

Data Processing Policy

Qualibroker Oberwallis AG |

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Table of contents

1.	General provisions	4
1.1.	Legal basis	4
1.2.	Aim of the Data Processing Policy	4
1.3.	Purpose of data processing	4
1.4.	Responsible data protection office	4
2.	Information system structure	5
2.1.	Printers, office supplies and postal delivery	5
2.2.	Components of the information system	5
2.3.	Interfaces	6
3.	Entities involved	8
3.1.	Organisational areas of Qualibroker Oberwallis AG	8
4.	User and data access	9
4.1.	Users	9
4.2.	User administration	9
4.3.	Cancellation of access authorisation	9
4.4.	User training	9
4.5.	Instruction/directives	9
4.6.	Processes	9
5.	Data processing/data categories	10
5.1.	Data origin	10
5.2.	Categories of processed data	10
5.3.	Registration of data collection with the FDPIC	10
6.	Data archiving	11
6.1.	Archiving obligation	11
6.2.	Retention period and deletion	11
7.	Technical and organisational measures	12
7.1.	Access control	12
7.2.	Data carrier control	12
7.3.	Transport control	12
7.4.	Disclosure control	12
7.5.	Memory control	12
7.6.	Access control	12
7.7.	Input control	13
7.8.	Measures in the area of end devices	13
7.9.	Separation of test and production servers	13
7.10.	Data security breaches	14
7.11.	Working from home	14
8.	Rights of data subjects	15
8.1.	Information obligation when collecting personal data	15
8.2.	Right to information	15
8.3.	Right of access and right to rectification	15
8.4.	Right to deletion	15
8.5.	Right to restriction of processing	15
8.6.	Notification obligation in connection with rectification or deletion of personal data or restriction of processing	15
8.7.	Right to data portability	15
8.8.	Right to object	16

8.9.	Right to withdraw consent	16
8.10.	Right to lodge a complaint	16
9.	Final provisions	17
9.1.	Amendments to the Policy	17
9.2.	Approval	17

1. General provisions

For the sake of readability, gender-specific differentiation is not used throughout the document. All references to persons apply to all genders in the interests of equal treatment.

1.1. Legal basis

This Data Processing Policy has been drawn up on the basis of the following laws and ordinances:

- The European Union's General Data Protection Regulation (GDPR) of 27 April 2016 (version dated 4 May 2016)
- Data Protection Act (DSG) of 25 September 2020 (version dated 1 September 2023)
- Data Protection Ordinance (DPO) of 31 August 2022 (version dated 1 September 2023)
- Swiss Code of Obligations (CO) of 30 March 1911 (as at 1 April 2017)

1.2. Aim of the Data Processing Policy

The Data Processing Policy ensures that the personal and fundamental rights of persons whose personal data is processed at Qualibroker Oberwallis AG are protected in accordance with the statutory provisions. The Data Processing Policy describes in particular the data processing and control procedure and mentions which documents exist concerning the planning, implementation and operation of the data collection.

1.3. Purpose of data processing

Qualibroker Oberwallis AG is a provider of tailor-made insurance and risk solutions. It offers services in the field of occupational pension plans, personal, property, liability and other non-life insurance, as well as risk management. In order to be able to offer the customer tailored solutions and maintain correspondence with the customer and the insurers, the processing of customer data is essential for order fulfilment.

1.4. Responsible data protection office

The **internal** officer responsible for data protection issues and contact for questions is:

Pascal Kenzelmann
Managing Director

Qualibroker Oberwallis AG
Kantonsstrasse 12
3930 Visp, Switzerland

Phone +41 58 854 03 52

E-mail pascal.kenzelmann@qualibroker.ch

2. Information system structure

2.1. Printers, office supplies and postal delivery

The printers are provided and maintained by Faigle AG, 8050 Zurich, Switzerland. Office supplies are obtained from Ofrex AG, in 8152 Glattbrugg, Switzerland. Post CH AG in 3030 Bern, Switzerland is responsible for dispatch by post.

2.2. Components of the information system

2.2.1. Corporate management

Overall responsibility for data protection lies with the Executive Board. This responsibility is not transferable.

