



As a leading provider of trust services in Europe, we facilitate the most innovative, digital business models.

General  
Privacy Statement  
Swisscom Trust Services

**Swisscom Trust Services**

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## 2 General

Privacy is a matter of trust, and your trust is important to us. The responsible and legally compliant handling of personal data is of major concern to us at Swisscom Trust Services AG, Hardturmstr.3, 8005 Zurich, Switzerland ("we", "us" or "STS"). This General Privacy Statement ("Statement") describes how we process your personal data (in relation to the requirements from the Federal Act on Data Protection (FADP) and the EU General Data Protection Regulation (GDPR)). In addition, there may be further privacy policies for specific applications, e.g. the use of our websites.

## 3 Applicability

This Statement applies to the processing of personal data in connection with the provision of services from the STS catalogue of services. STS distributes services related to the remote signature service offered as a certification and trust service by Swisscom (Switzerland) Ltd and Swisscom IT Services Finance S.E. This also includes support and consultancy services and project activities.

## 4 Categories of personal data

We connect various data in connection with the use of the services, processing of information requests and expressions of interest, assignment of roles in relation to Swisscom's trust services, as well as job applications and personnel management:

- Contact and information data
- Applicant data
- Financial data
- Contract data
- Data related to registration and signature for a trust service
- Data on website usage

## 5 Purposes of processing

We process your personal data for purposes such as:

- Performance of a contract, i.e. in particular
  - initiation of a contract, negotiation of a contract,
  - information, webinars and dialogue in the context of product management,
  - invoicing and contract drafting, signing, amendment and delivery, as well as
  - handling claims.
- Marketing: We receive your request for a newsletter or for registration for one of our webinars and training sessions and provide you with up-to-date information about our services.

Further details regarding the purposes of processing can be found in Section 2 of the Comprehensive Privacy Statement below.

## 6 Legal basis for processing

The processing of personal data requires a legal basis. Processing of your personal data is generally performed in accordance with one or more of the following legal bases: Processing is necessary for

- (a) performing a contract with you or processing your request to enter a contract (Art. 6 (1) (b) GDPR; "performance of contract"), resp. Art. 13 Par. 2 FADP
- (b) compliance with a legal obligation (Art. 6 (1) (c) GDPR; "legal obligation"), resp. Art. 13 Par. 2 FADP or
- (c) safeguarding an overriding legitimate interest (Art. 6 (1) (f) GDPR; "overriding legitimate interest"), resp. Art. 13 Par. 2 FADP

Further details regarding the legal bases for our processing can be found in section 3 of the Comprehensive Privacy Statement below.

## 7 Categories of recipients and cross-border processing

We may make your data available to the following recipients in compliance with the applicable legal requirements:



- Swisscom trust services that provide you with their services
- Service providers that assist us (e.g. service providers of the Swisscom Group) and
- Business partners (resellers) who enter into the commercial service agreement with you as a service recipient.

Further details regarding the disclosure of personal data to third parties can be found in Section 4 of the Comprehensive Privacy Statement set forth below.

## 8 Storage period and erasure of data

Your personal data are stored at least until the purpose for processing them has been achieved; thereafter, they are erased or anonymised. Further information regarding the storage period and the erasure of data can be found in Section 5 of the Comprehensive Privacy Statement below.

## 9 Your rights

You have several rights in relation to the processing of your personal data, subject to the conditions set out in applicable law, such as rights of access and the rights to rectification or erasure, unless there is a legal retention obligation. Further information concerning your rights can be found in Section 6 of the Comprehensive Privacy Statement below.

## 10 Amendments

We reserve the right to adapt this declaration at any time. The version published on our Internet pages shall apply. We shall give you appropriate notice of these changes in accordance with applicable law. For this purpose, we use our website <https://trustservices.swisscom.com/en/service-status> which you can also subscribe to e.g. via RSS.

## 11 Contact

If you have any questions or concerns regarding data protection, please contact us as follows:

- by telephone: +41 (0) 800 724 724, menu selection "Data Services", keyword "Signing Service/ PRO Number: 005038814" or from Austria: +43 720 82 89 89
- by post: Swisscom Trust Services AG, Data Protection, Hardturmstr. 3, 8005 Zürich, Switzerland
- by email: [msc.support@swisscom.com](mailto:msc.support@swisscom.com)

You can contact the Group Data Protection Officer of Swisscom AG as follows:

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

**In all cases, please quote the keyword "Swisscom Trust Services."**



# COMPREHENSIVE PRIVACY STATEMENT

## 1 Categories of personal data

### 1.1 In your role as an applicant, contract customer or supplier

We process the following personal and sensitive data concerning you as an employee of our customer, supplier or applicant, which you have provided to us in the course of expressing an interest, concluding a contract or placing an order:

