

Invisia AG Privacy Policy Statement (PPS)

Valid from 1.1.2025 for Switzerland and the European Union

Introduction

Invisia AG (Invisia Ltd, Invisia SA, hereinafter referred to as "Invisia") respects the privacy of every individual who uses our solutions, web app, website, and software for charging, load, and energy management. We treat your data with the utmost confidentiality and do not sell information. Your data belongs only to our users and their property managers.

1. Data Collection and Usage

We only collect personal data that is necessary for fulfilling our contractual obligations (e.g., name, email address, meter data such as energy consumption). We ensure that no unnecessary data is collected. Furthermore, we do not engage in profiling to analyse your personal preferences, interests, or behaviour.

2. Storage of Confidential Data

Confidential personal data is stored on specialised, highly secure servers, separated from usage data. This data is stored in a data centre operated by our service partner Netcloud AG (<https://netcloud.ch>). This separation ensures maximum protection of your sensitive information.

3. Data Processing by Third Parties

Invisia works with external service providers to support specific functions. The following list of partners is sorted alphabetically:

- **Bexio AG** (<https://www.bexio.com/de-CH/>), (Accounting software),
- **Compination GmbH** (<https://www.compination.ch/>), (Operation System),
- **Dropbox, Inc.** (<https://www.dropbox.com/>), (Data storage),
- **Google LLC** (Cloud services, Web monitoring and KI-based Services),
- **Mühlemann und Popp Online Media GmbH** (<https://muehlemann-popp.ch/>), (Webapp),
- **Netcloud AG** (<https://netcloud.ch>) (Data Centre Services),
- **OpenAI (ChatGPT)**, (<https://openai.com/index/chatgpt/>), (KI-based Services),
- **Padena GmbH** (<https://www.padena.ch/>), (Data Processing Cloud),
- **Payrex AG**, (<https://payrex.com/>), (Payment Processing),
- **SpiessMatic GmbH** (<https://spiess-matic.ch/>), (Data Processing Cloud),
- **Wanner Treuhand & Consulting AG**, <https://wanner.ch>, Accounting and Trust Services,
- **Webkinder AG**, (<https://www.webkinder.ch/>), (Website),
- and other unnamed contractors who assist us in delivering our services.

These service providers have access to the data to provide their services but are contractually bound to maintain confidentiality and comply with data protection regulations, including the Swiss Data Protection Act (DSG) and the EU General Data Protection Regulation (GDPR).

4. Deletion of Data

Your data will only be retained for as long as necessary to fulfil our contractual obligations. Once these obligations have been met and considering legal retention requirements, your data will be deleted.

5. Security and Confidentiality

All data transfers are encrypted. Your data is stored either in Switzerland or in countries with an adequate level of data protection. We implement strict technical and organisational measures to ensure the security of your data.

6. User Rights

You have the right to:

- Access your data,
- Correct any inaccurate data,
- Request deletion of your data when no longer required,
- Restrict the processing of your data,
- Object to the processing of your data, and
- Data portability.

7. Cookies and Tracking Technologies

We use cookies and similar technologies to improve your experience of our services. You can choose to reject the storage of cookies via your browser settings.

8. International Data Transfers

Data transfers to recipients outside Switzerland or the EU only occur in countries with adequate data protection levels or under standard contractual clauses and additional safeguards.

Contact

If you have any questions about the processing of your personal data or wish to exercise your rights, please contact:

Invisia AG

Data Protection Officer, Ronny Kleinhans, CEO

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Invisia AG, Winterthur 20 December 2024