We will only use this data to enable you to log in to the website. We have a legitimate interest in processing your enquiry in accordance with Article 6(1)(f) GDPR. You can object to the processing of this data at any time (for log-in data, see Section 11 below).

2. Use of your data for forwarding

a. Sending a newsletter

We will use your data to send an electronic ZTR newsletter. You can unsubscribe from our newsletter at any time.

There is a link at the bottom of every newsletter that you can click to unsubscribe at any time. When you unsubscribe, you have the option to share your reasons for unsubscribing with us. After you unsubscribe, your personal data will be deleted. Any further processing will only be carried out on anonymised data in order to optimise our newsletter.

3. Disclosure of data to third parties

We will only disclose your personal data if you have expressly consented to its disclosure, if we are legally obliged to do so or if it is necessary in order to enforce our rights, in particular to enforce claims resulting from the relationship between you and ZTR.

4. Data security

We have implemented appropriate technical and organisational security measures to protect your data stored by us against manipulation, full or partial loss and unauthorised access by third parties. Our security measures are improved continuously in line with the state of the art.

Our IT service providers Client Systems AG and X:fer GmbH operate our IT and database infrastructure. The servers are located in various data centres in Switzerland. These data centres have the highest quality rank in the world (tier 4). We also have a multi-tier data back-up.

The protection of our internal data is also very important to us. We have our employees and service providers sign a confidentiality agreement and adhere to the provisions of data protection legislation.

5. Cookies

ZTR uses cookies. Cookies are small text files that the web server stores in several places in your computer's browser and which can be used to identify you on a subsequent visit to the website. The cookies we use do not damage your computer and do not contain any viruses. While you are using our website, we mainly place so-called "session cookies" on your computer's hard drive, which are only of significance for your visit to our website. These cookies are used exclusively for connection control and navigation and enable you to surf our website in a user-friendly manner. They "remember", for example, certain settings during the session and save repeated entries. "Session cookies" are deleted again when you end your browser session. We also use long-lasting (persistent) cookies, which enable us to recognise your browser on your next visit. In your browser, you

will be offered the option of a warning message if a web server wants to set a cookie on your computer. You can accept or reject cookies. Most browsers are set to automatically accept cookies. However, you can deactivate the storage of cookies or set your browser to notify you when cookies are sent. When you leave www.ztr.ch, you can delete cookies from your computer's hard disk afterwards, e.g. if the automatic removal could not take place due to a malfunction in the Internet connection.

Of course, you can also view our websites without cookies. If you do not want us to recognise your computer, you can prevent cookies from being stored on your hard drive by selecting "do not accept cookies" in your browser settings. The best way to find out how this works in detail is to consult the instructions provided by your browser manufacturer. However, if you do not accept cookies, this may lead to functional restrictions of our offers.

6. Tracking tools

This website uses Google Analytics, a web analytics service provided by Google, Inc ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site.

According to the privacy policy and information from Google, these are text files that are stored on your computer and enable an analysis of your use of the website. For example, information on the operating system, the browser, your IP address, the website you previously visited (referrer URL) and the date and time of your visit to our website is recorded. The information generated by this text file about the use of our website is then transmitted to a Google server in the USA and stored there. If IP anonymisation is activated on this website, your IP address will be truncated beforehand by Google within member states of the European Union or in other states that are party to the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and shortened there.

On behalf of the operator of this website, Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity and providing other services relating to website activity and internet usage to the website operator. If this is required by law or if third parties process this data on behalf of Google, Google will also pass this information on to these third parties. This use is anonymised or pseudonymised. Google uses the DoubleClick DART cookie. Users can deactivate the use of the DART cookie by accessing the privacy policy of Google's advertising network and content advertising network.

The IP address transmitted by your browser as part of Google Analytics will not be merged with other Google data. 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 the full functionality of this website. You can also prevent the collection of data generated by the cookie and related to your use of

the website (including your IP address) by Google and the processing of this data by Google by downloading and installing the browser plug-in available under the following link. As an alternative to the browser add-on, especially for browsers on mobile devices, you can also prevent the collection of data by Google Analytics by clicking on this link. An opt-out cookie will be set, which will prevent the future collection of your data when visiting this website. The opt-out cookie is only valid in this browser and only for our website and is stored on your device. If you delete the cookies in this browser, you must set the opt-out cookie again.