2.2.2. E-mail, Internet/intranet and telephone

Internet access for business purposes is configured for all customers. An individual e-mail account and a direct line are set up for each employee. The transitions from the internal to the external network are protected by a firewall. Externally, only selected employees of Qualibroker Oberwallis AG registered at UMB AG, in 6330 Cham, Switzerland and Insysta GmbH, in 3930 Visp, Switzerland can access the Qualibroker Oberwallis AG system using a code.

Private use of the infrastructure/e-mails is tolerated to a limited extent and must be done outside working hours or during breaks.

2.2.3. HR management

Internally, one employee is entrusted with the tasks of HR management. If necessary, Treureva AG, in 8008 Zurich, Switzerland, will be consulted when hiring new employees.

2.2.4. Document management

The data and documents are stored centrally on the servers of UMB AG and Insysta GmbH as well as at Microsoft and are launched using PowerApp (brokers) and Office365. Access authorisation to specific data and documents is granted according to the function and role of an employee.

2.2.5. IT operations

The IT area is handled by the outsourcing partner UMB AG and Insysta GmbH. UMB AG and Insysta GmbH provide the servers on which the applications, data and documents of Qualibroker Oberwallis AG are stored. The insurance broker software is supplied and maintained by Brokinsoft SA, in 1950 Sion, Switzerland. These partners confirm by signing a contract that they comply with data protection regulations for themselves and their employees.

Employees can access the data on the servers of UMB AG and Insysta GmbH via their computer (client) that they need to carry out their activities. All data is regularly stored as a backup by UMB AG and Insysta GmbH and archived by them and Qualibroker Oberwallis AG.

Both the firewall and the antivirus program must be regularly checked and kept up to date by UMB AG and Insysta GmbH.

Qualibroker AG also operates a customer portal. A separate user agreement is required between the customer and Qualibroker AG in order to use the customer portal.

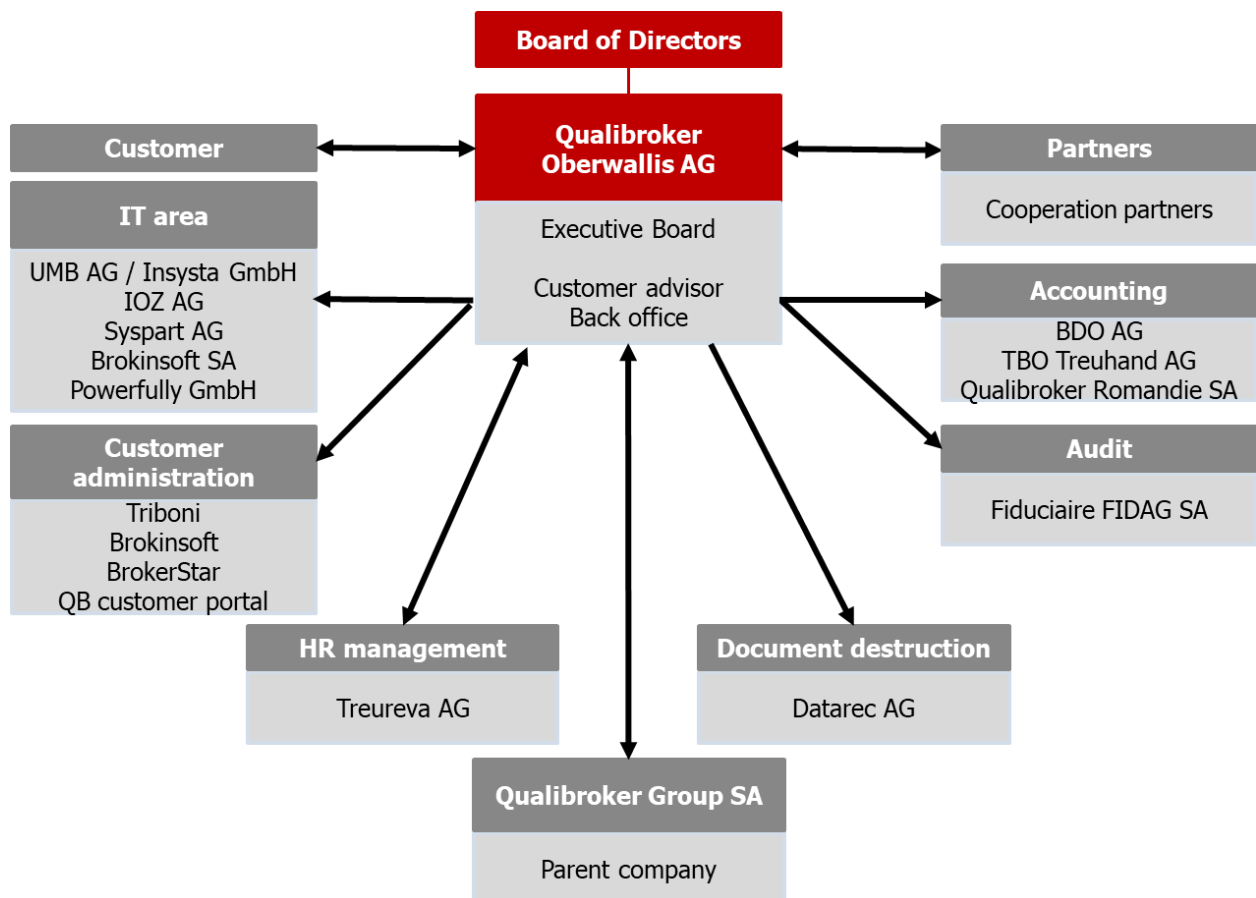
Promacx AG, in 3011 Bern, Switzerland, is responsible for web hosting.

