



Privacy policy SRC Canton of Bern

1. Data protection at a glance

General guidance

The following information summarises how the Swiss Red Cross Canton of Bern (SRC Canton of Bern) collects and processes your personal data. Personal data means any information relating to an identified or identifiable natural person.

This privacy policy sets out how we collect and otherwise process personal data. This is not an exhaustive description; other privacy policies or guidance documents may govern specific circumstances.

Who is responsible for data processing, and who is my point of contact?

The data controller responsible for data processing is:

Swiss Red Cross Canton of Bern
Bernstrasse 162
P.O. Box
3052 Zollikofen
Phone 031 919 09 09
Email → info@srk-bern.ch
Website → srk-bern.ch/datenschutz

If you have any questions, please contact:

Swiss Red Cross Canton of Bern
Data Protection
Bernstrasse 162
P.O. Box
3052 Zollikofen
Phone 031 919 09 09
Email → datenschutz@srk-bern.ch
Website → srk-bern.ch/datenschutz



2. Data processing within the scope of our activities, services and business relationships

What data do we process, and where do they come from?

The SRC Canton of Bern processes personal data from the following sources:

- Data that you supply to us yourself when you purchase products, use our services, donate or volunteer. This also includes the data generated when you sign up for our newsletter.
- Data disclosed to us by third parties with your consent for the purpose of order processing or the performance of contracts, e.g. health and insurance data or payment details.
- Data that government departments and authorities supply to us in connection with their own activities, e.g. personal data from cantonal institutions, social service agencies, courts and tribunals, child and adult protection authorities and public prosecutors' offices.
- Data that we have obtained from publicly accessible sources, either directly or through specialist providers, e.g. from the media, public registers such as the commercial register or public address providers such as Swiss Post or Swisscom.
- Data that we receive from other SRC member organisations.

Depending on the context within which we process personal data, these data may include information concerning your health, religious, world or political views or activities, your ethnicity or social assistance measures.

How is my data used and on what basis?

Our main reason for processing personal data is to provide our services as part of fulfilling our obligations under our statutes, as well as our contractual obligations and duties that we have undertaken on behalf of governmental organisations. The primary purpose of data processing depends on the specific product or service that you buy from us or the order that we carry out for you.

In addition to the data processing described below in this privacy policy in connection with our websites, apps and other digital communication channels, where we are permitted and deem it appropriate to do so, we also process personal data relating to you and others, such as applicants, clients, donors, volunteers, partners, suppliers, service providers, patrons and benefactors or interested parties. This applies in particular with regard to the following purposes in which we (and sometimes also third parties) have a corresponding legitimate interest, either on the basis of your consent or because the SRC Canton of Bern is obligated to do so in order to satisfy various legal and regulatory requirements:



- Order processing in relation to the following services offered by the SRC, Canton of Bern: SRC home visit and assistance service, SRC respite for family carers, SRC home care, SRC home childcare, Red Cross transport service, Red Cross SOS service, SRC advance directives and living wills, SRC social education assistance for families
- Occupational therapy services SRC
- Placing of volunteers in the context of the Volunteer programmes of the Relief, Migration, Integrative Services and Education Departments in the SRC, Canton of Bern
- Receiving and processing requests for support including financial aid or assistance with obtaining a humanitarian visa
- Property management
- Organising and delivering of training and further education
- Organising and executing events
- Conducting surveys
- Processing of donations and contributions
- Registering volunteers
- Communicating with us, e.g. verbally, by phone/video call (see also below), by email, or through contact forms or collaboration tools
- Marketing, e.g. by physical post, email newsletters, social media or online ads (see also below)
- Organising and running competitions or contests
- Ordering brochures about our activities and offers, or products and services, via our website
- Job applications for roles with us
- Ensuring IT security
- Preventing criminal offences
- Asserting or defending against legal claims
- Evaluating data regarding donor behaviour and service utilisation
- Updating address information
- Organisational communication (e.g. via the «Berner Rotkreuz-Zeitung» newspaper or in the media)
- Further developing products and services
- The administration of our association, including memberships

In some cases, we believe that you may be interested in receiving information about our activities and assignments from time to time via email, by post, SMS, instant messaging or other communication channels. You can unsubscribe at any time to stop receiving the updates that we send to you by post or in digital form. Doing so does not affect the lawfulness of any data processing performed prior thereto.

Who gets to see my data?

