

Privacy Statement

Personal data processing information

I. Contact Information

1. Data Controller

Marcel Peter Co., Ltd. (Swiss Helping Point)

888 Mahatun Plaza Building

Phloenchit Road, Lumpini, Pathumwan,

Bangkok 10330, Thailand

Tel: +66 (0)2 253 8048

Fax: +66 (0)2 253 8038

contact@swisshelpingpoint.com

www.swisshelpingpoint.com

2. Contact us

If you have any questions, comments, complaints or suggestions in relation to data protection or this Policy or any other concerns about the way in which we process information about you, please contact:

- contact@swisshelpingpoint.com – subject: “Data Protection”, or
- Marcel Peter Co., Ltd. (Swiss Helping Point) – Data Protection, 888 Mahatun Plaza Building Phloenchit Road, Lumpini, Pathumwan, Bangkok 10330

II. General information on data processing

1. Scope, purpose and legal basis of the personal data processing

In principle, we process (that is we collect, use and disclose) your personal data only as this is necessary to provide a functioning website, to offer our service to you (such as support with visa applications, work permit registrations, marriage registrations) and to provide you with information about us. Therefore, the following personal data may be stored:

- Basic personal data and contact data, such as first and last name, e-mail address, postal address, phone number, marital status, and other similar contact data;
- User content, such as communications and files provided by you in relation to your use of the Services;
- Payment data, such as payment card number (credit or debit card), and the security code associated with your payment instrument, if you make a payment;
- Demographic data, such as your country, age, nationality, place of birth, and preferred language;
- Log data and device data, such as IP address, cookies;

- Tracking data, cookies and similar technologies;
- Sensitive data, such as, criminal records, health data and religious beliefs.

We process personal data about you only on a lawful reason, that means, we process personal data only when it is:

- necessary for the performance of a contract: where we have a contract with you, we will process your personal information in order to fulfil that contract (i.e., to provide you with Services);
- in our or a third parties' legitimate interests: details of those legitimate interests are set out in more detail below (e.g., provision of Services that we are contractually obliged by a third party, such as your employer or our subscriber, to deliver to you);
- where you give us your consent: we only ask for your consent in relation to specific uses of personal information where we need to and, if we need it, we will collect it separately and make it clear that we are asking for consent;
- for compliance with a legal obligation (e.g., to respond to a court order or a regulator).

2. Your rights

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following rights:

- The right to withdraw consent: You have the right to withdraw consent unless there is a restriction of the withdrawal of consent by law or the contract which gives benefits to you. The withdrawal of the consent shall not affect the collection, use, or disclosure of Personal Data that you have already given legally consent.
- The right to access and copy: You have the right to request our Company for access copies of your personal data.
- The right to receive Personal Data: You have the right to receive Personal Data concerning you from our Company. The requested Personal Data will in a format which is readable or commonly used.
- The right to object collection: You have the right to object the collection, use, or disclosure of your Personal Data at any time, under certain circumstances.
- The right to erase, destroy, or anonymize Personal Data: Under certain conditions, you have the right to request our Company to erase or destroy your Personal Data or anonymize your Personal Data to become anonymous data which cannot identify you.
- Right to restrict the use: You have the right to request our Company to restrict the use of the Personal Data, under certain conditions.
- Right of rectification: You have the right to request that our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete. If our Company does not take action regarding your request, our Company shall record such claim.

- The right to complain: You have the right to file a complaint if our Company, including our employees or service providers, violates or does not comply with this Act, or notifications issued in accordance with this Act.

If you make a request, we will respond to you within thirty (30) days. Our contact details are shown in **Clause I** of this Privacy Policy.

3. Providing your personal data to others

If necessary, for the provision of services to you, we will share your data with other service providers who take part in the provision of the respective services to you. This may include:

- IT providers,
- Government agencies, such as District Offices, Embassies, Consulates, Migration Offices, the Ministry of Foreign Affairs and Translation Offices and
- Business partners.

