

Privacy Policy

Translated by Carol Nold, with help from www.DeepL.com/Translator (free version)

1. What is it?

This privacy policy applies to "VADEMECUM Entwicklung begleiten", especially to the homepage www.vademecum-digital.ch and the app and web application VADEMECUM-digital.

The protection of your privacy is an important concern for us. We respect your personality and privacy and ensure their protection and the processing of your personal data in accordance with the law. The legal basis is the Swiss Federal Law on Data Protection and the associated decrees. The aim of the Data Protection Act is to protect your personality in connection with the processing of data about you.

If you enter personal data of other persons (e.g. clients, family members, or colleagues) in the App and Webapp, please ensure that these persons are aware of this privacy policy and do not enter their personal data unless you have their consent. This personal data is encrypted end-to-end and cannot be seen or reconstructed by us or by persons maintaining the App and Webapp.

With this privacy policy we inform you about how we collect and process your personal data, what we need this data for and how you can object to the collection and processing of your data. When we speak of processing your personal data in this data protection declaration, we mean any handling of your personal data. This includes storage, modification, use, deletion, etc.

This privacy policy is not exhaustive. For certain services or in another context, other data protection declarations, contractual provisions, conditions of participation or similar documents may apply.

2. Who is responsible for data processing?

Responsible for the VADEMECUM-digital and for processing your data is

Dr. Ines Schlienger
Segantinistrasse 155
CH-8049 Zurich
info@vademecum-digital.ch

If you have any questions or suggestions regarding data protection, please contact them.

3. Why do we collect personal data?

All data processing is done for specific purposes. These may arise, for example, from contractual requirements, legal regulations, technical necessity, or your express consent. We collect and process personal data only to the extent necessary to provide our services, process orders and contracts, sell and invoice, answer questions and concerns, provide information on our services and products and their marketing, provide support in technical matters and evaluate and further develop services and products.

4. Hosting

This website is hosted by an external service provider. Personal data collected on this website is stored on the host's servers. This may include IP addresses, contact requests, meta and communication data, contract data, contact details, names, website accesses and other data generated via the website.

The use of the hoster is for the purpose of fulfilling the contract with our potential and existing customers and in the interest of a secure, fast, and efficient provision of our online offer by a professional provider. Our hoster will only process your data to the extent necessary to fulfil its performance obligations and it will follow our instructions with regard to this data.

The website operator or page provider (<https://www.digitalocean.com/>) collects data about accesses to the site and stores them as "server log files". The following data is logged in this way:

- visited website
- time at the time of accesses
- amount of data sent in bytes
- source/reference from which you reached the site
- used Browser
- operating system in use
- used IP address

The data collected is only used for statistical analysis and to improve the website. However, the website operator reserves the right to check the server log files subsequently if concrete indications of illegal use are found.

5. What personal data is collected to ensure the sale of VADEMECUM licenses and materials and related services such as training and information?

This is data related to the use of our website (e.g. IP address, MAC address of the smartphone or computer, information about your device and your settings, cookies, date and time of the visit, pages and content accessed, functions used, referring website, location information), our VADEMECUM digital app and web application or our newsletter:

If you have given us your consent to process your personal data for specific purposes (for example via one of our contact forms), we will process your personal data within the scope of and based on this consent. A granted consent can be revoked at any time, but this has no effect on data processing that has already taken place. The information you have provided will be stored for the purpose of processing your enquiry and for possible follow-up questions. Personal data will be automatically deleted after the completion of your inquiry.

Our newsletter, for example, contains a corresponding link at the end with which you can simply unsubscribe.

6. Contact form, request by e-mail, telephone or letter

You will find web forms on our website, such as how to order VADEMECUM licenses and materials or how to register for courses and events. It is mandatory to enter certain personal data (marked in the respective form). We use this and any other voluntarily entered data only to process your order or registration in the best possible and personalized way. In doing so, we draw your attention to this data protection declaration and ask you to confirm that you have read and agreed to it. Your data, which have been received on the website, will be deleted on the website after completion of the order.

