

INTERNATIONAL GENEVA WELCOME CENTRE (CAGI)

VISITING DELEGATES APPLICATION

PRIVACY AND COOKIES POLICY

1. PREAMBLE AND ACCEPTANCE

The present privacy and cookies policy ("**Privacy Policy**") addresses the use of personal data collected through the application, accessible online or through mobile application, available at <https://cagi.kalyss.ch/> ("**Application**") managed by International Geneva Welcome Centre (CAGI) ("**CAGI**", or "**us**"), with its office at La Pastorale 106, route de Ferney 1202 Genève.

Please read this Privacy Policy carefully before using the Application. This Privacy Policy explains how information relating to an identified or identifiable individual ("**Personal Data**") is collected, used and protected.

By using our Application, you acknowledge and agree with the collection and processing of your Personal Data in accordance with this Privacy Policy. If you do not agree, please do not use the Application.

The present Privacy Policy is incorporated in the Visiting Delegates Application General Terms and Conditions (the "**GTC**").

2. DATA CONTROLLER

2.1. The International Geneva Welcome Centre (CAGI) is considered the Data Controller in relation to the processing of Personal Data on the Application. You can contact us by phone using the number +41.22.546.23.00 or by e-mail at delegates.cagi@etat.ge.ch.

3. GENERAL PRINCIPLES

3.1. We use the Personal Data collected through our Application, as described below, to provide the following services:

- (i) Account creation and registration;
- (ii) Filing of an individual or group accommodation request;
- (iii) Links to CAGI's main website; and
- (iv) History of accommodation requests since the creation of the account.

INTERNATIONAL GENEVA WELCOME CENTRE (CAGI)

- 3.2. This Privacy Policy sets out the policies and procedures relating to the collection and processing of Personal Data that you may provide us with when using our Application or one of the services described hereabove.
- 3.3. This Privacy Policy does not apply to any service offered offline.

4. PERSONAL DATA WE COLLECT, AND OUR USE OF SUCH PERSONAL DATA

A. Sources of the collection

- 4.1. The Personal Data that we collect through our Application can be divided into two categories:

- (i) Cookies (*infra* B.)
- (ii) Personal Data that you provide us with (*infra* C.)

B. Cookies

1. What are cookies and what information do they collect?

- 4.2. Cookies are files containing a small amount of data that are sent from a website/application to your browser and stored on your mobile or computer device.
- 4.3. Through the use of cookies, we may collect Personal Data when you visit use our Application, for example we may identify certain usage data when you browse or click on content.
- 4.4. We collect very few information through this mean; limited to the strict necessary. As such, only the following information and Personal Data are collected through the use of cookies:
- (i) The browser you are using; and
 - (ii) Your language preferences.
- 4.5. In order to control or limit the collection of this information, you can:
- (i) If available, set up your browser to refuse all cookies or to indicate when a cookie is being sent;
 - (ii) Upon access to our Application, select which cookie(s) you allow and which cookie(s) you wish to block;
 - (iii) Delete cookies and clear your browsing data directly from your browser's settings.

Please note that if you refuse or block certain cookies, you may not have access to certain features and/or functionalities of the Application.

INTERNATIONAL GENEVA WELCOME CENTRE (CAGI)

4.6. List of cookies we use:

Designation	Recipients	Function	Expiration	Type	Country
JSESSIONID	JEMS PROJECT SWITZERLAND SA	Stores the session information when connected to the Application	Session	Functional	Switzerland
LANG	JEMS PROJECT SWITZERLAND SA	Stores the user's language preferences	Session	Functional	Switzerland

2. For what purpose do we collect information using cookies?

4.7. We use cookies that we collect in order to:

- (i) Enable access to our Application, and
- (ii) Store information about your language preference.

3. Grounds for processing

4.8. With regard to the use of cookies for the operation and maintenance of our Application, we process your Personal Data on the basis of our legitimate interests.

C. *Personal Data provided by you*

1. What Personal Data do you provide to us?

4.9. We collect the Personal Data you provide to us on a voluntary basis when, through our Application, you:

- (i) Create an account;
- (ii) Submit an accommodation request (individual or group); and
- (iii) Log into your account using your personal login (email and password).

4.10. The Personal Data collected may include your first and last name, nationality, language, postal address, telephone number, email address, personal account password, gender, date of birth, passport information, as well as a copy of your passport and/or ID card, visa information, travel documents (such as flight reservation confirmation) or the name of the organization you are attending the event as a delegate for.

2. For what purpose do we collect this information

4.11. We collect the Personal Data you provide us with on a voluntary basis in order to provide the service you requested (e.g. creation of an account and/or filing of an accommodation request).

INTERNATIONAL GENEVA WELCOME CENTRE (CAGI)

3. Grounds for processing

- 4.12. When you create an account, we process your Personal Data on the basis of your consent. When you submit an accommodation request, we process your Personal Data on the basis of the conclusion and performance of a contract.

