

PRIVACY POLICY

Data protection and security

Mc-monitoring ensures that the data is processed in accordance with the applicable Swiss legislation.

All appropriate technical and organisational measures are taken to protect the customer's data from unauthorised access and misuse.

By using Mc-monitoring's services, the client accepts the provisions for data protection and data security and the processing thereof.

Processing of the customer's personal data

Mc-monitoring only collects, stores and processes the data required for the provision of its services, for the establishment and maintenance of customer relations and for billing purposes (including marketing, the awarding of mandates to collection service providers or for checking the solvency of customers), for answering questions and queries, for technical support and for the evaluation, improvement and development of goods, services and functions of Mc-monitoring AG.

Customer data collected by Mc-monitoring is neither sold nor rented.

The Client's data collected by Mc-monitoring may be passed on to third parties within the framework of a legal obligation or when Mc-monitoring requests a third party to assist it in its business operations. Mc-monitoring may also call upon IT solutions from third parties (e.g. in the context of marketing campaigns for the sending of newsletters) in connection with the processing of the Client's data.

Within the framework of the Client's use of Mc-monitoring's services, Mc-monitoring collects and processes technical usage data. This data may be processed for the following purposes:

- in so far as this is necessary for the operation of the infrastructure, the guarantee of the quality of service provision and/or the safety of the infrastructure;
- insofar as the customer has accepted this when using a service.

Mc-monitoring only transmits collected data to third parties who ensure that appropriate security measures are put in place, so that processing and storage activities meet the legal requirements in terms of data protection.

The processing of data by third party solutions (software, cloud solutions, applications, etc.) offered as such and not as solutions developed by Mc-monitoring is carried out by the third parties concerned in accordance with their data protection provisions.

Navigating the Mc-monitoring website

When a user accesses the Mc-monitoring Website, Mc-monitoring uses the following data to organise its communication in an appropriate manner and to improve its services and optimise its Website:

- online data such as the time of consultation of the website; the name of the Internet pages consulted; the IP address of your computer or mobile terminal;

- the address of the website from which you accessed our website; data in forms, clicks on website content; Mc-monitoring pages on social networks including the duration and frequency of visits as well as search criteria, evaluations provided and comments.

Securing customer property data ("business data")

Mc-monitoring uses certain cookies and social network plug-ins on its website. Some are essential to the operation of the website, while others are used to provide an enhanced user experience.

The user can have their browser block cookies or send you alerts about them. However, this may prevent certain parts of the website from working.

Mc-monitoring also uses various third-party analysis tools to analyse the traffic on its website. These tools transfer cookies and other navigational data to third party servers which may be located outside of Switzerland.

Securing customer property data ("business data")

Mc-monitoring undertakes to keep confidential all data designated as such by the Client to which it has access in the context of the provision of its services. Mc-monitoring only has access to this data within the framework of the services it provides to the Client.

Mc-monitoring is not the master of the file of the data to which it has access in the context of the services it provides to the Client. The client remains at all times the master of the data file and is responsible for the processing of this data towards the persons concerned.

When the client uses a data storage solution developed by Mc-monitoring (Mc-monitoring storage solutions), the client's proprietary data is stored in Switzerland on Mc-monitoring servers or on servers of Mc-monitoring's partner service providers who have concluded agreements with Mc-monitoring and who guarantee the same level of security.

If the Client uses storage services of third party providers acquired through Mc-monitoring (e.g. OneDrive and other cloud services), the terms of use and the security and data protection regulations of these third parties apply exclusively.

If Mc-monitoring offers its own solutions other than data storage (other Mc-monitoring solutions), Mc-monitoring may use solutions, products and services from manufacturers and service providers abroad, such as services for receiving and sending emails, firewall services or support services (ticketing).

In order to guarantee these services, Mc-monitoring's partners can access Mc-monitoring's and/or the customer's IT systems from abroad and thereby access customer or customer-related data. These service providers are likely to process technical data (IP address, user name, information concerning the network, date and time of connection, malfunctions, etc.) on their site or in Cloud solutions abroad.

These service providers comply with European data protection standards.

In all cases, appropriate protection in accordance with the laws in force in Switzerland and data confidentiality are ensured.

If the customer uses services (other than storage) from third party providers acquired through Mc-monitoring (e.g. Office 365, applications and other services), the terms of use and the security and data protection regulations of these third parties apply exclusively.