Emeria Switzerland SA
Chemin du Viaduc 1
CH-1008 Prilly

Privacy notice

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1. What is this privacy notice about?

In this privacy notice, we explain how we do process personal data, especially in the context of our business activities and in connection with our website. If you would like further information about our data processing, please contact us (Section 2). 2«Personal data» means any information about an individual or that can be associated with a specific individual, and «processing» means any action about personal data, for example collecting, using and disclosing personal data.

2. Who is the controller for your data?

For the data processing set out in this privacy notice, the following company is the «controller», i.e. the entity that is primarily responsible for complying with data protection law (also «we»):

Company	Adress	Zip-Code, City
Emeria Switzerland SA N° féd. CH-217.1.130.602-1 IDE\UID CHE-110.309.066	Chemin du Viaduc 1	1008 Prilly
DBS Holding SA N° féd. CH-660.2.492.009-5 IDE/UID CHE-115.171.562	Avenue Cardinal-Mermillod 36	1227 Carouge GE
Emeria Services SA N° féd. CH-550.1.095.578-4 IDE\UID CHE-497.530.841	Chemin du Viaduc 1	1008 Prilly
Vimova Gérance SA N° féd. CH-550.1.047.121-2 IDE\UID CHE-112.961.875	Chemin du Viaduc 1	1008 Prilly
Facilitim Sàrl N° féd. CH-550.1.056.081-5 IDE\UID CHE-114.579.334	Chemin du Viaduc 1	1008 Prilly
ImmoSure SA N° féd. CH-645.1.004.611-7 IDE\UID CHE-102.994.608	Chemin du Viaduc 1	1008 Prilly
Vimova Bewirtschaftung AG N° féd. CH-270.3.013.386-9 IDE/UID CHE-114.651.693	Viaduktstrasse 42	4051 Basel
Vimova Transactions AG N° féd. CH-270.3.013.391-2 IDE/UID CHE-114.651.701	Viaduktstrasse 42	4051 Basel
Vimova Construction AG N° féd. CH-270.3.013.348-2 IDE/UID CHE-114.651.687	Viaduktstrasse 42	4051 Basel
Vimova Gérance Genève SA N° féd. CH-660.1.045.988-5 IDE/UID CHE-106.396.961	Route de Saint-Julien 63	1212 Grand-Lancy

Guinnard Bruchez Gaillard SA N° féd. CH-621.3.008.233-8 IDE\UID CHE-290.721.267	Rue du Centre Sportif 12	1936 Verbier

If you have any questions about data protection, please do not hesitate to contact us at the following address:

Emeria Switzerland SA
c/oData Protection Officer
Chemin du Viaduc 1
CH-1008 Prilly
dataprotection@dbs-group.ch

You may provide us with some data about other individuals (for example authorised representatives, family members). In this case, we understand that this data is correct and that you act within your rights. However, we may not be in direct contact with these individuals and cannot inform them directly about our data processing. We therefore ask you to inform these individuals about our data processing (for example by a note on this Privacy notice).

3. How do we process data in relation with our products and services?

When you use our products and services (collectively «services»), we process personal data in order to enter into an agreement with you:

- We may advertise our services, for example through newsletters. For more information, see sec. 4 below.4

- If we **are in contact with you in view of an agreement**, we process data for example if you contact us for buying, selling, managing, administering, valuing, developing and letting property, managing neighbourhoods, taking out insurance, construction site management, providing advice and putting people in touch with each other in these areas, as well as access to our websites. This applies in particular to data that you share with us, for example your name, contact details or date of birth, information about services requested and the contact date.

- If we **enter into an agreement** with you, we process the data collected in view of the agreement (see above) and information about the conclusion of the agreement (for example the date and subject matter of the agreement).

- We also process personal data **during and after the term of the agreement**, for example information on the purchase of services, but also on payments, customer service contacts, claims, complaints, defects, returns, the termination of the agreement and – if there should ever be a dispute in

relation with the agreement – also on disputes and procedures. Without these types of data processing we would not be able to perform agreements.

If we enter into an agreement with a **company**, we process less personal data because data protection law only applies to data relating to individuals. However, we process data about individuals with whom we are in contact, for example name, contact details, professional details and information from our communication with them, and information about directors, managers etc., as part of the general information about companies we work with.

4. How do we process data in relating with marketing?

We also process personal data in order to advertise us and our services :

- **Newsletters**: We send electronic information and newsletters, which include advertising for our offers. We will ask for you for consent beforehand, except where we advertise certain offers to existing customers. ***For newsletters with performance measurement****:* In addition to your name and e-mail address, we also process information about the services you have used before, whether you open newsletters and which links you click. For this purpose, our e-mail provider offers a function that essentially works with invisible images that are loaded from a server through a coded link and thus transmits this data the server. This is a common method that helps us to assess the effect of newsletters and optimize our newsletters. You can object to this measurement through the settings of your e-mail client (for example by turning off automatic image loading).

