



**swisscom**

# Privacy Statement for Use of the Certification Service of Swisscom



### General

Privacy is a matter of trust, and your trust is important to us. Handling personal data in a responsible and legally compliant manner is a top priority for Swisscom (Schweiz) AG, Alte Tiefenastrasse 6, Worblaufen, Switzerland, company number CHE-101.654.423 ("we", "us" or "Swisscom"). This Privacy Statement ("Statement") describes how we process your personal data.

### Applicability

This Statement applies to the processing of personal data in connection with the provision of the Swisscom Certification Service with advanced and qualified certificates for advanced and qualified electronic signatures ("Certification Service"). In addition to this Statement, the Terms and Conditions of Use for the Use of the Certification Service ("Terms and Conditions of Use") shall apply.

### Categories of personal data

In connection with your use of our Certification Service, we process various categories of personal data concerning you as the identified person participating in the signature process. This is data such as:

- identification document data,
- mobile phone number,
- if necessary, further data from the registration process (e.g. your bank details when identifying your bank)
- technical information (e.g. IP address).

Further information regarding the categories of personal data processed by us can be found in section 1 of the comprehensive Statement set forth below.

Generally, there is no legal or contractual obligation to disclose personal data. However, we will have to collect and process personal data which is necessary for the initiation and processing of the Certification Service. Otherwise you will not be able to use our Certification Service.

### Purposes of processing

We process your personal data for purposes such as:

- provision of the Certification Service and
- compliance with the applicable legal requirements in connection with the Certification Service.

Further details regarding the processing purposes can be found in section 2 of the comprehensive Statement set forth below.

### Legal basis for processing

The processing of personal data requires a legal basis. The processing of your personal data generally relies on one or more of the following legal bases: The processing is necessary for

- (a) performing a contract with you or processing your request for a contract,
- (b) complying with a legal obligation or
- (c) safeguarding an overriding legitimate interest.

Further details regarding the legal bases for our processing can be found in section 3 of the comprehensive Statement set forth below.

### Categories of recipients and cross-border processing

We can make your data available to the following recipients subject to compliance with applicable legal requirements:

- supervisory authorities, certification authorities, accredited conformity assessment bodies
- service providers and
- the business partner who made our Certification Service available to you.
- People who consult the directory service

Further details regarding the transfer of personal data to third parties can be found in section 4 of the comprehensive Statement set forth below.

#### Storage period and data erasure

Your personal data is stored at least until the purpose for processing has been achieved and is thereafter erased or anonymised. Further information regarding the storage period and the erasure of data can be found in section 5 of the comprehensive Statement set forth below.

#### Your rights

You have a number of rights in relation to the processing of your personal data subject to the conditions under applicable law, such as, for example, the rights to access, rectification or erasure. Further information regarding your rights can be found in section 6 of the comprehensive Statement set forth below.

#### Amendments

This Statement is not part of the Terms and Condition of Use. We reserve the right to amend and supplement all constituent parts of this Statement at any time and at our absolute discretion. We shall give you adequate notice of these changes in accordance with applicable law.

#### Contact

If you have any questions or concerns, you can contact us as follows:

- By using the contact form:  
<https://www.swisscom.ch/de/business/enterprise/formulare/kontakt.html>
- By telephone: 0800 724 724 or from outside Switzerland: +800 724 724 24
- By post: Swisscom (Schweiz) AG, Contact Centre, 3050 Bern, Switzerland

**Please reference the keyword "All-in Signing Service" in all cases.**

You can contact the data protection officer of Swisscom AG and Swisscom (Schweiz) AG as follows:

- By email: [datenschutz@swisscom.com](mailto:datenschutz@swisscom.com)
- By post: Swisscom (Schweiz) AG, Dr. Nicolas Passadelis, LL.M., Data Protection Officer Swisscom AG and Swisscom (Schweiz) AG, P.O. Box, 3050 Bern