Access is granted to the people within the SRC Canton of Bern who need your data in order to provide our products and services. In addition to our own staff, this also includes service



providers commissioned by us. All such individuals and providers have committed to maintain confidentiality and protect your data.

The following are our main categories of data recipient:

- Service providers involved in processing your orders: partner organisations, service providers commissioned by us to carry out orders, e.g. vendors, suppliers, IT providers, mailshot service providers, suppliers of products to improve our collection activity, address management service providers, financial institutions and payment service providers
- other Red Cross organisations, authorities, social insurance providers, healthcare organisations, hospitals, social security organisations, foundations and disaster relief organisations.
- The transfer of personal data to public institutions or authorities occurs very rarely at the SRC, Canton of Bern. Such institutions include authorities, courts, public prosecutors' offices, child and adult protection authorities, tax authorities, auditors and auditing bodies.
- When using our website and other digital services, your data may be transmitted to third parties such as Facebook, Google and PayPal, which process personal data under their own responsibility.

Is my data transferred abroad or forwarded to an international organisation?

The SRC Canton of Bern primarily processes your personal data in Switzerland. This is the case when it comes to storing our donors' data, for example. Please note in particular, however, that some of your data are transferred for processing to IT service providers whose services we employ in the context of certain personal data processing procedures (e.g. digital services and tools). Personal data may, for example, be transferred to the USA when we send our digital newsletter.

Your data will also be transferred abroad if this is necessary, or where we are required to do so by law, to fulfil our obligations under our statutes, carry out your orders or provide you with support in disasters and emergencies (e.g. to provide administrative and legal assistance to foreign authorities), or with your consent (e.g. information requests from the tracing service, cooperation with local aid organisations in the event of a disaster or emergency and support services for relatives).

For information regarding the processing of personal data by the SRC tracing service and the International Committee of the Red Cross (ICRC), please refer to the tracing service's website and the relevant [ICRC data protection regulations](#).

For details regarding the transfer of data by the contact point for the Recognition of Foreign Vocational Education and Training Qualifications, please refer to the information on data protection provided by the State Secretariat for Education, Research and Innovation (SERI). If we transfer data to a country that does not provide an adequate level of statutory data protection, we require the recipient to take appropriate measures to protect personal data (e.g.



by agreeing to what are known as “EU standard contractual clauses”, the latest version of which can be accessed [here](#), other precautions or on grounds of justification).

Does the SRC Canton of Bern use automated decision-making or profiling?

As a basic principle, SRC Canton of Bern does not employ fully automated, legally binding decision-making when establishing customer relationships or providing services to you personally. We will inform you in each separate instance if we do use automated decision-making in individual cases. Some of your personal data are processed by the SRC Canton of Bern using automated data processing to evaluate certain individual aspects. This automated analysis is conducted using anonymised data and helps us to target our communication and fundraising activities, as well as improve our products and services.

Do I have to supply data?

When we provide services to you, including respite services, training and educational courses or recognising foreign professional qualifications, you must provide the requisite personal data to enable us to establish and maintain our relationship with you and act on and fulfil the obligations that we have undertaken towards you, and must also provide any data that we have a legal obligation to collect. Without such data, we will, in some circumstances, be bound to decline an order or contract.

How do we go about public fundraising?

We are reliant on your donations so that we can continue to be there for the people of the Canton of Berne. If you do not wish to receive any mailings or other information concerning fundraising campaigns from us, you can unsubscribe from these easily in writing or by email.

How long will my data be stored?

We process and store your personal data for as long as we need in order to fulfil our contractual and statutory obligations. As a rule, the statutory storage period for contractual documents is ten years after the conclusion of our order or termination of the business relationship. If we no longer need your personal data or our service is terminated, your data will be deleted on a regular basis where technically possible, except when we need to continue processing them for the following purposes:

- to comply with the periods of accounting and data retention in accordance with commercial and fiscal laws and regulations
- to preserve evidence during the periods of prescription (e.g. health data or in the event of a legal dispute)
- to keep records if we provide specific services such as family tracing or to comply with statutory retention periods and
- to deactivate rather than delete donor data to ensure that your data does not re-enter our donor database via other channels



We will irrevocably delete your personal data at your express request and under the given conditions. However, if we do delete your data from our list of donors, patrons and benefactors, we cannot guarantee that it will not find its way back into our donor database via external mailing list companies.

