

# DATA PROTECTION DECLARATION

In this data protection declaration we describe Noble Wings Sagl (hereinafter referred to as we/ Noble), how we collect and process personal data. This data protection declaration does not constitute an exhaustive description and, if necessary, other declarations concerning data protection regulate specific cases. For the purposes of this data protection declaration, personal data means all the information that relates to a specific or determinable person.

It is important to us to protect your data and to safeguard your privacy. We handle your data in a respectful and careful manner and with a high level of security.

We collect and use your personal data exclusively in accordance with the legal provisions in force and more specifically in accordance with the new Swiss Data Protection Act (nLPD) and the corresponding ordinance (OLPD) as well as, insofar as applicable, the European Data Protection Regulation (GDPR).

## 1. Responsible body and contact

Noble Wings Sagl is responsible for the data processing described herein, unless otherwise indicated in the specific case. Enquiries concerning data protection can be sent to us by letter or e-mail, enclosing a copy of your identity card or passport for identification purposes: our address is: Via Serafino Balestra, 18, Lugano, 6900 - Switzerland [info@noble-wings.com](mailto:info@noble-wings.com).

## 2. Acquisition and processing of personal data

Our processing of personal data concerns, in particular, the following categories

- data of customers, to whom we provide or have provided services (personal data, names, addresses);
- contact data (email address, telephone number);
- personal data, which we have received indirectly from our customers as part of a service provision;
- data obtained from viewing our website;
- data obtained from our newsletter;
- data obtained by attending one of our events;
- in the context of other contractual relationships, e.g. as a service provider or consultant;
- data received in connection with applications;
- data that we are obliged to process for legal or administrative reasons;
- where we protect our duty of care or other legitimate interests, e.g. to avoid conflicts of interest, money laundering or other risks or to ensure the accuracy of the data, verify creditworthiness, protect security or exercise our rights;

- payment data (bank details, payment history);

Interested in our data processing are users of online offers and purchasers of our services (hereinafter referred to as 'Users').

### **3. How we use your personal data**

We process your personal data for the following purposes:

- Presentation and optimisation of the website content;
- At your request, for contacting you and/or periodic communication of our activities and offers (newsletter);
- Presentation and provision of services to customers
- Marketing;
- Applications;
- Execution of contractual services;
- Web analysis;
- Needs analysis aimed at direct contact and customer acquisition;
- Market research and opinion surveys;

### **4. Forwarding of your personal data**

In cases where we disclose and pass on your personal data to other companies or otherwise grant them access to your data, this is done on the basis of our legitimate interests and for the purpose of administrative simplification.

We disclose your personal data to the following categories of recipients:

- Group companies;
- Business partners;
- IT service providers;
- Companies commissioned to carry out credit checks;
- Subcontractors;
- Service companies;
- Market research companies;
- Authorities, official bodies or courts, domestic or foreign;

These disclosures are made in full compliance with the legal regulations concerning the transfer of personal data to third parties.

If we use data processors for the performance of our services, we implement the necessary technical and organisational measures to protect your privacy in accordance with the applicable data protection provisions.

## 5. Use of our website

In order to use our website, you do not have to disclose any personal data; however, when you call up the site, the server collects a whole range of information about you, which is saved temporarily in the server's logfiles.

The use of this generic information does not imply any attribution to a specific person. The acquisition of such information or data is necessary for technical reasons, in order to be able to display our site and to ensure its stability and security. This information is collected to improve the site and to analyse its use.

More specifically, it consists of the following information

- IP address of the computer from which the request originates;
- Date and time of access/visit;
- Name and URL of the data consulted,
- Operating system of your computer and browser used;
- Country from which you are accessing our website;
- Name of the internet access provider;
- Content of the request (specific page);
- Access status / http status code;
- Amount of data transferred;
- Last web page visited;
- Browser settings;
- Browser language and version;
- Browser plug-in activated;

All the above-mentioned personal data are processed on the following legal bases:

- Protection of legitimate interests e.g. for administrative purposes, to improve our qualities, to analyse data or to make our services known;
- Consent e.g. for the use of cookies and the newsletter;

Data is deleted as soon as it ceases to be necessary for the purpose for which it was collected. Data collected to enable you to view the website are deleted at the end of each session.

## 6. **Using the newsletter**

Should a newsletter be included on our website, you can subscribe to it, in which you will find information about our company and our offers and promotions.

