

Privacy Policy, KochCloud Video Intercom

René Koch AG, Seestrasse 241, 8804 Au



1. Our Data Protection Guidelines

We take our duty to protect your personal data very seriously. The protection and security of your personal data are a priority for René Koch AG, its subsidiaries and service providers. René Koch AG strictly adheres to the applicable data protection guidelines and data protection laws when processing your personal data so you can feel safe using our app "KochCloud Video Intercom".

We believe it is important that you always know exactly what data we collect when you use our app and what we use it for.

The following points will provide you with the relevant information in this regard. We have also taken the necessary technical and organisational measures to ensure we, together with our services providers and subcontractors, comply with the data protection guidelines.

2. Data Protection Office

René Koch AG
Seestrasse 241
CH-8804 Au ZH
info@kochag.ch

together with the individual who has downloaded the video intercom on their smartphone.

3. Collection and Use of Personal Data

The term "personal data" refers to data that provides information about you, i.e. your name, address, telephone number and email address. We will only collect, process and use your personal data to the extent permitted by law and approved by you.

When using the app for talking through the video intercom via the KochCloud, only the information needed to transmit the intercom video to the user's smartphone is recorded. This includes all the information stored in the User's user account in the KochCloud. We can only process the personal data if the User has given their required consent by ticking the consent box when registering with KochCloud.

This also applies to the short-term storage of images of the person ringing the doorbell in order to transmit the intercom video to the User's smartphone in real time. The video only starts transmitting once the doorbell has been pressed.

In the above instance, the personal data is used for the purpose of using the app and transmitting the intercom video dialogue. This processing of personal data is legally justifiable on the grounds of the contractual relationship between René Koch AG and the User, as well as the consent given by the User when registering for the app granting permission for the data in their user account to be processed. It is furthermore justified in the overriding personal interest of the person on whose smartphone the intercom video dialogue is transmitted, as this serves to identify the person ringing the doorbell and safeguards the security aspects of the service.

Additional information is also collected from the User every time they open the app. This relates to information about the versions, device, operating system and IP address. This information helps us make our service more user-friendly, effective and secure. If any personal data is processed to help in this regard, it is only done insofar as it is necessary to safeguard the overriding legitimate interests of René Koch AG.

4. Transfer of Data to Third Parties

René Koch AG relies on service providers in order to be able to deliver the video intercom service via the KochCloud. These may be located abroad or accessed from abroad. You will therefore be advised about this transfer of data to service providers who may also be outside of Switzerland. René Koch AG ensures these third parties only process Users' personal data in accordance with the requirements of the applicable data protection laws. If data is transferred to countries where there is comparatively insufficient data protection legislation in terms of the EU and/or Switzerland, René Koch AG puts in place reasonable safeguards to ensure the User's personal data remains protected.

The personal data collected here is stored on Amazon Web Services servers. The servers used by Amazon Web Services to store the data are located in Frankfurt am Main, Germany, and are subject to the local national data protection law. The Amazon Web Services privacy policy can be found here: [\[https://aws.amazon.com/de/privacy/\]](https://aws.amazon.com/de/privacy/).

René Koch AG uses the service provider Papertrail (Solarwinds) to collect the log data. This means the data is transferred to the USA. The Papertrail (Solarwinds) privacy policy can be found here: [\[https://www.solarwinds.com/de/general-data-protection-regulation-core-it\]](https://www.solarwinds.com/de/general-data-protection-regulation-core-it). The transfer of data is therefore protected under the CH/EU-US-Privacy-Shield as Solarwinds has submitted its self-certification to the US Department of Commerce. This guarantees an adequate level of data protection.

René Koch AG employs the service provider Sentry.io (official name: Functional Software, Inc) as its error tracking service. This means the data is transferred to the USA. The Sentry.io privacy policy can be found here: [\[https://sentry.io/privacy/\]](https://sentry.io/privacy/). Sentry.io has confirmed it complies with the EU-US-Privacy-Shield and is registered with the US Department of Commerce, thereby guaranteeing an adequate level of data protection.

5. Deleting Data

Unless otherwise stated, personal data will be stored for as long as it is required to fulfil the purpose for which it has been collected. René Koch AG may have to store the data for longer on the grounds of financial, tax or other legal reasons. The length of time depends on the respective data and country, usually limited to a maximum of eleven years.

When the user account is deleted from the KochCloud, all of the data associated with it is also deleted.

6. Data Security

Both René Koch AG and our service providers take technical and organisational security measures to protect the stored personal data against unintentional and deliberate tampering, loss, destruction or unauthorised access by third parties. Our data processing procedures and security measures are continuously improved in keeping with technical developments.

Personal data is transformed into an encrypted format before being transmitted.

7. Right to Information and Rectification

Every natural person resident in the EU, EEA or Switzerland can request to view or access the data processed in relation to them personally. We will rectify any information that is wrong or no longer correct.

To request to see, receive or rectify this information, please contact us at René Koch AG, Seestrasse 241, 8804 Au ZH, Switzerland or send an email to [\[info@kochag.ch\]](mailto:info@kochag.ch).

You may cancel or withdraw the consent you originally granted, or request for your data to be deleted. After you have cancelled your consent, we will no longer process your data unless we are obliged to do so for regulatory requirements, e.g. retention obligations.

You can cancel your consent by writing to René Koch AG, Seestrasse 241, 8804 Au ZH, Switzerland or send an email to [\[info@kochag.ch\]](mailto:info@kochag.ch).

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In addition to the above, each person is entitled to file a complaint with the competent supervisory authority in his or her country. In the EU these are the respective national supervisory authorities. A list of these supervisory authorities can be found here: https://edpb.europa.eu/about-edpb/board/members_en. In Switzerland this is the Federal Data Protection and Information Commissioner (FDPIK).

In the event that any discrepancies should arise as a result of the translation of this policy, the original German version shall be binding.

Last updated: 01/09/2019