- Surname and first name, title,
- Mobile phone number,
- Telephone number,
- E-mail address
- Name of the company
- Business address
- Internet address
- Contact history
- Appointment dates
- Data concerning goods or services purchased or supplied
- Information about your role in the company
- Use of our website

In addition, data may be added, which – in the case of a sole proprietorship – may be personal:

- Bank details
- VAT identification number
- Report data from a financial information services company (e.g. sales revenue data)

### 1.2 In your role as an applicant for a position within our company

When you submit an application to us, we process the following data concerning you:

- Surname and first name, title
- Mobile phone number,
- Telephone number,
- E-mail address
- CV
- School/professional qualifications, studies
- References from previous positions
- As well as other documents that you provide to us in your application letter.

## 2 Purposes of processing

We process your personal data for the following purposes:

- Your consent: Exchange of information e.g. in response to requests on the website or by email.
- Contract initiation and processes: Dialogue regarding the contents of an intended contract, discussion and conclusion of a contract. Your data are stored in our contract database and in the archive, and all billing data are kept in the billing system.
- Performance of a legal obligation:  
Furthermore, legal obligations arise in connection with processing activities in the context of the Business Records Ordinance [German acronym: GeBüV], tax law, accounting/claims law and auditing, or in general audits on legal compliance.
- Safeguarding your legitimate interests in connection with the performance of the contract and the trust service provided to you: If you have instructed us to sell you a service provided by Swisscom (Switzerland) Ltd or Swisscom IT Services Finance S.E., we will transfer your data to the support staff of both companies in order to safeguard your legitimate interest in the uninterrupted provision of the service. They will contact you in special



support cases or alert you regarding incidents in connection with the provision of the service or, for example, to coordinate audits so that we can continue to provide the service and comply with the relevant legal requirements. For this purpose, we will refer to the contact persons designated by you, who are recorded in our contract database for support cases.

We will bill you for the services you have purchased, and we will keep the data required for this purpose in our billing system and contract database.

In addition, Product Management will contact the contact persons referenced above to communicate news and changes to the range of products and services or to communicate necessary changes, e.g. to the terms of use, contract relationships, technical interfaces or other changes.

- Safeguarding your legitimate interests in connection with your interest in a position with our company: We receive your application as a prospective candidate for a vacant position, and if we are interested we will examine and store it in order to process the application further and for our internal review purposes.
- Safeguarding your legitimate interests as a supplier: We store your contact and billing data as a supplier of services and products to Swisscom Trust Services AG, so that we can contact you in a targeted manner for your services and support activities or to ensure that your invoice is paid. For this purpose, we store your data in our billing and contract systems.

### 3 Legal basis

STS relies on the following legal bases when processing your personal data.

Purpose of processing	Data categories	Legal basis for processing
Response to expressions of interest, information requests, initiation of contracts	See 1.1	<ul style="list-style-type: none"> <li>• Overriding legitimate interest in obtaining information</li> <li>• Initiation of a contract</li> <li>• Overriding legitimate interest in ensuring customer satisfaction and remaining competitive</li> </ul>
Marketing purposes, newsletters	Surname/first name, e-mail address, business address, organisation, telephone number	<ul style="list-style-type: none"> <li>• Consent</li> <li>• Overriding legitimate interest in obtaining information</li> </ul>
Customer Agreement / Reseller Agreement, Supplier Agreement	See 1.1	<ul style="list-style-type: none"> <li>• Initiation and performance of a contract</li> <li>• Overriding legitimate interest in optimising your receipt of services and billing</li> <li>• Fulfilment of our legal obligation to keep accounting records and archive all business documents and correspondence</li> </ul>
Billing	See 1.1	<ul style="list-style-type: none"> <li>• Performance of a contract</li> <li>• Overriding legitimate interest in providing details of the scope of the services and the costs to you</li> <li>• Fulfilment of the legal obligation to pay taxes and duties and to keep accounts</li> </ul>
Contract processing: Transfer of the contract data to Swisscom (Switzerland) Ltd and Swisscom IT Services Finance S.E.	See 1.1	<ul style="list-style-type: none"> <li>• Performance of a contract</li> <li>• Overriding legitimate interest in achieving customer satisfaction and ensuring the necessary legal requirements of both service providers with regard to audits and direct communication with you</li> </ul>
Handling job applications	See 1.2	<ul style="list-style-type: none"> <li>• Overriding legitimate interest in finding the optimal candidate for the position</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 to be necessary or reasonable in order to comply with, or verify compliance with, applicable laws and regulations and to answer enquiries from competent authorities. This applies in particular to legal claims, tax law, data protection law and the Business Records Ordinance (GeBüV).