- **Market research**: We also process data to improve performance and develop new products, such as information about your purchases, your response to newsletters, information from customer surveys or from social media, as well as from media monitoring services and public sources.

5. How do we work together within the group?

All our companies (see point 2) work as a group under the umbrella of Emeria Switzerland SA. We procure certain services from the group, for example accounting and IT services (more information on service providers can be found in sec. 6). However, the group companies support each other in other matters as well and can exchange personal data for this purpose. We may, for example, share personal data with group companies in order to invoicing services, tracking files, etc. Group companies may also use data received from other companies for their own purposes, like those explained in sec. 4. We assume that such disclosures do not conflict with any interests of confidentiality, unless you tell us otherwise. We often work with

group companies as joint controllers. In view of your rights as a data subject, please contact the central contact point mentioned in point 2.

6. How do we work with service providers?

We use various services provided by third parties, in particular IT services (examples are hosting and data analysis providers), shipping and logistics services and of banks, the post office, consultants, etc. For service providers for our website, see sec. 8 below. These service providers may also process personal data to the extent necessary. 8

7. Can we disclose data abroad?

The recipients of personal data are mostly located in Switzerland, but may also be transferred to other countries if this is necessary for the performance of your contract or if we subcontract services to a hosting provider. This applies in particular to certain service providers (especially IT service providers). These have locations both within the EU or the EEA, particularly in France and Germany. We may also transfer data to authorities and other recipients abroad if we are under a legal obligation to do so or, for example in the context of a company or asset sale or legal proceedings (see sec. 9). Not all of these countries provide an adequate level of data protection. We therefore use particular agreements in order to provide additional protection, in particular the standard contractual clauses of the European Commission, which9 are available here[1]. In certain cases, we may transfer personal data in accordance with applicable data protection regulation without such agreements, for example if you have consented to the transfer or if the transfer is necessary for the execution of the agreement, for the establishment, exercise or enforcement of legal claims or for overriding public interests.

8. How do we process data in relation with our website?

Each time our website is used, certain data is generated, for technical reasons, which is temporarily stored in log files. Key examples are the IP address of the device used, information about the internet service provider and the operating system of your device, information about the referring URL, information about the browser, the date and time of access, and the content accessed. We use this data so that our website can be used, to ensure security and stability, to optimize our website and for statistical purposes.

Our website also uses cookies, i.e. small text files that your browser stores on your device. This allows us to distinguish individual visitors, but usually without identifying them. Cookies may also contain information about pages accessed and the duration

[1] Link to https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32021D0914.

of the visit. Certain cookies («session cookies») are deleted when the browser is closed. Other cookies («persistent cookies») remain stored for a certain period of time so that we can recognize visitors when they visit us again. We may also use other technologies, for example to store data in the browser but also to recognize repeat visitors, for example pixel tags or fingerprints. Pixel tags are invisible images or program code that are loaded from a server and thus transmit certain information (similar to the newsletters mentioned in sec. 4). Fingerprints are pieces of information about the configuration of your device that make your device distinguishable from other devices4.

You can configure your browser in the settings to block certain cookies or similar technologies or to delete cookies and other stored data. You can find out more in the help pages of your browser (usually when you look for «data protection»).

These cookies and other technologies may be set by third-party companies that provide certain features to us. These may be located outside Switzerland and the EEA (see sec. 7 for more information). For example, we use analytics services to help us optimize our website. These third parties may record the use of the website and combine these records with other information they have from other websites. This allows them to collect data about user behavior across multiple websites and devices, in order to provide statistical evaluations on this basis. The providers can also use this information for their own purposes, for example for personalized advertising on their own or other websites. If a user is registered with the provider, the provider can also link the usage data that user.

- Our website uses **Google** Analytics, an analytics service provided by Google LLC (1600 Amphitheatre Parkway, Mountain View, CA, USA) and Google Ireland Ltd. (Google Building Gordon House, Barrow St, Dublin 4, Ireland). Google collects information about the behavior of users on the website and about the device used. The IP addresses of visitors are truncated in Europe before being sent onwards to the USA. Google provides us with statistical information based on the data recorded, but also uses some data for its own purposes. Information on Google Analytics privacy can be found here,[2] and if you have a Google Account, you can find more information here[3].