When subscribing to the newsletter, you must provide the following data:

- Full name;
- Email address;

This data is saved after your subscription. The legal basis for the processing of your data in connection with the newsletter is your consent to the sending of the newsletter. This consent can be revoked at any time by unsubscribing from the newsletter.

## 7. **Profiling and automated decision-making**

We subject your personal data to automated processing in order to evaluate certain personal aspects (profiling). We use profiling in particular to be able to provide you with targeted information and advice on our services.

For this purpose, we use assessment tools that enable us to adopt needs-based communication and advertising strategies, which also include market research and opinion polls.

As a matter of principle, we do not use any automated decision-making processes for the establishment and execution of business relationships or for other purposes. In individual cases where we do have to use such a process, we will, to the extent required by law, inform you specifically about this and explain your related rights.

## 8. **Applications**

You can send us your application for a job in our company by letter or the e-mail address given on our website. The documents and all personal data communicated to us with your application are treated confidentially and only for the purpose of processing your application for possible employment with us.

In the absence of your objection, at the end of the application procedure, your file will be returned to you or deleted/destroyed if there is no legal obligation to keep it. The legal bases for processing your data are your consent, the execution of a contract and our legitimate interests.

It is also possible that we process this data for statistical purposes, in which case the data cannot be attributed to individual persons.

We process the following information in particular:

- Contact information (e.g. first name, last name, address, telephone number, email);
- Application documents (e.g. motivation letter, certificates, diplomas, CV);
- Evaluation information (e.g. evaluations by personnel consultant, references).

In the event of employment, data will be stored in accordance with legal regulations for the purpose of the execution of the employment relationship.

If the application process is not followed by recruitment, the data are in principle processed until a decision is made on the person to be recruited. After that, the data will be deleted immediately once six months have elapsed since the notification of the negative outcome of the application or the return of the application documents to the candidate. Your data may only be saved in a list of candidates with your explicit consent.

Notwithstanding the above, you have the possibility to object to the processing of your data and to demand the deletion of your electronic data at any time. To do so, please write to the following e-mail address or to the address stated in the job advertisement.

## **9. Participation in events**

If you take part in an event organised by us, we collect the personal data required to organise and carry out the event and, if necessary, to provide you with additional information afterwards. We also use your information to inform you about further events. It may happen that during such events, you are photographed or filmed and that the images are then published by us internally or externally.

More specifically, this involves the following information

- contact information (e.g. name, surname, address, telephone number, e-mail)
- personal information (e.g. profession, function, title)
- pictures or videos
- payment information (e.g. banking relationship).

We process this personal data for the purposes described, based on the following legal grounds

- fulfilment of a contractual obligation with or on behalf of the data subject, including pre-contractual negotiations and possible fulfilment (possibility of participation in the event);
- protection of legitimate interests (e.g. organisation of events, dissemination of information about our event, provision of products and services, efficient organisation)
- consent (e.g. to send you marketing information or create illustrative material).

## **10. Direct communication and visits**

If you make contact with us (by telephone, email or chat) or we contact you, we process your necessary personal data, depending on the purpose.

To organise telephone conferences, online meetings and/or video conferences, we use the 'Zoom' or 'Microsoft Teams' service.

In particular, we process the following information

- contact information (e.g. first name, last name, address, telephone number, e-mail);

- marginal communication information (e.g. IP address, duration and channel of communication);
- recording of conversations, e.g. within the framework of video conferences;
- other information, which the user uploads, makes available or creates during the use of the videoconferencing service, as well as metadata used for the maintenance of the service set up, as well as additional information on the processing of personal data by "Zoom" or Microsoft Teams can be found in their data protection notices;
- time and date of the visit.

We process this personal data for the purposes described, based on the following legal grounds

- fulfilment of a contractual obligation with or on behalf of the data subject, including pre-contractual negotiations and possible implementation (provision of services);
- protection of legitimate interests (e.g. security, traceability, as well as care and administration of customer relations).

## 11. **Tracking technologies**

We use cookies on our site. These are small files that your browser automatically creates and saves on your terminal device (laptop, tablet, smartphone, etc.) when you visit our site.

Information from the specific terminal device used is stored in the cookie. However, this does not mean that we immediately learn your identity. The use of cookies serves on the one hand to make the use of our offer more pleasant for you. For example, we use so-called session cookies to find out whether you have already visited certain pages of our website. When you leave our page, such cookies are automatically deleted.

