Information on the use of Firstup

In addition to our online offer, we provide you with a mobile app that you can download to your mobile device. In the following, we inform you about the processing of personal data when using our mobile app. Personal data is all data that can be related to you personally, e.g. name, address, email addresses.

1 Controller

Swissport International AG

Flughofstrasse 55

8152 Opfikon Switzerland

Phone: 0041438150022

Communications@swissport.com

Mail address of Data Protection Officer: Ask.dataprotection@swissport.com

2 Why and on what legal basis do we process your data?

We process your data based on a legitimate interest in order to improve communication with our employees, and to provide them with important information and updates about the company. The use of this website is not mandatory.

3 Description of data processing when downloading and using the app

Processing of personal data when using our mobile app

(1) When downloading the mobile app, the required information is transferred to the app store, i.e. in particular user name, email address and customer number of your account, time of download, payment information and the individual device identification number. In addition, the app store still independently collects various data and provides you with analysis results. We have no influence on this data processing and are not responsible for it. We process the data only insofar as it is necessary for downloading the mobile app to your mobile device.

(2) When you use the mobile app, we process the personal data described below to enable convenient use of the functions. If you want to use our mobile app, we process the following data, which are technically necessary for us to offer you the functions of our mobile app and to ensure the stability and security, so that they must be processed by us:

- IP address
- Mobile device manufacturer
- Model
- Operating system
- Time of app launch
- Carrier
- Mobile Application version
- Device dimensions

(3) We also process personal master data (personnel data such as personnel number, position, department, employee ID, contact data, communication data. Tracking data is also collected and processed (Clicks, Likes, Views, Program join data, last active date on platform) for statistical purposes to improve our updates and messages. The tracking data is mostly anonymous and not used for performance checks.

4 Cookies

We use cookies. These are small text files that contain information about visited websites or domains and are stored on the website user's computer. Cookies are used for various purposes, primarily to make the website faster and more user-friendly. You can prevent the use of cookies in your browser settings. However, this may mean that not all functions of our website can be used correctly anymore.

The following cookies are used by us:

a) Session cookies: serve to improve the operation of the website. The session cookies store a session ID by which your browser can be recognized when you return to our website.

b) Technically necessary cookies: necessary for our website to function correctly (e.g. cookies for the display, for the storage of your purchase in the shopping cart, cookies for payment processing).

c) Statistics cookies: used to improve the operation of our website. For this purpose, the user behavior is evaluated on the website (e.g. which web sub-pages were visited particularly often, how many visitors there are, which pages are called for the first or last time).

You can make your own choice about the use of cookies in your browser. On this application you can use tab Privacy and Cookies to set your preferences but please note that certain parts and/or certain functions may then no longer work correctly.

5 Recipient categories

Your personal data are processed by Firstup, which provides us with the communication service. Firstup uses the following subprocessors:

Cloudinary (cloud service provider for image transformation), Datadog (cloud service provider for platform visibility and monitoring), Pendo (Cloud Service Provider- In App Pop-up Guides), and Sendgrid (in app mail delivery). First name, surname, e-mail and address are transferred to these sub processors. All these sub processors are located in the US.

6 How do we store your data?

We delete your data after the end of its purpose or the expiry of statutory retention periods, whichever is longer.

7 Your rights

(1) You have the following rights with respect to a data controller regarding personal data concerning you:

-Right to information

-Right to rectification or erasure

-right to restriction of processing

-right to object to processing

-Right to data portability

You can assert these rights against us by contacting the mail address:
Ask.dataprotection@swissport.com

(2) You also have the right to complain to a data protection supervisory authority about the processing of your personal data by us.