5. LINKS TO CAGI'S MAIN WEBSITE

- 5.1. Our Application contains links that direct you to CAGI's main website (<https://www.cagi.ch/>) enabling you to access the content available therein.
- 5.2. Please refer to the privacy policy of this website for any information in relation to the purpose and extent of the collection of Personal Data, the further processing and use of such Personal Data, as well as the rights related thereto and the adjustment possibilities to enable the protection of your Personal Data.

6. DISCLOSURE OF YOUR PERSONAL DATA TO THIRD PARTIES

- 6.1. We may give certain **independent contractors**, partners and affiliates access to the Personal Data you made available to us through our Application. To this day, these contractors and partners are the following:
- (i) IT Service Provider: JEMS PROJECT SWITZERLAND SA based in Switzerland;
 - (ii) Hosting of the Application: Infomaniak SA, based in Switzerland;
 - (iii) Partner accommodations which are listed on CAGI's main website, when you submit an accommodation request.
- 6.2. We take all necessary steps to ensure that your Personal Data is processed securely and in accordance with this Privacy Policy and applicable laws. All our contractors are committed to protect your Personal Data using procedures similar to ours and are subject to the same laws.
- 6.3. The purpose of sharing your Personal Data with the above-mentioned third parties is to offer to you our services (*i.e.* in particular the booking of the accommodations), maintain and seek to continually improve our Application and the services offered to our users. The basis we rely on to process your Personal Data is your consent when you create an account. When you submit an accommodation request, we process Personal Data on the basis of the conclusion and performance of a contract.
- 6.4. With regards to our **partner accommodations**, once your Personal Data is transferred to such partners, this Privacy Policy does not cover how such partners process your Personal Data. Thus, please refer to the privacy policy of the relevant partner for information regarding the

INTERNATIONAL GENEVA WELCOME CENTRE (CAGI)

purpose and scope of the collection of Personal Data, the further processing and use of such Personal Data, as well as the related rights and procedures enabling the protection of your Personal Data.

- 6.5. When submitting a **group accommodation request**, you agree that your group coordinator will have access to the Personal Data you provide us with. However, he/she will not have the right to modify said Personal Data. You may withdraw your group accommodation request until it is submitted to CAGI. In such case, the group coordinator will no longer have access to your Personal Data through our Application.

7. DISCLOSURE OF YOUR PERSONAL DATA TO AUTHORITIES

- 7.1. We may also use your Personal Data (including your communications) if we think it is necessary for security purposes, to investigate possible fraud or other violations of this Privacy Policy and/or attempts to harm other users of our Application. Hence, we may use your Personal Data to investigate, respond to and resolve complaints and issues relating to our Application.

- 7.2. It is possible that we will need to disclose your Personal Data when required by law or if we have a good faith belief that disclosure is necessary to:

- (i) investigate, prevent, or take action regarding suspected or actual illegal activities or to assist government enforcement agencies;
- (ii) enforce our agreements with you;
- (iii) investigate and defend ourselves against any third-party claims or allegations;
- (iv) protect the security or integrity of our Application;
- (v) exercise or protect the rights and safety of our users, personnel, or others.

- 7.3. We attempt to notify users about legal demands for their Personal Data when appropriate in our judgment and technically feasible, unless prohibited by law or court order or when the request is an emergency. We may dispute such demands when we believe, in our discretion, that the requests are overbroad, vague or lack proper authority, but we do not promise to challenge every demand.

- 7.4. The purpose of sharing your Personal Data with the aforementioned authorities and the legal grounds for processing, are to comply with legal obligations to which we are subject.

8. NO DISCLOSURE OF YOUR PERSONAL DATA FOR COMMERCIAL PURPOSES

- 8.1. We do not sell your Personal Data to third parties. We do not share or otherwise make available your Personal Data to third parties, except as otherwise provided in this Privacy Policy.

INTERNATIONAL GENEVA WELCOME CENTRE (CAGI)

9. CROSS-BORDER COMMUNICATION OF PERSONAL DATA

- 9.1. If, as a result of certain services provided by third parties, we need to transfer your Personal Data to one of their databases outside the European Economic Area, potentially to a country that does not have a level of personal data protection comparable to that prevailing in Switzerland or the European Economic Area, we undertake to enter into an agreement with the third-party service provider in order to ensure an adequate level of protection of your Personal Data.