In addition, in order to optimise user-friendliness, we also use temporary cookies, which are saved on your terminal device for a defined period of time. If you then visit our page again to use our services, the system automatically recognises that you have already visited us, what data you have entered and what settings you have activated, so that you do not have to enter/activate them again. We use cookies to statistically record the use of our website and to analyse our offer in order to optimise it for you.

When you revisit our page, these cookies automatically let us know that you have already been to us. These cookies are deleted automatically after a preset time.

The data processed by cookies is necessary for the purposes mentioned. Most cookies are automatically accepted by browsers. However, you can configure your browser so that no cookies are saved on your computer or so that a warning appears before a new cookie is placed. However, complete deactivation of cookies may prevent you from using all the functions of our site.

## **12. Types of cookies that the site may use to improve functionality and performance**

### **Temporary cookies**

Temporary cookies, which are automatically deleted when you log out of your account or close your browser. These include in particular session cookies. These cookies store a so-called "session ID", through which various requests from your browser can be associated with your web session. In this way your computer can be recognised when you return to the website.

### **Persistent/permanent cookies**

Persistent cookies, which are stored on your computer for a longer period than a single visit. This way on your next visit the system will automatically recognise that you have already been to the site and remember the data you have entered and your preferred settings. These cookies are saved on your hard disk and are automatically deleted after a defined period. Thanks to these files, it is possible, for example, that certain information specifically tailored to your interests is displayed on the website.

### **Non-Personal Cookies**

Non-personal cookies are cookies that do not transmit personal data to us. For example, statistical cookies. These cookies collect and send us information in an anonymous form to help us understand how visitors interact with the website.

### **Preference cookies**

Preference cookies allow a website to store information that affects the behaviour or appearance of that website, such as your preferred language or the region in which you are located.

### **Security cookies**

Security cookies to detect and prevent security risks. For example, we may use these cookies to store information about your web session. This way we can prevent third parties from changing your password without your current username and password.

### **Performance cookies**

Performance cookies to collect information about how you use our services. This helps us to optimise our services. For example, we may use these cookies to detect whether you have visited a particular web page.

### **Third-party provider cookies**

It is possible to use the functionality of certain web analytics services, which help us to make our online offer and our website more attractive to you. For this purpose, cookies from these partner companies are also saved on your hard drive when you visit our website.

The basis on which we process your personal data with the help of cookies varies depending on whether or not your consent has been requested. If we ask for your consent and you consent to the use of cookies, the basis on which we process your personal data is your consent. In cases where we do not ask for your consent, we process personal data with the help of cookies on the basis of our legitimate interests (e.g. the interest in the commercial operation of our online offer and its improvement) or if the use of cookies is necessary for the fulfilment of our contractual obligations.

Depending on whether the processing is carried out on the basis of consent or legal authorisation, you have the possibility at any time either to revoke your consent or to object to the processing of your personal data by means of cookies. Firstly, you can object to the processing by using your browser settings, e.g. by deactivating cookies. In this case, however, certain functionalities of our website may no longer be available.

### **13. Web and newsletter analysis**

In order to be informed about the use of our website, to improve our internet offer or to be able to draw your attention with our advertising also on third-party websites or social media, we use the following web analysis tools and retargeting technologies: Google Analytics (please indicate other analysis tools if used).

These tools are made available by third-party providers. As a rule, the information collected for this purpose on the use of a site is transmitted to the third-party provider's server by means of cookies or similar technologies. Depending on the third-party provider, it may be that these servers are located abroad.

Normally, data transmission takes place by abbreviating IP addresses, which prevents individual terminals from being identified. The transmission of this information by third-party providers takes place exclusively on the basis of legal requirements or within the framework of mandated data processing.

### **14. Retransmission and passing on of data**

We will only pass on your data to third parties if this is necessary for us to provide our services, if such third parties provide us with a service, if there is a legal or administrative obligation to do so, or if we have an overriding interest in passing on your personal data. We also pass on personal data to third parties when you have given us your consent or asked us to do so.



Personal data are not transmitted in encrypted form.

The following categories of recipients may receive personal data from us

- branches, subsidiaries;
- service providers (e.g. IT service providers, hosting providers, suppliers, consultants, lawyers, insurance companies)
- third parties within the framework of our legal or contractual obligations, such as authorities, state institutes, courts.

We conclude contracts with service providers, who process personal data on our behalf, whereby they undertake to guarantee data protection. Our service providers are mainly located in Switzerland or in the EU/EEA. Certain personal data may also be sent to the USA (e.g. Google Analytics data) or, in exceptional cases, to other countries worldwide.