2.2.6. Cookies

The following cookies are used on the Qualibroker Oberwallis AG website: Google Ads, Google Analytics, Facebook Marketing and Craft Cookie.

2.3. Interfaces

The diagram below shows the data and document interfaces of Qualibroker Oberwallis AG to the outside world. A list of interfaces and an overview of suppliers and outsourcing relationships are maintained internally.



The personal data processed by Qualibroker Oberwallis AG in the context of its activity as an insurance broker comprises publicly accessible data disclosed by the policyholder, insurer and insured party. As part of its duties as an employer, Qualibroker Oberwallis AG processes personal data that it obtains from employees, applicants and Treureva AG, which may be commissioned with HR management tasks.

In order to obtain quotes for customers and take out insurance, it is necessary for customer data to be forwarded to the insurance partners of Qualibroker Oberwallis AG for order fulfilment.

The IT division was outsourced to UMB AG and Insysta GmbH. Within the scope of their activities, Syspart AG, in 8810 Horgen, Switzerland, IOZ AG, in 6210 Sursee, Switzerland, Office365, Brokinsoft SA, in 1950 Sion, Switzerland, and Powerfully GmbH, in 8307 Effretikon, Switzerland have access to electronically recorded customer and employee data via the Qualibroker customer portal.

Payroll accounting is handled by TBO Treuhand AG, in 8036 Zurich, Switzerland. The financial statements for Qualibroker Oberwallis AG are prepared by BDO AG, in 8005 Zurich, Switzerland. Fiduciaire FIDAG SA, in 1920 Martigny, Switzerland, is responsible for the audit. As a result of their activities, these companies

are granted access to the business documents of Qualibroker Oberwallis AG. Qualibroker Romandie SA, in 1018 Lausanne, Switzerland, also assumes certain accounting duties.

