

1 Preamble

Protecting privacy including personal data is very important to us. The present document explains The IT Guys' policies with regards to personal data, what we receive, why, and how we process it. This Privacy Policies applies to (and are an integral part of) The IT Guys contracts, either when such contracts list such policies, or when The IT Guys refers to it by reference in a letter.

2 The IT Guys as Data Controller for Contract Execution

The personal data typically involved constitutes 'business information'. It relates to identified or identifiable persons, such as name, phone number, address, email, and function within customer's organisation. It may also include technical information, i.e. the IP address involved, as well as bank coordinates for payment purposes.

In order to meet contract performance obligations and ensure that services meet high quality standards, The IT Guys collects, stores, and processes limited (i.e. only to the extent necessary) personal data of its customers, in order to manage customers relationships, process purchase orders and contracts, provide services, bill, and support services of its customers. It further includes security and technical operations, communication, quality or similar services. Such is the sole purpose of processing The IT Guys' customers' personal data.

Customer's personal data handling may also include that which is necessary to handle analytics and statistics as related to its contractual obligations, for the quality, security and reporting as well as billing activities.

3 The IT Guys as Data Processor for its Customers

As processor of its customer's data (including customer's content), The IT Guys is handling exclusively such data if under "Managed Services" contractual obligations, i.e. customer is the appointed data controller (including all related obligations), and The IT Guys is processing data in accordance with the stated contract. Processor's performance is always in compliance with applicable Swiss laws, but also including applicable standards of EU GDPR directives (General Data Protection Regulation 2016/679).

Content data that customers entrust us with by using services, is neither read, modified nor evaluated by The IT Guys; however, technical and organisational security measures are in place to protect it from unlawful access by third parties. The IT Guys has no influence over the security of customer content data when it is transferred via public networks. Whenever technically feasible and upon customer's request, specific security measures could be added to the usual services, such as types of data encryption. Such are at customer's choice and necessitate prior agreement by both parties.

We only disclose customers' data to public authorities if we are legally obligated to do so.

4 Third Parties

When a third party is involved with the performance of services, The IT Guys may need to provide customer data. In such cases:

- Third parties, may be granted access to the personal data required for business processes, e.g. for the purpose of debt collection or to maintain operation or,
- The IT Guys expects third parties to deal with data protection in accordance and compliance to the applicable law,
- The IT Guys only discloses as much information as is necessary for services to be provided.

Unless otherwise stated in the contract, as a Processor, The IT Guys processes personal data at datacentres located in Switzerland.