## COMPREHENSIVE STATEMENT

### 1 Categories of personal data

We process the following personal data concerning you:

- A copy of the relevant pages of the official photo identity document submitted by you or identification data from the chip of your official photo identity document with the information contained therein (in particular, gender, first names, last name, date of birth, valid date of identity card, nationality)
- Mobile phone number or other personal authentication means
- Other information and documents provided by you in the identity verification process (such as residential address, email address, bank account number, credit quality information, Commercial Register extracts, powers of attorney or other documentary evidence concerning specific attributes)
- Informal name for simplification purposes (e.g. first name)
- Two-digit ISO 3166 country code
- Registration authority responsible for verification of identity
- Time of issuance of certificate
- Log files for the signing process (specifically includes business partner number, process number, process-related data)
- Hash value of the signed document
- Information which you have provided to us in enquiries

If the identity verification process is conducted by video chat (also via autoident), the following additional data is captured and stored:

- Photograph of you from the video chat and a biometric calculation of that ("3D-Facemap")
- Photographs of the photo identity document submitted by you
- Audio recording of the video chat
- Technical information (e.g. IP address) of the end device used by you

### 2 Purposes of processing

We process your personal data for the following purposes:

- Provision of the Certification Service: This includes in particular the creation of advanced and qualified digital certificates as well as the handling of the signing process and operation of our technical infrastructure in connection with the Certification Service, including the assessment and verification towards third parties of the authenticity of a certificate or a signature.
- Support services: This includes in particular responding to questions and concerns, technical support and the provision of general customer service.
- Compliance with the applicable legal requirements in connection with the Certification Service: As a provider of certification services, we are legally obligated to process certain of your personal data when performing the Certification Service, in particular pursuant to the Swiss Federal Act concerning certification services in the area of electronic signature and other applications of digital certificates ("ZertES").

### 3 Legal basis

In processing your personal data, Swisscom relies on the following legal bases.

Processing purpose	Data categories	Legal basis for processing
Provision of the Certification Service	All abovementioned data categories	<ul style="list-style-type: none"> <li>• Performance of contract</li> </ul>
Support services	Information which you have provided to us in enquiries	<ul style="list-style-type: none"> <li>• Performance of contract</li> <li>• Overriding legitimate interest in ensuring customer satisfaction and remaining competitive</li> </ul>
Compliance with the applicable legal requirements in connection with the Certification Service	All abovementioned data categories	<ul style="list-style-type: none"> <li>• Compliance with a legal obligation (Swiss Electronic Signature Act, ZertES)</li> </ul>

### 4 Categories of data recipients and cross-border processing

#### 4.1 Categories of data recipients

Third parties in the context of compliance with legal obligations: We may transfer your personal data to third parties if this appears necessary or reasonable to comply with, or verify compliance with, applicable laws and regulations and to answer enquiries from competent authorities. This particularly concerns state-accredited conformity assessment bodies and the accreditation agency for certification services (KPMG AG) for auditing compliance of the Certification Service.

External registration authorities: We may submit your personal data to external registration authorities commissioned by Swisscom (Switzerland) Ltd. if they take over registration tasks as data processors of Swisscom (Switzerland) Ltd., i.e. identify you and register your authentication method used for the signature and transmit it to Swisscom. In the context of the order processing, they are contractually bound to compliance with the data protection obligations in accordance with the Swiss Data Protection Law.

Service providers (within and outside the Swisscom Group): We use service providers to provide the Certification Service. We currently are under contract with the company Intarsys AG, Kriegsstrasse 100 in 76133 Karlsruhe (Germany) and the company Cryptomathic A/S in Aarhus (Danmark) or Cryptomathic GmbH in Munich (Germany) as service provider, which in rare instances may view your certificate's data during troubleshooting.

Business partner who made our Certification Service available to you: In the course of performing the Certification Service some of your personal data will be transferred to the business partner who made the Certification Service available to you. Our legal relationship with this business partner is governed by a separate agreement.