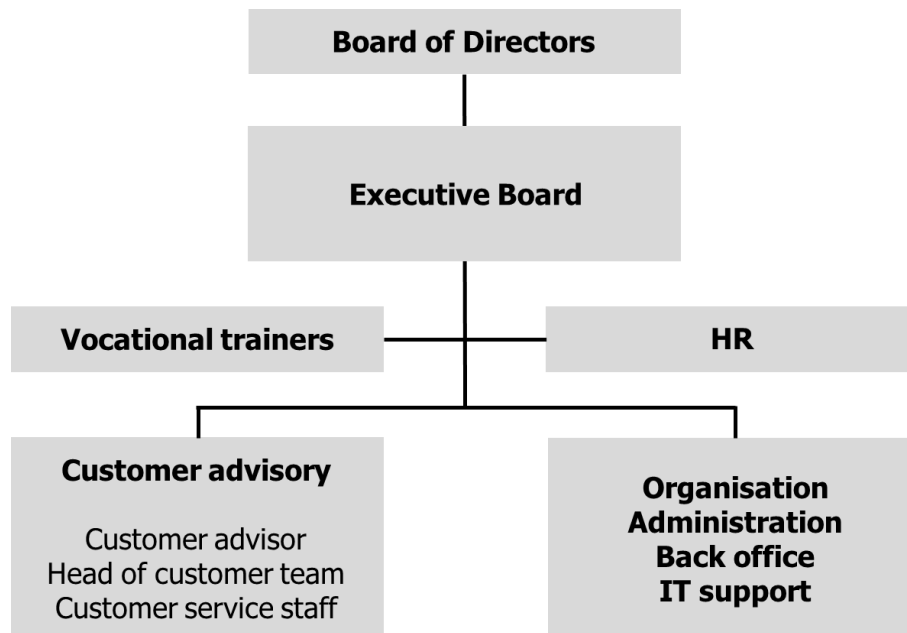
Datarec AG, in 3006 Bern, Switzerland, is used to destroy documents containing customer and employee information in accordance with data protection regulations.

Qualibroker Oberwallis AG works closely with Schreiber Maron Sprenger AG, Qualibroker AG and Qualibroker Ticino SA. To enable this collaboration, the employees of the companies are usually also granted processing authorisation for the customer data of the respective company.

3. Entities involved

3.1. Organisational areas of Qualibroker Oberwallis AG

Overall responsibility for data protection lies with the Executive Board. This responsibility is not transferable.



4. User and data access

4.1. Users

All employees of Qualibroker Oberwallis AG are users of the IT system and can process data. The access authorisations of all employees are documented and granted depending on their function and role.

Qualibroker Oberwallis AG maintains policies on the use of IT and telecom infrastructure.

4.2. User administration

User administration is carried out by the internal IT coordinator. The Executive Board is responsible for defining the IT access rights of the individual employees.

4.3. Cancellation of access authorisation

Users are entitled to access the data for as long as and to the extent that they need it to carry out their activities. In the event of departure or change of duties within the company Qualibroker Oberwallis AG, the access authorisation shall be revoked and the access authorisations required for any new area of responsibility shall be reissued.

4.4. User training

The users of the IT system provided by UMB AG and Insysta GmbH are trained in various ways in the area of data protection and application technology.

Every employee is made aware of the data protection provisions in the company in the employment regulations and signs that they have received such regulations. Employees receive regular training in the area of data protection. The training status of each employee is documented.

4.5. Instruction/directives

Data processing is governed by directives, regulations and guidelines. These are regularly updated by the relevant authority.

4.6. Processes

The data in the information system of Qualibroker Oberwallis AG is collected, processed and passed on in accordance with defined processes. Details on the processes can be found in the respective process descriptions. These documents are easy to find using the process map on the intranet of Qualibroker Oberwallis AG and are intended for internal use.

5. Data processing/data categories

5.1. Data origin

The personal data processed by Qualibroker Oberwallis AG comprises publicly accessible data disclosed by the policyholder, insurer, insured persons or authorised third parties. No data is obtained from other third parties.

5.2. Categories of processed data

The main data categories that Qualibroker Oberwallis AG processes in the system or stores on paper are as follows:

- Customer data (e.g. name, address, date of birth, gender, nationality, credit rating data)
- Data from applications, including the associated supplementary questionnaires (e.g. information provided by the applicant about the insured risk, answers to questions, expert reports, information provided by the previous insurer about the claim experience to date)
- Data from contracts with insurers (e.g. contract duration, insured risks, benefits, data from existing contracts)
- Debt collection data (such as the date and amount of premiums received, outstanding amounts, reminders, credit balances, payment details) and
- Any claims data (e.g. damage reports, investigation reports, invoices, data relating to injured third parties)

5.3. Registration of data collection with the FDPIC

The statutory provisions do not provide for the data collections processed by Qualibroker Oberwallis AG to be registered with the Federal Data Protection and Information Commissioner (FDPIC). As the owner of contact details and contracts of suppliers and outsourcing partners as well as data collections for its own HR administration, Qualibroker Oberwallis AG is exempt from the obligation to register in accordance with Art. 12 para. 5 FADP.