If you send us enquiries via the contact form, your details from the enquiry form, including the contact details you provide there, will be stored by us for the purpose of processing the enquiry and in the event of follow-up questions. We will not pass on this data without your consent.

We will process your data if the enquiry relates to the fulfilment of a contract or if it is necessary to carry out pre-contractual measures. In all other cases the processing is based on our legitimate interest in the effective processing of the inquiries addressed to us or on your consent if this has been requested. The

data entered by you in the contact form will remain available to us until the purpose for storing the data ceases to apply (e.g. after your enquiry has been processed), you request us to delete it or you revoke your consent to store it. Mandatory legal provisions - retention periods - remain untouched.

7. Which data do we collect and process when using the VADEMECUM-digital?

VADEMECUM-digital is a web application with a corresponding app to support the development of small children and persons with disabilities.

To open an account for an observing carer, the specialist needs a valid e-mail address with the first name and date of birth of the observed child/person. No further information is required and stored that could allow conclusions to be drawn about the person concerned.

To issue a license and renew it annually, the administration depends on a valid e-mail address of the buyer.

The web application and app run externally on a server in Germany. There, the observations of the reference persons and their interpretation by the specialists are also stored and regularly synchronized. Because the web application was programmed according to our specifications, it contains exactly the personal data we need for our core mission. The electronic data stored via the web application and the app are all end-to-end encrypted and password protected, so that no one outside the company can access them, including any maintenance personnel or technical support. The professionals who use VADEMECUM are all subject to the legal obligation of confidentiality.

If you as a user of the VADEMECUM app and web application withdraw your consent, please contact the person who gave you access to the app. This person is obliged to delete the corresponding account.

If you, as a user of the web application, wish to waive your account, please contact the person or entity who opened the account for you. In the case of an S licence, contact the VADEMECUM administration (bestellung@vademecum-digital.ch), in the case of an institutional licence (M, L or XL), contact the person responsible for your institution. Once an account has been deleted, it is no longer recoverable and all data relating to it is irrevocably deleted.

Of course, VADEMECUM-digital must be maintained and developed further if necessary. For this we need external partners. The company triarc laboratories in Zurich developed the application with us and we continue to work with them. For triarc laboratories, neither the e-mail address of the app users nor the collected data is visible.

The responsible persons for VADEMECUM, Google and triarc laboratories do not use any usage data. Furthermore, we do not use tracking tools for the VADEMECUM app.

Data for the content and technical improvement of the App is generated through your feedback and requests. The VADEMECUM responsables provide first-level support. For the second level support we forward the data to triarc laboratories. The data is anonymized and used for further app development in cooperation with triarc laboratories.

8. What about cookies, social media, web forms and links when using our website?

We use so-called cookies on our website. Cookies are small text files that are stored on your computer and saved by your browser. Cookies serve to make our website more user-friendly, effective, and secure and do not cause any damage to your device.

Most of the cookies we use are so-called "session cookies". They are automatically deleted at the end of your visit to our website. Other cookies remain stored on your device unless you delete them. These cookies enable us to recognize your browser the next time you visit our website.

Most browsers are preset to accept cookies. However, you can set your browser to inform you when cookies are set and to allow cookies only in individual cases, to exclude the acceptance of cookies for specific cases or in general, and to activate the automatic deletion of cookies when you close your browser. However, if you deactivate cookies, the functionality of our website may be limited.

Cookies also allow us to use the web analysis services of Google Analytics. The provider is the company Google Inc. in Mountain View, California, USA. With the service of Google Analytics, we can measure and evaluate the use of our website (not person-related), but we rarely do this. Permanent cookies are also used for this purpose, which are set by our service provider. You can prevent the collection of your data by Google Analytics by deactivating Google Analytics. An opt-out cookie is set, which prevents the collection of your data during future visits to this website.

