

## SMART DATA VALUE | PRIVACY NOTICE

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### 1. Introduction

At neo technologies SA (**we, our or neo technologies**), we recognize the importance of your privacy and of transparency. This privacy notice (**Privacy Notice**) describes how we process personal data when you use our Smart Data Value software accessible (the **Software**), and the services we provide through the Software (our **Services**). This Privacy Notice is incorporated into and forms an integral part of our terms and conditions for the Software (**T&C**). All capitalized terms not defined in this document have the meaning given to them in the **T&C**.]

### 2. Short Version

The following is a summary of (but not a replacement for) this Privacy Notice. We recommend all users read the notice fully.

- Our role. We, neo technologies SA, are responsible for the processing, as controller, of your personal data (but only for our own activities and not those of third party providers);
- Data we collect. **We do not collect any personal data when you use our Software. We may only collect personal data (i) to manage your subscription or (ii) in connection with the support and maintenance services we provide in connection with the Software;**
- How we use it. We only use your personal data to provide the requested services;
- Control and Access. Your personal data is stored in Switzerland and/or the European Union. We do not share it with third parties or transfer it abroad unless this is both necessary for the operation of our activities and permitted by applicable laws. This may for instance be the case when we use service providers or must interact with third parties to conduct our professional activities;
- Retention. We do not store your personal data for longer than necessary for us to fulfill the purposes set out in this Privacy Notice;
- Security. We apply security measures and strive to protect your personal data. However, no IT infrastructure is completely secure and we cannot guarantee that ours is;
- Your rights. You may contact us (contact@neo-technologies.ch) to exercise your rights pertaining to your personal data.

### 3. Who is responsible for the processing of your personal data

neo technologies SA, a Swiss company with seat in Renens, Vaud, Switzerland, is responsible for the processing, as controller, of your personal data. You will find our contact details below in section 12.

This Privacy Notice only applies to data processing undertaken by or on behalf of us. We are not responsible for the activities of third parties, including those of SAP. To the extent you interact with third party providers, the collection and use of your personal data are governed by the privacy policy of those third party providers.

### 4. How we collect your personal data

We only collect the personal data that you provide to us when you purchase our products and subscription, or when you interact with our support team.

It is only mandatory that you complete the data fields identified as such. If one or more mandatory data fields are not completed, we will not be able to provide access to our Services. You are not required to complete the optional data fields in order to access our Services.

### 5. How we use your data

We process your personal data in compliance with applicable law, in particular Swiss data protection laws and, to the extent they apply to us, other data protection legislations, such as the EU General Data Protection Regulation (**GDPR**), manually or automatically using computer tools.

This means that we will only process your information for certain reasons (see Section 7) where we have a **legal basis** to do so. This legal basis is generally our contractual necessity to fulfill our contractual obligations to you, unless indicated differently in this document.

## **6. Why we use your data**

We process your personal data for the following reasons:

### **To provide our services and manage your payments and subscriptions.**

We mainly process your personal data to provide the Software and the Services, including for and providing you with the requested information and Services.

Legal basis: [Contractual Necessity](#)

### **To comply with our other legal obligations or for other legitimate interests.**

We may further process your personal data if we have a legal obligation to do so or for other legitimate interests. This will for instance be the case if we need to disclose certain information to public authorities or retain such information for tax or accounting purposes, or for the establishment, exercise or defense of legal claims.

The personal data that we process for this purpose are those that we collected for one of the purposes indicated elsewhere in this section 6. We retain the personal data for the duration of the legal obligation imposed on us.

Legal basis: [Legal Obligations](#), [Legitimate Interests](#)

## **7. The circumstances in which we share your personal data with third parties**

We will only share your personal data with third parties if this is necessary for the operation of our Services, if there is a legal obligation or permission to do so, or if there is another valid reason to do so.

- Our service providers. We may share your personal data with third parties in connection with the operation of the Services and with subcontractors such as IT service providers, ticketing system provider or cloud service providers.
- Legal Obligation. We may also disclose your personal data where we have a legitimate interest in doing so, for example (i) to respond to a request from a judicial authority or in accordance with a legal obligation; (ii) to bring or defend against a claim or lawsuit; or (iii) in the context of restructuring, in particular if we transfer our assets to another company.