You can find more information about Google Analytics directly at Google:

7. Analysis of newsletter use

We use the services of **MailChimp**, a marketing automation service provided by Rocket Science Group LLC, 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308, USA to send our newsletter. Our newsletter might therefore contain a web beacon (a tracking pixel) or other similar technology. A web beacon is an invisible 1x1 pixel image linked to the user ID of each newsletter subscriber.

These services enable us to determine whether our email newsletters have been opened. They also enable us to track and analyse the click paths of newsletter recipients. We use this data for statistical purposes and to optimise the content and structure of the newsletter. This enables us to align the information and offers in our newsletter more closely with the individual interests of each recipient. The tracking pixel is deleted when you delete the newsletter.

If you wish to block tracking pixels in our newsletters, please set your email application to not display HTML in messages.

8. Notice on data transfers to the USA

In the interest of integrity, we would like to bring your attention to the fact that users who reside or are based in Switzerland are advised that in the USA, the US authorities have surveillance measures in place that generally make it possible to store all personal data belonging to every person whose data is transferred from Switzerland to the USA. This happens without discrimination, restriction or exception on the basis of the objective being pursued, and with no objective criteria that would make it possible to limit the US authorities' access to and subsequent use of data for certain strictly limited purposes that might justify the data being accessed and used.

Furthermore, please note that data subjects from Switzerland have no legal remedies in the USA to obtain access to the data concerning them or to have the data rectified or erased, and that there is no effective judicial protection against the

general powers of the US authorities to access data. We are making data subjects explicitly aware of these legal and factual circumstances so they can make an informed decision on whether to consent to the use of their data.

Users who reside in a member state of the European Union are advised that, in the eyes of the European Union, the US does not have an adequate level of data protection for reasons including the matters outlined in this section. Where we have stated in this privacy policy that recipients of data (such as Google, Facebook, MailChimp and Twitter) are based in the USA, we will ensure that our partners protect your data an adequate level of protection by means of contractual agreements with such companies or by ensuring that these companies are certified under the EU–US Privacy Shield.

9. Rights to the data

Our customers have the right to request free information about the personal data concerning them that we have stored. Additionally, you are entitled to the rectification of inaccurate data and to the deletion of your personal data, provided that this does not conflict with a legal storage obligation and provided that we are permitted by law to process the data. In accordance with Articles 18 and 21 GDPR, you have the right to demand the restriction of data processing and to object to data processing.

You also have the right to demand that we provide you with the personal data you have provided to us (right to data portability). You are also entitled to have us transfer the data to a third party of your choice. You are entitled to receive the data in a commonly used file format.

In accordance with our GTC, private individuals must submit a written request with a certified signature and pay a fee in order to receive the information.

If you wish to exercise your rights, you can contact us by email at [pmeyer\(at\)ztr.ch](mailto:pmeyer(at)ztr.ch). At our own discretion, we can ask you to provide proof of your identity before we process your enquiry.

10. Storage of data

We only store personal data for as long as necessary

- to perform the aforementioned services requested by you or to which you have given consent (e.g. the newsletter described in Section 7); or
- to comply with our legal obligations.

We store contractual data for longer in accordance with our statutory storage obligations. The storage obligations that oblige us to store data are imposed by accounting and fiscal regulations. Pursuant to these regulations, business communication, concluded contracts and accounting records must be stored for up to ten years or for up to five years with regard to users who reside in France. We will block the data if we no longer need the data to perform the services for you. This means that the data can then only be used for accounting and tax purposes.

11. Right to lodge a complaint with a supervisory authority

If you reside in a member state of the European Union, you are entitled to lodge a complaint with a supervisory authority at any time.

Amendments to the privacy policy

We reserve the right to amend this privacy policy at any time. We recommend that you revisit this policy on a regular basis.

General

Please contact us if you have any questions or comments about our legal notices or data protection.

Muri bei Bern, 10.08.2023