If it is necessary to send data to other countries, which do not have a sufficient level of data protection, this is done on the basis of EU standard contractual clauses (e.g. in the case of Google) or other suitable means.

## **15. Relevant legal bases**

Our processing of your personal data is based on the following legal bases:

- Your consent, which you can revoke at any time (e.g. consent to receive newsletters or customer account registration);
- The conclusion or performance of a contract with you or your request to that effect (pre-contractual measures) if, for example, you order our services or apply for a job;
- The protection of our legitimate interests;
- A legal obligation;

## **16. Duration of storage of personal data**

We process and retain your personal data for as long as it is necessary for the fulfilment of our contractual or legal obligations or the achievement of the objectives pursued by the processing, i.e. for the duration of the entire business relationship, as well as in accordance with legal archiving and documentation obligations. In addition, personal data may be retained for as long as claims against our company could be asserted (in particular until the expiry of the statutory limitation period), and insofar as we are obliged to do so for other legal reasons or legitimate business interests so require (e.g. for purposes of proof and documentation). As soon as your personal data is no longer required, in principle and as far as possible, it is deleted or anonymised. Basically, retention periods of twelve months or shorter apply for operational data (e.g. system logs, logs).

## **17. Data security**

In order to guarantee the security of data processing, we take technical, contractual and organisational measures in accordance with the state of the art. In this way, we ensure compliance with the statutory data protection regulations and protect the personal data we process against manipulation, loss, destruction or access by unauthorised persons.

We also pay great attention to data protection within the company. Our employees and the service companies we contract with are obliged to observe the duty of confidentiality and the statutory data protection regulations. We also only give them access to your personal data to the extent necessary.

## **18. Minors**

Our website and our offer are intended for an adult audience. Minors, and in particular persons under the age of 16 (sixteen) years, are prohibited from providing us with any personal data or registering for a service without the consent or authorisation of their parents or legal guardians. Such data shall be deleted immediately if it is found to have been transmitted. Parents or legal representatives of minors may contact us and request deletion of data or cancellation of registration.

## **19. Links to other websites**

Our website may contain links to other websites which are not operated by us and to which this data protection declaration does not apply. Once you click on a link we have no influence on the processing of the data transmitted (e.g. IP address) to any third parties, as the behaviour of third parties is by nature beyond our control. We can therefore provide no guarantee on such external content. The provider or operator of the page in question is always responsible for the content of linked pages.

## **20. Your rights as a data subject**

### **Right to information**

You have the right to obtain information from us about whether or not we are processing your personal data and, if so, what data is being processed.

### **Right of rectification**

You have the right to have inaccurate personal data corrected and, if necessary, incomplete personal data supplemented within our systems.

### **Right to erasure**

You have the right to obtain the deletion of your personal data if, for example, the data are no longer required for the purposes pursued. If, however, we are bound or authorised to retain your personal data further on the basis of legal or contractual obligations, your personal data may be limited or blocked to the extent necessary.

## **Right of restriction of processing**

Under certain circumstances you have the right to obtain from us the restriction of the processing of your personal data.

## **Right to data portability**

In certain cases you have the right to receive in a structured, commonly used and machine-readable format your personal data that you have provided to us and to have this data transmitted to third parties. If you request the direct transmission of your personal data to another data controller, the transmission will only be carried out if technically feasible.

## **Right to object**

You have the right to object at any time to the processing of your personal data in accordance with the statutory provisions. In particular, you have the right to object to the processing of your personal data for direct marketing purposes.

## **Withdrawal of consent**

You have the right to withdraw your consent to the processing of your personal data at any time, as a rule with future effect. Withdrawal of consent does not affect the lawfulness of the processing carried out on the basis of the consent before the withdrawal.

## **Right to lodge a complaint**

Depending on the applicable data protection legislation, in certain cases you have the right to lodge a complaint with the competent data protection authority.

We point out that there are exceptions and limitations to the aforementioned rights. In particular, in some cases we may need to continue to process and store your personal data in order to perform a contract concluded with you, to comply with our legal obligations or to protect our legitimate interests. It is therefore possible that, to the extent permitted by law, your data protection claims may be rejected or only partially fulfilled by us.

If you have any questions about our data protection practices and requests for information about your rights or for the exercise of your rights, please use the contact options listed in section 1 of this data protection declaration. For the proper processing of your requests we reserve the right, if necessary, to ask you to prove your identity.

## **21. Changes to the data protection declaration**

We expressly reserve the right to amend and supplement this data protection declaration at our discretion and at any time.

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