Qualibroker Oberwallis AG processes other data collections from customers as the processor on behalf of these customers. The respective customer remains the owner of the data and is therefore responsible for any registration with the data protection office.

6. Data archiving

Qualibroker Oberwallis AG has internal policies on document and data storage.

6.1. Archiving obligation

Documents that are subject to archiving are archived for the duration required by law and protected against changes and unauthorised access.

6.2. Retention period and deletion

The statutory retention period of ten years generally applies to the storage of business documents (Art. 958f para. 1 CO). If the business documents are stored electronically or similarly, it must be possible to make them legible again during this time (Art. 958f para. 3 CO).

Unless there is a statutory retention obligation, personal data will be retained for as long as it is necessary for the purpose for which it was collected. Then the data will be deleted.

7. Technical and organisational measures

7.1. Access control

Access to the office building of Qualibroker Oberwallis AG is secured with a key system. Access to the offices in the building is also only possible with a key. Visitors must ring the bell at the reception so that access can be granted. Visitors must be accompanied at all times on the premises. The rooms with technical equipment for data transmission and data storage, such as servers, are secured with locking systems or access systems and can only be accessed by a restricted group of people.

7.2. Data carrier control

Information technology measures enable only authorised persons to process data on the electronic data carriers.

Hard disks, state solid discs and other data carriers that are permanently installed with data processing systems for normal use may not be removed from the systems except for the purpose of disposal or repair. Furthermore, certain IT resources intended for stationary use may not be removed from the premises of Qualibroker Oberwallis AG, except for the purpose of disposal, sale, migration or repair.

Data storage media must be irretrievably erased and, if possible, shredded before disposal.

Documents containing customer-relevant data are destroyed by shredding or disposal (Datarec AG).

7.3. Transport control

Particularly sensitive data sent by e-mail is protected using server-to-server encryption.

SIM cards, flash memory, USB sticks and other data carriers intended for mobile use must be supervised and stored securely outside of Qualibroker Oberwallis AG. Mobile data storage media must be encrypted if technically possible.

Documents shredded by Datarec AG are stored and transported in locked containers until their actual destruction.

7.4. Disclosure control

The data subject must have consented to the disclosure of the data or it must be possible to assume consent in the circumstances. Sensitive customer data may only be passed on in encrypted form. Data transfers are logged. It must always be checked whether the person making the enquiry is entitled to information.

Persons authorised to provide information are stored in the insurance broker software. These are reviewed annually by the customer as part of the annual appraisal.

7.5. Memory control

Unauthorised entries, changes or deletions from the memory are prevented by access and authorisation control (e.g. user name/password) and by the IT applications. Regularly updating operating systems and applications minimises malware attacks. Regular backups are made to protect sensitive data from loss.

7.6. Access control

Access to the information system of Qualibroker Oberwallis AG is only possible with the corresponding authentication data. Access data is defined for each employee. Every employee receives this on their first day of work.

All passwords must be changed in a predefined intervals by the system. It is not allowed to set the same password for the same user twice in a row. If the login details are entered incorrectly several times, access to the information system is blocked and must be reactivated manually by the IT coordinator.

The system is protected by a firewall against use by unauthorised persons outside Qualibroker Oberwallis AG. Security is monitored on an ongoing basis as part of IT security measures.

7.7. Input control

Unauthorised data entry into the memory must be prevented and it must be possible to subsequently check which personal data was entered at what time and by whom in the systems. For this reason, all entries and changes are continuously monitored and logged for reasons of system security and data integrity.

7.8. Measures in the area of end devices

Every employee receives a personal password for computer access on their first day of work. This password must be kept strictly confidential and must not be disclosed to third parties. The use of any software or the entire operating system of Qualibroker Oberwallis AG outside the IT resources owned by Qualibroker Oberwallis AG is only possible with the express consent of Qualibroker Oberwallis AG. When leaving the workstation, employees are instructed to block access to the end device.

7.9. Separation of test and production servers

In order to test new software modules, data is copied to a test server. All tests are carried out on the test server and only with the data that is on the test server.

7.10. Data security breaches

If data security breaches are noticed, the direct line manager and the internal officer responsible for data protection issues must be notified immediately. Thereafter, the reporting obligation pursuant to Art. 22 et seq. FADP is complied with. A process diagram has been created for internal use.