Audio and Video conferences

We use audio and video conferencing services to communicate with our clients and others. In particular, these services allow us to hold audio and video conferences, virtual meetings and training events such as webinars. We only use services that guarantee an adequate level of data protection. The terms and conditions of these services, including their terms of use or privacy policies, apply in conjunction with our privacy policy.

We mainly use Microsoft Teams, a service provided by Microsoft Operations Ireland Limited. Further information about the nature, scope and purpose of data processing within the context of this service can be found in Microsoft's [privacy policy](#) (German) and [Terms of use](#) (German).

In exceptional cases, we also use Zoom, a service provided by Zoom Video Communications Inc., which is based in the United States. Further information about the nature, scope and purpose of data processing within the context of this service can be found in Zoom's [privacy statement](#) (German) and [pages on legal policies and privacy practices](#).

The webinars are delivered by experienced users of the respective solutions. Please note that you participate in these events at your own risk. The SRC Canton of Bern rejects any liability in this context (e.g. in the event of breaches of data protection).

3. Data recording on our website

Data protection

As a website operator, we take the protection of your personal data very seriously. When you use our websites, however, various personal data are collected. Personal data means information that can be used to identify you personally. Below, we explain what data we collect, for what purposes, and with which tools.

We would like to point out that transmitting data over the Internet (e.g. when communicating by email or uploading files) may be subject to security vulnerabilities. Complete protection of data against access by third parties is not possible. However, we endeavour to secure all our websites using SSL (Secure Socket Layer) encryption.

How do we record data?

We record your data when you disclose it to us. This may include, for example, data or documents that you enter in a contact form, or when placing an order, registering for an event or making a donation online.



Other data are automatically recorded by our IT systems when you visit our website. This mainly involves technical data (e.g. about your Internet browser, operating system or time when you access a page), and is recorded automatically as soon as you access our website. More information on how we evaluate website use and the web analysis services we use can be found in the relevant sections below.

What do we use your data for?

Some of the data are collected to ensure that the website is operating smoothly and to make it possible to reach potential donors and members with targeted advertising. Other data can be used to analyse your user behaviour and usage patterns. The analytics tools that we use on all of our websites never allow us to identify users personally, even via their IP address.

SSL and TLS encryption

Our websites use SSL or TLS encryption for security reasons and to safeguard the transmission of confidential content, such as orders or enquiries, that you send to us.

Encrypted payment transactions

If you donate money to us or conclude a contract subject to a fee and are obligated to send us your payment data (such as your account number for direct debit authorisation), we require these data in order to process your payment. However, we do not retain any credit card information. Credit card data are processed solely by the respective payment service provider and are therefore not stored by the SRC.

Cookies

Some of our web pages use cookies. Cookies do not harm your computer and do not contain viruses. They serve to make our website more user-friendly, effective and secure. A cookie is a piece of information that is stored on your device.

Most of the cookies we use are known as “session cookies”. They are automatically deleted at the end of your visit. Other cookies remain permanently on your device until you delete them. These cookies allow us to recognise your browser when you next visit our website.

You can configure your browser to notify you whenever a cookie is set on your device. You can opt to block all cookies or accept them in individual or specified cases, and to automatically delete them whenever you close your browser. Blocking cookies can prevent this website from functioning fully.

Cookies are stored if they are necessary as part of the electronic communication process or to provide certain desired functions, such as clicking to close a window. We have a legitimate interest in storing cookies that enable the smooth technical operation and optimum provision of our services. If other cookies (such as cookies for analysing your surfing behaviour) are stored, they are dealt with separately below. Further information can be found in the section on analytics tools and tools from third-party providers.

[→ Edit Cookies](#)



Where permitted, we sometimes also incorporate visible and invisible image elements in our newsletters and other marketing emails. By retrieving these image elements from our servers, we can determine whether and if you have opened the e-mail. This allows us to measure and better understand how you use our services and how we can tailor them to you. You can block this in your email programme (most such programmes are preconfigured to do so).

By using our websites, apps and other digital channels and consenting to receive newsletters and other marketing emails, you consent to the use of these technologies. Otherwise, you must configure your browser or email programme accordingly or uninstall the app, unless you can configure its settings accordingly.

Analytics tools and tools from third-party providers

As explained above, your surfing behaviour may be statistically evaluated when you visit our website. This evaluation mainly uses the types of cookies declared here, in addition to analysis programmes. As a rule, your surfing behaviour is analysed anonymously; it cannot be traced back to you. The third-party analytics tools we use are listed below. You can opt out of the use of these tools simply by sending us an email.