9. How do we process data through social media?

We operate our own social networking sites (mainly LinkedIn). If you communicate with us there or comment on or redistribute content, we collect information that we use primarily for communication with you, for marketing purposes and for statistical evaluations (see sec. 4 and 10). Please note that the platform provider will also collect and use some data (for example about user behavior), possibly together with other

[2] Link to https://support.google.com/analytics/answer/6004245.
[3] Link to https://policies.google.com/technologies/partner-sites.

data they have about a user, for example for marketing purposes or to personalize platform content. Where we are joint controllers with the provider, we enter into a agreement about which you can obtain information directly from the provider.410

10. Are there other types of processing?

Yes, because many things we do necessarily involve processing personal data, also common and unavoidable internal processes. It is not always possible to know in advance if this will occur nor the specific extent of the data processed, but below you will find information on typical (not necessarily frequent) cases:

- **Communication**: When we are in contact with you (for example when you call customer service, contact us via a digital platform or when you communicate with us on a social media platform), we process information about the content and type, time and place of the communication. We may also process information to identify you. Calls with us may be recorded and overheard. We will let you know of this at the beginning of each call. If you do not want us to record such conversations, you have the option at any time to end the conversation and contact us through other means, for example by e-mail.

- **Compliance with law**: We may process personal data and disclose data to authorities as required for our obligations or rights arising under applicable law, and to comply with internal regulations.

- **Prevention**: We process data to prevent criminal acts and other violations, for example in the context of fraud prevention or internal investigations.

- **Legal proceedings**: Where we are involved in legal proceedings (for example judicial or administrative proceedings), we process data for example about other parties to the proceedings and other persons involved, such as witnesses or respondents, and disclose data to such parties and to courts and authorities, possibly also abroad.

- **IT security**: We process data for monitoring, controlling, analyzing, testing, securing and assessing our IT infrastructure, but also for backups and data archiving.

- **Competition**: We process data about our competitors and the market in general (for example the political situation, relevant business associations, etc.). In doing so, we may process data about key persons, in particular name, contact details, role or function and public statements.

- **Transactions**: If we sell or acquire receivables, other assets, business units or companies, we process data to the extent necessary to prepare and carry out such transactions, for example information about customers or their contact persons or employees, and we may also disclose such data to buyers or sellers.

- **Other purposes**: We process data to the extent necessary for other purposes such as training and education, administration (for example contract management, accounting, enforcement and defense of claims, evaluation and improvement of internal processes, anonymous statistics and evaluations, and protection of other legitimate interests.

11. How long do we process personal data?

We process personal data as long as it is necessary for the processing purpose (in the case of agreements, usually for the duration of the agreement), as long as we have a legitimate interest in the storage (for example to enforce legal claims, for archiving and or to ensure IT security) and as long as data is subject to retention obligations (for example, a ten-year retention period applies for certain data). After expiry of these periods, we delete or anonymize your personal data.

12. What are your rights?

Subject to the conditions and restrictions of applicable data protection law, you have certain rights in order to receive a copy of your personal data or have a say about our processing of your data:

- You can request a copy of your personal data and more information about our data processing;
- you can object to our data processing;
- you can correct or complete incorrect or incomplete personal data or have us register a note of dispute;
- you may have the right to receive personal data that you have provided to us in a structured, commonly used and machine-readable format, where data processing is based on your consent or is necessary for the performance of an agreement;
- if we process data on the basis of your consent, you can withdraw your consent at any time. Withdrawing consent only affects our processing going forward, and we reserve the right to continue processing data on another basis, as permitted by applicable law.

If you wish to exercise your rights, please contact us (sec. 2). As a rule, we will have to verify your identity (for example by means of a copy of an ID document). You are also free to lodge a complaint against our processing with the competent supervisory authority, in Switzerland with the Federal Data Protection and Information Commissioner (FDPIC).

13. Appendix

When you rent a property or are looking for a property to rent

When you rent a property or are looking for a property to rent, and in particular when you send us a rental application form or have signed a lease agreement, we may collect the following personal data:

- your identification information (full name, the name of your company, identity card, passport, type of residence permit, place and date of birth, certificate of residence or establishment, legitimation card);
- your contact details (postal and e-mail address, telephone number);
- your family and personal situation (marital status, number of children, existence of a guardianship or trusteeship, number and type of vehicles, number and type of animals, name of your household insurance, your current management company, your current rent and your reason for moving);
- your financial situation (your profession, your net monthly income, your last three salary slips, an official extract from the debt enforcement office);
- your bank or postal details;
- any other information indicated on the form or provided spontaneously.