All breaches of data security are listed in a register. The following information is recorded:

- Date of incident and/or discovery of incident
- Who reported the incident
- What happened
- Whether Qualibroker Oberwallis AG as controller or processor is affected
- Assessment of the risk to the privacy and fundamental rights of the data subject(s) affected by the data security breach
- To whom reports of the incident were made and the name and date of the report document
- Causes and effects of the incident
- Which data has been recovered – which of these manually
- How the restoration was accomplished and by whom it was performed
- What measures have been taken
- Responsible person

7.11. Working from home

Qualibroker Oberwallis AG offers the option of working from home or another location on a voluntary basis. It has been contractually agreed (employment regulations) that data security must be guaranteed at all times and in all locations. In particular, no

- physical documents are permitted to be taken home and
- documents cannot be printed out at home on private devices.

Employees working from home are obliged to ensure that business secrets are protected and that family members and third parties cannot gain access to business data. If these requirements are not met, the option of working from home ends.

8. Rights of data subjects

A natural person who can be identified on the basis of the personal data processed by Qualibroker Oberwallis AG is a data subject. Qualibroker Oberwallis AG processes personal data on the one hand as a processor of customer data and on the other as a controller for the processing of data of partners, employees and suppliers. In the first case, the customer is the controller. The rights of data subjects listed here must be asserted against the respective controller.

8.1. Information obligation when collecting personal data

Qualibroker Oberwallis AG is obliged in accordance with Art. 19 FADP to inform data subjects about the collection of personal data where it acts as the controller for data processing.

8.2. Right to information

Any person may request information from the controller as to whether data about them is being processed, what data about them is available, where this data comes from, the purpose for which it is being processed, to whom the data is disclosed, what categories of data are available and how long the data is stored.

The request for information may be sent in writing together with a copy of the identity card or passport to the contact address of the controller. In the case of particularly complex applications, a cost contribution of up to a maximum of CHF 300.00 may be required.

8.3. Right of access and right to rectification

Data subjects have the right to see their personal data that is processed by the controller. If incorrect information is stored about them despite efforts to ensure that the data is accurate and up to date, it will be corrected at their request. The data subjects will be informed of this after the rectification.

8.4. Right to deletion

To the extent that the controller is not obliged or entitled to retain some of the personal data under applicable laws and regulations, data subjects are entitled to have their data deleted from the controller's system.

8.5. Right to restriction of processing

Subject to the conditions set out in Art. 18 of the GDPR, data subjects have the right to obtain a restriction of processing from the controller.

8.6. Notification obligation in connection with rectification or deletion of personal data or restriction of processing

In accordance with Art. 19 of the GDPR, Qualibroker Oberwallis AG notifies all recipients to whom personal data has been disclosed of any rectification or deletion of personal data or restriction of processing, unless this proves impossible or involves disproportionate effort. Qualibroker Oberwallis AG shall inform the data subject about these recipients if the data subject requests this.

8.7. Right to data portability

Data subjects have the right to receive the personal data concerning them, which they have provided to a controller, and to transmit it to another controller without hindrance from the controller to which the personal data have been provided.

8.8. Right to object

If the processing of data is not absolutely necessary for the fulfilment of the contract or if the controller is not obliged or entitled to the processing of data on the basis of applicable laws and regulations, data subjects may object to such processing at any time with effect for the future.

8.9. Right to withdraw consent

Any consent to data processing that has been granted to Qualibroker Oberwallis AG can be revoked in accordance with Art. 7 GDPR. Revocation is as easy as granting consent.

8.10. Right to lodge a complaint

Data subjects have the opportunity to lodge a complaint with the competent data protection authority in the event of a violation of their rights.

9. Final provisions

9.1. Amendments to the Policy

The Data Processing Policy is updated on a regular basis and may be amended at any time. Changes must be made in writing and must be approved by the Chair~~man~~ of the Executive Board and the office responsible for data protection.

9.2. Approval

This Data Processing Policy has been approved by the Executive Board of Qualibroker Oberwallis AG and enters into force on 1 September 2023.



Pascal Kenzelmann
Managing Director

In the event of any discrepancy between the German version and a translation, the German version shall prevail.