Google Analytics

We sometimes use Google Analytics or similar services on our websites. This is a service provided by third parties who may be located anywhere in the world (in the case of Google Analytics, the service provider is Google Ireland, with headquarters in Ireland). Google Ireland relies on Google LLC (with headquarters in the USA) as data processor (both “Google” – www.google.com) which we use to measure and evaluate the use of the website on a non-personal basis. Permanent cookies, set by the service provider, are also used for this purpose. Google Analytics 4 does not log or store IP addresses, but truncates or masks them as soon as the data are received by Google Analytics – even before it is stored or processed. We use the ‘demographics’ function of Google Analytics. This makes it possible to create reports that contain information about the age, gender and interests of website visitors. This data comes from personalised advertising by Google and visitor data from third-party providers, and cannot be attributed to a specific person. You can disable this function at any time via the ads settings in your Google account or block Google Analytics from recording any of your data. Although we may assume that the information we share with Google does not constitute personal data as far as Google is concerned, it is possible for Google to draw conclusions about the identity of visitors from this data for its own purposes, create personal profiles and link the data to these individuals’ Google accounts. If you are registered with the service provider, the service provider also recognises you. The service provider is then responsible for processing your personal data in accordance with its data protection provisions. The service provider merely informs us how our respective website is used (without providing information about you personally).

Although you can prevent the storage of cookies by selecting the appropriate settings in your browser, please note that if you do so, you may not be able to use the full functionality of this website in certain circumstances. You can also prevent the recording of data generated by the cookie and related to your use of the website (including your IP address) for Google, as well as



the processing of this data by Google, by downloading and installing the browser plug-in available via this link: <https://tools.google.com/dlpage/gaoptout?hl=de>.

Google Analytics remarketing

Our websites use the functions of Google Analytics remarketing in combination with the cross-device functions of Google Ads and Google DoubleClick.

This feature makes it possible to link the advertising target audiences created by Google Analytics Remarketing with the cross-device features of Google Ads and Google DoubleClick. This enables personalised advertising messages which have been tailored to your interests and adapted based on your previous usage and surfing behaviour on one device (e.g. your mobile phone) to be displayed on another device (e.g. your tablet or PC).

If you have granted the corresponding consent, Google will link your web and app browsing history to your Google account for this purpose. This means that the same personalised advertising messages can be displayed on any device on which you log into your Google account. To support this function, Google Analytics records Google-authenticated user IDs, which are then temporarily linked to our Google Analytics data to define and create target audiences for cross-device advertising.

You can permanently opt out of cross-device remarketing/targeting by deactivating personalised advertising in your Google Account, which you can do via this link: <https://adssettings.google.com/anonymous?hl=de>. Further information and data protection regulations can be found in Google's [privacy policy](#).

Google Ads

This website uses Google Ads.

Google Ads sets a cookie (known as a «conversion cookie») on your computer if you have accessed our website via a Google ad. These cookies have a limited lifespan and do not contain any personal data according to Google, and consequently cannot be used to identify you personally. If you visit certain SRC websites before the cookie has expired, both we and Google can detect that you have clicked on the ad and have been redirected to our websites as a result. Each Google Ads customer receives a different cookie, which means that cookies cannot be tracked via websites belonging to Ads customers. Google uses the information recorded with the help of the conversion cookie to generate conversion statistics for Ads customers who have opted for conversion tracking. These statistics give us the total number of users who clicked on our ads and which of our websites each user subsequently accessed. We do not receive any information that can be used to identify you personally.

On the basis of the information collected, your browser is assigned categories relevant to your interests. These categories are used to place personalised advertising.

We use the data about you acquired using the aforementioned cookie (a process known as «conversion tracking») for the following purposes:

- Remarketing



- Creating target audiences with common interests
- Establishing user-defined target audiences with common interests
- In-market target audiences
- Identifying similar target audiences
- Demographic and geographical targeting
- Dynamic remarketing
- Defining user Lists

Using Google Ads allows us to reach users who have already visited our websites. This allows us to display our advertising to target audiences who are already interested in our products or services.

For more information about Google's advertising technology and use of cookies, please visit Google's website [here](#).

Meta Pixel

We have embedded the Meta Pixel, a code snippet of Meta Platforms Inc. with headquarters in the USA or, if you are ordinarily resident in the European Economic Area (EEA) or Switzerland, Meta Platforms Ireland Ltd. with headquarters in Ireland («Meta»).