10. PROTECTION OF YOUR PERSONAL DATA AND NOTIFICATION OF A PERSONAL DATA BREACH

- 10.1. We are committed to using commercially reasonable means to prevent exposure or disclosure of your Personal Data. In particular, we implement and maintain measures (including administrative, physical, and technical measures) to manage unauthorized disclosures or exposures of your Personal Data.
- 10.2. In the event of a data breach, or in the event that we suspect a data breach, we will (i) use our best efforts to promptly notify you, where technically feasible, and (ii) cooperate with you to investigate and resolve the data breach, including without limitation by providing reasonable assistance to you in notifying injured third-parties. We will give you prompt access to such records related to a data breach as you may reasonably request; provided such records shall be our confidential information, and we shall not be required to provide you with records belonging to, or compromising the security of, other users.
- 10.3. In the event of a data breach, or in the event that we suspect a data breach, we will in addition notify the competent authorities in accordance with applicable law.

11. MANAGEMENT OF YOUR PERSONAL DATA (YOUR RIGHTS)

- 11.1. **Right to access and update** your Personal Data: Whenever we process your Personal Data, we take reasonable steps to ensure that your Personal Data is kept accurate and up-to date for the purposes for which it was collected.
- 11.2. **Right to delete** your Personal Data: You may request the deletion of your Personal Data at any time, subject to any retention obligations imposed on us. We may retain de-personalized (anonymous) information after the deletion of your Personal Data.
- 11.3. **Right of rectification**: You have the right to obtain the rectification of your Personal Data if it is inaccurate or incomplete.

INTERNATIONAL GENEVA WELCOME CENTRE (CAGI)

- 11.4. **Right to object to processing:** Within the limits of the law, you have the right to object our processing of your Personal Data.
- 11.5. **Right to restriction:** You have the right to request that we restrict the processing of your Personal Data.
- 11.6. **Right to data portability:** You have the right to be provided with a copy of the Personal Data we have on you in a structured, machine-readable and commonly used format.
- 11.7. **Right to withdraw consent:** You have the right to withdraw your consent at any time where we relied on your consent to process your Personal Data.
- 11.8. **Right to complain to a supervisory authority:** You have the right to complain to a data protection supervisory authority with regards to our collection and use of your Personal Data.
- 11.9. We may ask you to prove your identity before responding to a request based on the abovementioned rights or otherwise related to your Personal Data.

12. RETENTION OF YOUR PERSONAL DATA

- 12.1. We retain the Personal Data you provide us with to the extent necessary to provide you access to and use of our Application and our services, as well as to the extent required to comply with our legal obligations (for example, if we are required to retain your Personal Data under applicable law), to resolve a dispute or to enforce agreements we have entered into and our internal regulations.
- 12.2. We automatically delete any Personal Data from accounts that have been inactive for more than 5 years. We send users of inactive accounts an e-mail informing them that their account will soon be deactivated. The user has 30 days from the date the e-mail was sent to reactivate their account. If the user does not act within this period, the Personal Data will be automatically deleted.
- 12.3. We reserve the right to store the data in a depersonalized (i.e. anonymous) form after deletion of your Personal Data.

13. TERMINATION SUSPENSION OR CLOSING OF ACCOUNT

- 13.1. We may block, close or suspend a user account, as well as prohibit use of the services as per the conditions set in GTC.

INTERNATIONAL GENEVA WELCOME CENTRE (CAGI)

- 13.2. In the event that your user account is blocked, closed or suspended, your Personal Data will be retained in accordance with Section 12 hereabove.

14. PERSONAL DATA RELATED TO MINORS

- 14.1. We do not provide services specifically targeted at minors (individuals under the age of 18) and we do not proactively collect Personal Data from minors.
- 14.2. If an adult submits an accommodation request on behalf of a minor, CAGI will process the minor's Personal Data in accordance with the present Privacy Policy as well as additional measures taken by CAGI to protect such data.

15. AMENDEMENT TO THIS PRIVACY POLICY

- 15.1. We may change this Privacy Policy at any time by posting a new version on this page or on a successor page, without prior notification. You shall be notified of any change to the Privacy Policy through a notice on the Application home page. By continuing to access or use our Application after such notification becomes effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please do not use the Application.
- 15.2. We will always handle your Personal Data in accordance with the Privacy Policy that was in effect at the time of collection.
- 15.3. The new version of the Privacy Policy will become effective on the date it's posted, which will be listed at the top of the page as the new effective date.

16. MISCELLANEOUS

- 16.1. Our failure to enforce any right or provision of this Privacy Policy will not be considered a waiver of those rights.
- 16.2. If any provision of this Privacy Policy is held invalid or unenforceable by a court, the remaining provisions of this Privacy Policy will remain in effect.

17. QUESTIONS?

- 17.1. Should you have questions or complaints regarding this Privacy Policy, please contact us by email at delegates.cagi@etat.ge.ch or by phone using the number +41.22.546.23.00.
- 17.2. You can also reach us by post at La Pastorale 106, route de Ferney 1202 Genève.

INTERNATIONAL GENEVA WELCOME CENTRE (CAGI)
