

FINANCIAL SERVICES OMBUDSMAN (FINSOM)

Privacy policy for the website www.finsom.ch

We attach particular importance to the protection of the personal data of our customers and their employees. Your data is therefore treated as completely confidential, subject to the statutory reporting obligations and secured against unauthorised access, alteration or destruction. For your complete information, we ask you to read the following provisions, which describe the use we make of the data that you have honoured us with.

Personal data or personal information refers to all information that relates to your person, such as, for example, your name, postal address, e-mail address, telephone number, financial intermediary number, purchase history or online behaviour.

Please note that in Switzerland, company data (legal entities) are also protected.

1. Identity and contact details of the controller

FINSOM
Avenue de la Gare 45
1920 Martigny
Info@finsom.ch

FINSOM is a non-profit association under Swiss law.

You can address all your requests in connection with data protection to the following address: info@finsom.ch.

2. Purposes and legal bases for the processing of personal data

We process the data that you provide us with in the first instance in order to respond to your requests and to carry out the tasks thus entrusted to us. The legal basis for the processing is art. 6 § 1 let. b GDPR. This is the case when :

- you submit an application for affiliation;
- you ask to benefit from our mediation services (LSFin/Client or Labour) ;
- you ask to benefit from our training services;
- you submit a job offer to us, whether your application is unsolicited or not;
- we inform you about our activities and/or our regulations (newsletter);
- we collect the fees due to our association;
- we communicate with you (responding to your requests by e-mail or mail for example).

In addition, we process your data in order to inform you about our activities and/or new regulations (newsletter). The legal basis of the processing is art. 6 § 1 let. a GDPR. This is the case if you have subscribed to our newsletter.

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We also process the data provided in order to fulfil our legal obligations. The legal basis for the processing is Art. 6 § 1 let. c GDPR. This is the case when :

- we inform the competent supervisory authorities and registration bodies about the providers admitted, refused or excluded ;
- we exchange information with the relevant supervisory authorities and registration bodies ;
- we exclude those of our affiliates who violate their obligations.

Finally, we process personal data in order to improve the content and layout of our website and to ensure its security and stability. The legal basis for the processing is art. 6 § 1 let. f GDPR. We thus pursue our legitimate interest in improving and securing our website (see below for details).

3. Categories of recipients

The data that you entrust to us are not communicated to third parties, except in the cases and for the categories of recipients defined below:

- When we communicate with you, your addressing data must of course and necessarily be communicated to our telecommunications service provider (e-mail, telephone) or postal service provider (mail).
- Where required by law, we are obliged to disclose data about you to the relevant supervisory authorities and registration bodies.

4. Location of data processing

All data processed by us are processed exclusively in Switzerland.

5. Data retention period

Your data is kept only for the time necessary to carry out the tasks you entrust to us or which are imposed on us by law, but at least for the duration of your affiliation with our association. At the end of your membership, your data is normally destroyed within three months. If the law requires us to retain data for a longer period, we are obliged to do so. Our legitimate interest in safeguarding our rights may also force us to retain your data for a longer period in the event of a dispute or if a dispute is foreseeable.

6. Your Rights

You have the following rights regarding your personal data:

- right of access / right to information on data processing ;
- right to rectification or deletion of data ;
- right to limitation of data processing ;
- right to object to the processing of data ;
- right to data portability.

In addition, you have the right to complain about the processing of your personal data to a supervisory authority.

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Finally, when the processing of your data is based on your consent, either in the context of sending our newsletters, you have the possibility of revoking this consent, by unsubscribing, by means of the appropriate button proposed at the bottom of each newsletter you receive. In this case, you will not be informed of the latest news in the future. However, your unsubscription will have no influence on the newsletters already sent out.

7. Mandatory information

In principle, all the information you are asked to provide as part of your membership is mandatory. If you do not provide us with all the information requested, we will not be able to process your request.

In the context of an application, it is you who determines the information you wish to send us in order to increase your chances of being selected. Please note that sensitive personal data or personality profiles within the meaning of Article 3 letter d of the Swiss Federal Data Protection Act may be stored and processed in the documents you send us in this context. Files that are not retained will be destroyed within six months after the end of the recruitment process.

8. Collection of personal data during the simple consultation of our Internet platform

When the website is only used for computer purposes, i.e. when you do not send us any additional information, only the data that your browser transmits to our server is collected. In this context, we collect the following information which is technically required for the website to be displayed and to ensure a certain stability and security:

- IP address
- date and time of request
- time zone difference with Greenwich Mean Time (GMT)
- query content (concrete page)
- access status / HTTP status indicator
- volume of data transmitted
- the Internet platform from which the application originates
- browser
- operating system and its interface
- language and browser version

In addition, when using our website, Cookies are stored on your computer. These are small text files which are stored on your hard disk and which deliver information according to the function we give them. Cookies cannot execute programs or transmit viruses. They serve to make the Internet offer more effective and more user-friendly.

9. Use of Cookies

Our website uses different types of cookies, the scope and functionality of which are explained below:

- Transitional cookies (see letter b below)
- Persistent cookies (see letter c below).

b) Transitional cookies are automatically deleted when you exit the browser. This includes in particular so-called "session cookies". These store a session ID, with which different requests from your browser can be assigned. This enables your computer to be recognised the next time you visit our website. Session cookies are deleted when you log out or when you close your browser.

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(c) Persistent cookies are automatically deleted after a specified period of time, which may vary for different cookies. You can delete cookies at any time in the security settings of your browser.

d) You can configure your browser settings according to your wishes and refuse third-party cookies or all cookies, for example. Please note that you may not be able to use all functions of our website if you refuse cookies.

e) We use the following cookies:

Operator	Technical name	Goal	Period of validity
Finsom	PHPSESSID	Required; keeps you logged in to your account	Deleted when you exit your browser
Finsom	CookieLawInfo-checkbox-necessary	Required; allows you to save your cookie preferences	1 hour
Finsom	CookieLawInfo-checkbox-non-necessary	Required; allows you to save your cookie preferences	1 hour
Finsom	pll_language	Required; allows you to save your preferences for the language in which our website is displayed	1 year

10. Any more questions?

We therefore believe that we have informed you as fully and clearly as possible about the use we make of your personal data. We are at your disposal to answer any questions you may have in relation to this subject, which is very important to us: info@finsom.ch.