The Meta pixel enables Meta to define visitors to our websites as an audience for ad targeting («Facebook ads» or «Instagram ads»). To this end, we use the Meta pixel to ensure that our Facebook and Instagram ads are only shown to Facebook and/or Instagram users (known as «custom audiences») who have also shown an interest in our online services or who display certain characteristics (e.g. an interest in certain topics or products, defined on the basis of the websites that those users have visited) that we indicate to Meta. We want to use Meta pixels to ensure that our Facebook and Instagram ads match users' potential interests and are not annoying.

The Meta pixel also enables us to track the effectiveness of Facebook and Instagram ads for statistical and market research purposes by allowing us to see whether users are redirected to our website after clicking on an advert on Facebook or Instagram («conversions»).

Using cookies enables Meta to recognise you in the areas of Facebook or Instagram that you need to have an account to access and optimise the efficiency of advertisements, by providing targeted ads, for example. For this to happen, you must be logged in to Facebook or Instagram. This data processing does not affect you if you do not use Facebook or Instagram.

For general information about Meta's use of the data, your rights in this regard and options to protect your privacy, please refer to Meta's data policy, which can be accessed on the [Facebook](#) and [Instagram](#) websites. Specific information and details about the Meta Pixel and how it works can be found in [the Meta Help Centre](#). If you would like to object to Meta Pixel recording your data and the use of your data to display Facebook Ads or Instagram Ads, you can do so via [Facebook's advertising settings](#) or den [Instagram's privacy settings](#). To do so, you must be logged in to Facebook or Instagram.



Other tools from third-party providers

The SRC Canton of Bern uses other tools for technical applications that process data such as your behaviour on the website, including demographic data and data about your device, your search and click behaviour, log data, form data and contact details such as your email address, surname, first name and/or date of birth as well as information regarding enquiries and contact details, payment information and similar. Their sole purpose is to provide technical support for programmes and anonymous statistical evaluation of their functions.

Cashless payment transactions

If you donate via digital channels (online and mobile), the SRC Canton of Bern receives your personal data in encrypted form from the company RaiseNow AG, with headquarters at Hardturmstrasse 101, CH-8005 Zurich.

Donations made by SMS are received in trust by the FairGive association, with headquarters at Hardturmstrasse 101, CH-8005 Zurich, and subsequently transferred to the Swiss Red Cross. FairGive, a Swiss non-profit association, is committed to ensuring transparent and sustainable giving via digital channels (mobile and online) and serves as an independent financial intermediary in this context.

FairGive is a non-profit association and uses payment data exclusively for the purpose of processing payments. For further information, please refer to [RaiseNow](#) and [FairGive's privacy policy](#).

Credit card companies

We offer the option to pay by credit card on our website. The company SIX, with headquarters at Pfingstweidstrasse 110, CH-8005 Zurich, guarantees that payments are processed securely. SIX operates the infrastructure for the Swiss financial centre. You can find SIX's privacy policy [here](#).

Our credit card payment providers' privacy policies are listed below:

- [Mastercard](#)
- [American Express](#)
- [Visa](#)

PostFinance

PostFinance is one of Switzerland's leading financial institutions and is a reliable partner to over three million private and corporate customers who wish to manage their finances independently. With regard to data protection in the context of the processing of online payments, please refer to the [privacy policy](#) of PostFinance Ltd, with headquarters in Bern.

PayPal

One of the payment methods offered on our website is PayPal. This payment service is provided by PayPal (Europe) S.à.r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg (hereafter referred to as "PayPal"). If you choose to pay via PayPal, the payment



data you provide will be transmitted to PayPal. Please also refer to Paypal's privacy policy, which can be found [here](#).

Masterpass

Masterpass is the digital payment solution from Mastercard that makes paying by card online even more convenient and secure. Mastercard Incorporated is a public limited company and one of the two major international issuers of payment cards (credit, debit and prepaid cards). Mastercard grants issuing licences to banks around the world, allowing them to issue its cards.

For more information on how payment details are processed by Mastercard, please refer to the [privacy policy](#) of Mastercard Incorporated, with headquarters in Purchase, New York.

Twint

We also offer the option to pay by Twint on our website. Twint is a joint offering of a number of Swiss owner and partner banks: Banque Cantonale Vaudoise (BCV), Credit Suisse, PostFinance, Raiffeisen, UBS and Zürcher Kantonalbank (ZKB).