This personal data is collected in order to identify you, to communicate with you, to manage your lease agreement, to verify your right to reside in Switzerland, to guarantee your solvency and to ensure that the accommodation to be rented corresponds to your needs and to enable us to offer you the right property. It is processed on the basis of the contract concluded or to be concluded.

When you entrust us with the management of your property

When you entrust us with the management, valuation or value enhancement of your property or the development of a real estate project, we may collect the following personal data:

- your identification information (full name, the name of your company, identity card, passport, type of residence permit, place and date of birth, certificate of residence or establishment, legitimation card);
- your contact details (postal and e-mail address, telephone number);
- your bank or postal details;

- your family and personal situation (and in particular your marital status);
- information about the property (type of property, technical data about the property, joint-ownership property regulations, accounts, minutes of the general meetings of the last three years).

This personal data is collected for the purpose of identifying you, communicating with you and managing your property. It is processed on the basis of the contract concluded or to be concluded.

When you give us a brokerage mandate

When you contact us in order to give us a brokerage mandate, we may collect the following personal data:

- your identification information (full name, the name of your company, telephone number, date of birth, family record book);
- your family and personal situation (marital status, marital regime);
- information about the property that is the subject of the brokerage mandate (sales price, deposit, mortgage lender, loan amount, mortgage notes, easements, sales notice, joint-ownership property regulations, minutes of the general meetings of the last three years).

This personal data is collected in order to identify you and to present buyers to you who may be interested in your property. It is processed on the basis of the contract concluded or to be concluded.

When you contact us to purchase a property

When you contact us to purchase a property, we may collect the following personal data:

- your identification information (full name, the name of your company, origins, date of birth, family record book);
- your family and personal situation (marital status, marital regime);
- information about the property to be purchased (price category, potential location of the property, purchase criteria, etc.).

This personal data is collected in order to identify you and to offer you a property that corresponds to your expectations. It is processed on the basis of the contract concluded or to be concluded.

When you contact us to entrust us with neighborhood management or to benefit from a service for individuals

When you contact us to entrust us with neighborhood management or to benefit from a service for individuals, we may collect the following personal data:

- your identification information (full name, the name of your company, identity card, passport, type of residence permit, place and date of birth, certificate of residence or establishment, legitimation card);
- your contact details (postal and e-mail address, telephone number);
- your bank or postal details;
- your family and personal situation (and in particular your marital status);
- information about the neighborhood (maps of the neighborhood and the properties);
- energy consumption of the properties;
- information needed to deliver services for individuals (personal preferences, absences).

This personal data is collected in order to identify you, to communicate with you, to manage your neighborhood or to offer you services for individuals. It is processed on the basis of the contract concluded or to be concluded.

When you contact us to carry out work

When you contact us to carry out work, we may collect the following personal data:

- your identification information (full name, the name of your company, identity card, passport, type of residence permit, place and date of birth, certificate of residence or establishment, legitimation card);
- your contact details (postal and e-mail address, telephone number);
- your bank or postal details;
- your family and personal situation (and in particular your marital status);
- information about the property (type of property, joint-ownership property regulations, plans, etc.).

This personal data is collected in order to identify you, to communicate with you, and to offer you work that corresponds to your expectations. It is processed on the basis of the contract concluded or to be concluded.

When you contact us to take out insurance

When you contact us to take out insurance, we may collect the following personal data:

- your identification information (full name, the name of your company, identity card, passport, type of residence permit, place and date of birth, certificate of residence or establishment, legitimation card, age, gender);
- your contact details (postal and e-mail address, telephone number);
- your bank or postal details;
- your family and personal situation (and in particular your marital status);
- data relating to the insurance offer such as, for example: insured risks, insurance models and coverage, contractual duration;
- for mortgage financing, your financial situation (income, financial capacity, equity, debt, etc.);
- for building insurance, information about the property (category of property, purchase price, year of construction, surface area, plans, joint-ownership property regulations, etc.);
- for motor vehicle insurance, information such as the vehicle registration number, data about your vehicle, mileage, vehicle financing and vehicle owner and driver data;
- for property insurance, information such as the make and model, sum insured, value and age of the insured object;
- for household insurance, information such as the composition of the accommodation, number of rooms, value of household furniture, number of persons in the household;
- for liability insurance, information such as the living and housing conditions, number of people in the household;
- for life insurance, data on your family and financial situation, e.g. number of people in the household, data on potential beneficiaries and other parties to the contract.

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Place Benjamin-Constant 2
CH-1003 Lausanne

This personal data is collected in order to identify you, to communicate with you, and to offer you insurance that corresponds to your expectations. It is processed on the basis of the contract concluded or to be concluded.