For more information on how Google Analytics handles user data, please refer to the Google privacy policy: <https://support.google.com/analytics/answer/6004245?hl=de>.

Google Analytics does not receive any personal data on our part (nor does it keep IP addresses), but it can track your use of our website, combine this information with data from other websites you have visited that are also tracked by Google Analytics and use this information for its own purposes (e.g. to control advertising). If you have registered with the service provider yourself, the service provider also knows you. The processing of your data by Google Analytics is then the responsibility of the service provider in accordance with its data protection regulations (see: <https://support.google.com/analytics/answer/6004245?hl=de>). Google Analytics only informs us how our website is used and does not provide any information about you personally.

So-called plug-ins from social networks like Facebook or Twitter are not used on our website.

For major maintenance and further development of our website we work together with Fox Computers (www.foxcomputers.ch). Fox Computers necessarily needs access to the website data for this purpose, but of course does not use it for other purposes.

We do not guarantee compliance with data protection regulations for third-party websites to which our website links.

9. How long will your personal data be kept?

We process and store your personal data for as long as it is necessary for the fulfilment of our contractual and legal obligations or otherwise for the purposes pursued with the processing, i.e. for the duration of the entire business relationship (from the initiation and execution to the termination of a contract) and beyond this in accordance with the legal storage and documentation obligations. Personal data is also stored for the time during which claims can be made against VADEMECUM and as far as we are otherwise legally obliged to do so, or legitimate business interests require it (e.g. for evidence and documentation purposes). As soon as your personal data is no longer required for the above-mentioned purposes, it will be deleted or made anonymous as far as technically possible.

10. How do we take care of data security?

We use appropriate technical and organizational security measures to protect your personal data stored in connection with VADEMECUM against manipulation, partial or complete loss and against unauthorized access by third parties. To this end, we also work closely with Fox Computers. The security measures are continuously being developed.

This site uses SSL or TLS encryption for security reasons and to protect the transmission of confidential content, such as orders or enquiries that you send to us as the site operator. You can recognize an encrypted connection by the fact that the address line of the browser changes from “http://” to <https://> and by the lock symbol in your browser line. If SSL or TLS encryption is activated, the data you send to us cannot be read by third parties.

We also take internal data protection very seriously. Our employees and external service providers commissioned by us have committed themselves to secrecy and to compliance with data protection regulations.

We take reasonable precautions to protect your data. However, the transmission of information via the Internet and other electronic means always involves certain security risks and we cannot guarantee the security of information transmitted in this way.

11. Is there an obligation to provide personal data?

Within the scope of our business relationship, you must provide us with the personal data required for the establishment and execution of a business relationship and the fulfilment of the associated contractual or legal obligations. Without this data, we will generally not be able to conclude or execute a contract with you (or the body or person you represent).

To be able to issue a license and renew it annually, the administration requires a valid e-mail address and postal address of the purchaser. If the buyer is no longer available for a license renewal, access will be blocked, and the account will be deleted after one year.

Our website cannot be used if certain information to secure data traffic (e.g. your IP address) is not disclosed. Also, the use of the VADEMECUM app and web application is limited without your email address.

12. What are your rights regarding your personal data?

You have the right of access, correction, deletion, the right to limit the processing of data and otherwise to object to our processing of data, as well as the right to have personal data released. For this purpose, as well as for further questions regarding data protection, you can contact us at any time at the address given above. Furthermore, you have the right of appeal to the responsible supervisory authority.

13. Copyrights

All published contents are subject to copyright and other protective laws and may not be copied, distributed, or changed for commercial purposes without express permission. This applies to the app, the web application with associated downloads and to the ICF-CY classifications.

14. Changes to this privacy policy

We reserve the right to amend and supplement this declaration at any time and at our discretion (within the framework of data protection laws). The current version published on our website applies. If the data protection declaration is part of an agreement with you, we will inform you of the change by e-mail or other suitable means in the event of an update.

Last update: May 2020