The Twint website can be visited without having to register any personal data and only stores access data – which cannot be traced back directly to individual users – in its server log files. These access data include, but are not limited to, the names of the pages accessed, including the date and time of access, the volume of data transferred and the Internet service provider through which the access took place. Twint uses this data exclusively to ensure that it can be accessed with a minimum of downtime and to make improvements to its website.

Please refer to the [privacy policy](#) of Twint AG, with headquarters at Stauffacherstrasse 31, CH-8004 Zurich.

SIX operates the infrastructure for the Swiss financial centre. The company SIX, with headquarters at Pfingstweidstrasse 110, CH-8005 Zurich, guarantees that payments are processed securely. You can find SIX's privacy policy [here](#).

4. Posts on social media

Our web pages contain links to posts on external social media pages such as Facebook, LinkedIn, YouTube and others. The SRC Canton of Bern uses such social media websites as publication and communication media for its content. Clicking on links, which may feature the logo of the platform, will take you to the platform of the respective provider.

The SRC has neither access to nor influence on the handling of personal data entered by or left on social media platforms by users. Personal data are processed under the responsibility of the relevant platform operator. This may also affect people who are not registered as users, and the data may be processed in other countries, potentially including countries outside Europe. Detailed information on data processing in connection with these platforms, opt-out



options and exercising information rights can be obtained from the privacy policy of the relevant platform operator.

Facebook

Meta Platforms Ireland Limited, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland [Privacy policy of the provider](#)

Instagram

Meta Platforms Ireland Limited, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland [Privacy policy of the provider](#)

LinkedIn

LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland [Privacy policy of the provider](#)

YouTube

Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland [Privacy policy of the provider](#)

5. SRC apps

Alongside our online services, we also offer applications such as the SRC Babysitting app or SRC First Aid app, which you can download to your mobile device. When you download these apps, the app store receives the required information, including, in particular, your username, your account customer ID, download date, your email address (if applicable) and your device's individual device ID. We only process the data to the extent necessary to download the app to your mobile device. The App Store also independently collects various data. Other information may be collected and processed by the device or software manufacturers. We have no influence on this data processing or on apps for which the SRC is not responsible.

The SRC Babysitting app

The SRC uses the Babysitting app to provide important information and knowledge for future babysitters as part of its babysitting courses. The interactive app helps babysitters to record their childminding experiences and make notes on individual assignments. The app is intended to be an interactive learning app. Babysitters set up their own profile on the app.

This app does not gather or process personal data when it is used. Data relating to the children being looked after are recorded in anonymised form. The data remain exclusively on the device on which they were entered and are not linked to the babysitter's profile. The SRC does not create personalised child profiles or pass data to third parties.



The SRC uses functions of the Google Analytics web analysis service for the use of this app. These data serve purely statistical purposes and are not personalised. Further information about Google Analytics can be found in the corresponding section.

We accept no liability for data processing by device or software manufacturers and by apps for which the SRC is not responsible.

6. What are my rights in relation to my data?

Within the context of the data protection legislation applicable to you and to the extent provided therein, you have the right of access, rectification, erasure and restriction of data processing. You have the right to object to the processing of data by us and to the disclosure of certain personal data for the purpose of transferring it to another location («data portability»).

Please note, however, that we reserve the right to assert the restrictions provided for by law, for example if we are obliged to store or process certain data, if we have an overriding interest in doing so (insofar as we are entitled to refer to this) or if we need this data in order to assert claims. Please also note that exercising these rights may conflict with contractual agreements and may have consequences such as the early termination of the contract or cost implications. We will inform you in advance if this is not already contractually regulated.

The exercise of such rights usually requires that you clearly prove your identity (e.g. by producing a copy of your identity card, where your identity is otherwise not clear or cannot be verified). To assert your rights, you may contact us at the address provided in section 1.

Data subjects can also assert their rights in court and have the right to file a complaint with the competent data protection authority. In Switzerland, the competent data protection authority is [the Federal Data Protection and Information Commissioner](#).

7. Final provisions

Disclaimer

The SRC Canton of Bern is responsible for this privacy policy. The information on this website has been compiled with great care. However, we cannot guarantee that the information is up to date, correct or complete. All liability for damages in connection with the use of the

information in this privacy policy is therefore excluded. Merely using this website does not establish a contractual relationship with the Swiss Red Cross, Canton of Bern.

Current validity and amendments to this privacy policy

We may amend or adapt this privacy policy at any time. The current version of this policy is available at www.srk-bern.ch/datenschutz.