Service providers (within and outside the Swisscom Group): We use service providers to provide the trust service, such as in particular the certification service of Swisscom (Switzerland) Ltd, Alte Tiefenaustrasse 6, CH-3050 Bern, which operates the IT systems in order to provide its own trust service, and the trust service of Swisscom IT Services Finance S.E. in Vienna, Austria. In addition, Swisscom (Switzerland) Ltd also operates the IT systems for storing customer and billing data and performs invoicing with its staff on our behalf. The 1st and 2nd level support is also provided by Swisscom (Switzerland) Ltd, so that it regularly refers to the technical contact details for the contracts. Swisscom (Switzerland) Ltd also handles personnel management of our employees and processes employee and applicant data on its systems.

The business partner who provided our Trust Service to you: In the course of performing the Trust Service some of your personal data will be transferred to the business partner who provided the Trust Service to you. Our legal relationship with that business partner is governed by a separate agreement based on the Reseller GTCs.

### 4.2 Cross-border processing in countries outside the EEA (third countries)

We only transfer your personal data to recipients within the European Economic Area and Switzerland. In the case of the GDPR the EU Commission has acknowledged in a resolution that Switzerland provides an adequate level of data protection.

As part of marketing and newsletter management as well as CRM, we use tools from service providers that are based in the USA or in other countries in which the applicable data protection laws provide a lower level of protection than in Switzerland. In this case, we ensure adequate protection in accordance with the laws applicable in Switzerland and – if applicable – under the GDPR by, for example, concluding so-called EU Standard Contractual Clauses with the recipients and by carrying out appropriate Transfer Impact Assessments. The EU Standard Contractual Clauses are a series of contractual clauses introduced by the European Commission to provide adequate protection for personal data in cross-border transfers.

## 5 Storage period and erasure of data

We will store and process your personal data for as long as this is required for the purpose for which they were collected or for as long as this is legally required or permitted.

Data relating to the processing activities which come under customer, candidate and supplier management are reviewed every two years to determine whether further storage is necessary. If there is no need, the data will be erased. This does not apply to data that must be classified as data relevant to accounting purposes, as business documentation within the meaning of the GeBüV legislation in Switzerland. These are subject to the statutory retention obligations.

## 6 Your rights

Based on the GDPR resp. FADP, you have the following rights in relation to your personal data:

### 6.1 Right of access

You have the right to obtain from us, free of charge, confirmation as to whether we are processing your personal data and, if so, to request information about the processing of your personal data. This information includes, in particular, details regarding the purpose of the processing, the categories of personal data and the recipients or categories of recipients to whom the personal data have been or are being disclosed.

### 6.2 Right to rectification

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

### 6.3 Right to erasure

To the extent that we are not required by applicable laws and regulations to store your personal data, you have the right to have your personal data erased if:

- your personal data are no longer required for the purposes pursued;
- you have validly objected to the processing (see below in this regard) or



- your personal data have been processed unlawfully.

#### 6.4 Right to restrict processing

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

- If you contest the accuracy of the data, for the duration of our examination of the data 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 that they continue to be retained for the purpose of asserting legal rights.

The personal data concerned will be segregated or marked accordingly for the duration of the restriction. Aside from storage, any further processing of these personal data shall only be done 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 Right to 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 these personal data transferred, without hindrance, to another company to the extent this is technically possible.

#### 6.6 Right to object

You have the right, for reasons relating to your particular situation, to object at any time to our processing of your personal data, and you may request that we stop processing your personal data. If you have a right to object and you exercise that right, 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 List of contacts

You may assert your rights in connection with the processing of your personal data by contacting the following:

- by post: Swisscom Trust Services AG, Data Protection, Hardturmstr. 3, 8005 Zürich, Switzerland
- by email: [msc.support@swisscom.com](mailto:msc.support@swisscom.com)

You may contact the Data Protection Officer of Swisscom Ltd (Group) and Swisscom (Switzerland) Ltd as follows:

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

**In all cases, please quote the keyword “Swisscom Trust Services.”**

If you believe that the processing of your personal data infringes the GDPR, you also have the right to file a complaint with the competent supervisory authority, in particular in the Member State of your usual place of residence or the location of the suspected infringement.

In Switzerland, the FDPIC (Federal Data Protection and Information Commissioner) takes over the respective investigation of a suspected breach.