#### 4.2 Cross-border processing

We only transfer your personal data to recipients within the European Economic Area and Switzerland. The EU Commission acknowledged in a decision that Switzerland offers an adequate level of data protection.

### 5 Storage period and data erasure

We store and process your personal data for as long as it is required for the purpose for which it was collected or is legally required or permitted. In any event we store your data described in section 1 for as long as you use the Certification Service. We are further obligated to retain various data concerning the identity verification process, the digital certificate and the signing process. In the case of advanced certificates this

retention period, which derives from the certificate policies and internationally accepted technical standards, is a maximum of 16 years, and in the case of qualified certificates the retention period, which derives from ZertES, is a maximum of 20 years from the completion of your identity verification process. We will retain those of your personal data which might be required for defending us against any damages claims for 10 years from the completion of your identity verification process. Thereafter your personal data will be erased from our systems or anonymised so that you can no longer be identified.

## 6 Your rights

Based on privacy law, you have the following rights in relation to your personal data:

### 6.1 Access

You have the right to receive confirmation from us as to whether we are processing personal data concerning you and, if so, to request access to your personal data. This includes, in particular, information about the purpose of the processing, the categories of personal data and the recipients or categories of recipients to whom the personal data has been or is being made available.

### 6.2 Rectification

You have the right to have your personal data processed by us rectified and/or completed.

### 6.3 Erasure

You have the right to have your personal data erased, to the extent we are not required based on applicable laws and regulations to store your personal data, if:

- the personal data is no longer necessary for the purposes pursued;
- you have validly objected to the processing (see below in this regard) or
- it has been unlawfully processed.

### 6.4 Restriction of processing

You may ask us to restrict the processing in the following cases:

- If you dispute the accuracy of the data, for the duration of our examination and subsequent rectification or refusal to rectify.
- If in the case of unlawful processing, you refuse erasure and wish instead to have the processing restricted.
- If after the purpose has been achieved, you request that the data not be erased but instead be continued to be retained for the purpose of asserting legal rights.

The affected personal data shall be kept separately or marked for the duration of the restriction. Aside from storage, any further processing of this personal data shall only occur with your consent or for the purpose of asserting, exercising or defending legal claims or to protect the rights of another natural person or legal entity.

### 6.5 Data portability

Subject to certain conditions you have the right to receive the personal data provided by you in a structured, commonly used and machine-readable format. You are entitled to have this personal data transferred, unimpeded, to another company to the extent this is technically possible.

### 6.6 Right to object

**You have the right, for reasons concerning your particular situation, to object at any time to our processing of your personal data and we can be requested to stop processing your personal data. If you have a right to object and exercise it, we will no longer process your personal data for such purposes.**

A right to object does not exist in particular if we have compelling legitimate grounds for the processing which outweigh your interests, rights and freedoms, or if the processing is for the purpose of asserting, exercising or defending legal claims or is necessary for concluding and performing a contract.

#### 6.7 Contact points

You may assert your rights in connection with the processing of your personal data at the following contact points:

- By using the contact form:  
<https://www.swisscom.ch/de/business/enterprise/formulare/kontakt.html>
- By telephone: 0800 724 724 or from outside Switzerland: +800 724 724 24
- By post: Swisscom (Schweiz) AG, Contact Centre, 3050 Bern, Switzerland

You can contact the data protection officer of Swisscom AG and Swisscom (Schweiz) AG as follows:

- By email: [datenschutz@swisscom.com](mailto:datenschutz@swisscom.com)
- By post: Swisscom (Schweiz) AG, Dr. Nicolas Passadelis, LL.M., Data Protection Officer Swisscom AG and Swisscom (Schweiz) AG, P.O. Box, 3050 Bern

**Please reference the keyword "All-in Signing Service" in all cases.**

You also have the right to file a complaint with the competent supervisory authority, in particular in the EU/EEA member state of your usual place of residence or the location of the alleged breach, if you believe that the processing of your personal data violates applicable data privacy law.