## **8. International Transfers**

We store your personal data on servers located in Switzerland and/or the European Union.

In principle, we do not transfer your personal data to other countries or make it available there. However, in certain circumstances, in particular in connection with the operations of our subcontractors, your personal data may be made available to recipients located abroad (e.g. France, Spain, Portugal, ...), from which locations some data may be available). In such cases, we will ensure that suitable safeguards are in place, in accordance with applicable data protection laws, for instance by relying on standard contractual clauses adopted by the European Commission.

If you transmit information and data to us, you are expressly deemed to consent to such data transfers. You may request additional information in this regard and obtain a copy of the relevant safeguards upon request by sending a request to the contact address indicated in section 1212 below.

## **9. How long we store your personal data**

Your personal data will not be stored longer than necessary. We will erase or anonymize your personal data as soon as it is no longer necessary for us to fulfill the purposes set out in section 6 of this Privacy Notice. This period varies, depending on the type of data concerned and the applicable legal requirements. More information on each type of processing can be found in section 6 above.

In view of the legal obligations incumbent upon us, certain information relating in particular to the contractual relationship must be retained for at least 10 years.

## 10. Security

We are committed to the security of your personal data, and have in place physical, administrative and technical measures designed to keep secure your personal data and to prevent unauthorized access to it. [We use two-factor authentication whenever possible.] We restrict access to your personal data to those persons who need to know it for the purpose described in this Privacy Notice. [In addition, we use standard security protocols and mechanisms to exchange the transmission of sensitive data. When you enter sensitive information on our Software, we encrypt it using Transport Layer Security (TLS) technology.]

Although we take appropriate steps to protect your personal data, no IT infrastructure is completely secure. Therefore, we cannot guarantee that data you provide to us is safe and protected from all unauthorized third-party access and theft. We waive any liability in this respect.

The internet is a global environment. As a result, by sending information to us electronically, such data may be transferred internationally over the internet depending upon your location. Internet is not a secure environment, and this Privacy Notice applies to our use of your personal data once it is under our control only. Given the inherent nature of the internet, all internet transmissions are done at your own risk.

If we have reasonable reasons to believe that your personal data have been acquired by an unauthorized person, and applicable law requires notification, we will promptly notify you of the breach by email (if we have it) and/or by any other channel of communication (including by posting a notice on the Software).

## 11. Your rights with regard to the processing of your personal data

**You have the right to access your personal data we process and may request that they be removed, updated, or rectified.**

Unless otherwise provided by law, you have the right to know whether we are processing your personal data. You may contact us to know the content of such personal data, to verify its accuracy, and to the extent permitted by law, to request that it be supplemented, updated, rectified or erased. You also have the right to ask us to cease any specific processing of personal data that may have been obtained or processed in breach of applicable law, and you have the right to object to any processing of personal data for legitimate reasons.

If you request us to delete your personal data from our systems, we will do so unless we need to retain your data for legal or other legitimate reasons. Please note that any information that we have copied may remain in back-up storage for some period of time after your deletion request.

Where we rely on your consent to process your personal data, we will seek your freely given and specific consent by providing you with informed and unambiguous indications relating to your personal data. You may revoke at any time such consent (without such withdrawal affecting the lawfulness of processing made prior to).

The above does not restrict any other rights you might have pursuant to applicable data protection legislation under certain circumstances.

**You have the right to lodge a complaint with the competent authority.**

If you are not satisfied with the way in which we process your personal data, you may lodge a complaint with the competent data protection supervisory authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement, in addition to the rights described above.

Although this is not required, we recommend that you contact us first, as we might be able to respond to your request directly.

## 12. Contact Us

If you believe your personal data has been used in a way that is not consistent with this Privacy Notice, or if you have any questions or queries regarding the collection or processing of your personal data, please contact us at [contact@neo-technologies.ch](mailto:contact@neo-technologies.ch).

### **13. Updates to this Privacy Notice**

This Privacy Notice may be subject to amendments. Any changes or additions to the processing of personal data as described in this Privacy Notice affecting you will be communicated to you through an appropriate channel, depending on how we normally communicate with you (including by email and/or via the Software, e.g. banners, pop-ups or other notification mechanisms). If you do not agree to the changes made, you must stop accessing and/or using the impacted Services.

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