4. When is it mandatory to provide data to us?

In some cases it may be necessary that you provide us with data, in order for us to enter into a contract with you and to provide you with the services that you request. In such cases we will not be able to submit these services to you without the data.

5. Data retention

In general, we will retain our users personal data as long as it is required for the respective purpose of data processing and applicable law, and to comply with any applicable recordkeeping provisions. Our users personal data may also be contained in backup files which we keep for information security purposes and regularly delete when the backup period is over.

Where we process registration data, we do this for as long as you are an active user of our services.

Where we process personal data for marketing purposes or with your consent, we process the data until you ask us to stop and for a short period after this (to allow us to implement your requests). We also keep a record of the fact that you have asked us not to send you direct marketing or to process your data so that we can respect your request in future.

III. How we use your Personal Data

1. Provision of the website

Each time our website is accessed, our system automatically collects data and information from the computer system of the calling computer. The following data is collected:

- Browser type information and version used;
- The operating system of the user;
- Internet service provider of the user;
- IP address;
- Date and time of access;
- Websites from which the user accesses the website;
- Content that is accessed by the user.

The temporary storage of the IP address is necessary to deliver the website to the computer of the user. The user's IP address must be kept for the duration of the session. The collection of the data for the provision of the website is mandatory for the operation of the website. The user is not entitled to revocation.

2. Use of cookies

Our website uses cookies. Cookies are text files stored in the Internet browser or stored by the Internet browser on the user's computer system when the website is accessed. The cookies enable the browser to be clearly identified when the website is re-launched. The purpose of the cookies is to develop a more user-friendly website. The usual data will be stored and transmitted in the cookies. The use of technically necessary cookies shall simplify the use of the website. Some functions of the website cannot be offered without the use of cookies, and it is necessary that the browser is recognized even after a page change. The data collected through technically necessary cookies will not be used to create user profiles. Cookies are stored on the user's computer and transmitted by the user to the website. The user can control the use of cookies. The user can change the settings in the internet browser and disable or restrict the transmission of cookies. Already saved cookies can be deleted at any time.

3. Contact form

The contact form on the website can be used for electronic contact. Data which is entered in the input mask will be transmitted and stored. These data are:

- First and Last Name
- E-mail address
- Subject and content of the request

At the time of sending the message, the following data is also stored:

- IP address
- Date and Time

There is no transfer of the data to third parties. The data is used exclusively for processing the conversation. The personal data from the input mask is solely for processing the contact. Data which is processed during the sending process prevents misuse of the contact form and ensures the

security of our information technology systems. The user can object to the storage of his personal data at any time. In such a case, the conversation cannot continue, and personal data will be deleted.

4. Web analysis

Google Analytics, a web analytics service provided by Google Inc., is used to analyze website usage. The usage information is transmitted and stored by the use of cookies to a server in the USA. The collection of data and its processing by Google can be prevented by installing the following browser plugin: <https://tools.google.com/dlpage/gaoptout?hl=de>

In addition, the storage of cookies can be prevented by appropriate browser settings. The purpose of data collection via Google Analytics is to develop a more efficient website.

5. Facebook

We use a Facebook pixel on our website. Using the pixel, Facebook collects information about the users and use of our website. The information is used to personalise Facebook advertisements and to analyse the use of our website. To find out more about the Facebook pixel and about Facebook's use of personal data generally, see the Facebook cookie policy at

<https://www.facebook.com/policies/cookies/> and the Facebook privacy policy at

<https://www.facebook.com/about/privacy>. The Facebook cookie policy includes information about controlling Facebook's use of cookies to show you advertisements. If you are a registered Facebook user, you can adjust how advertisements are targeted by following the instructions at

<https://www.facebook.com/help/568137493302217>.

6. How to manage cookies

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- (a) <https://support.google.com/chrome/answer/95647> (Chrome) ;
- (b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- (c) <https://help.opera.com/en/latest/security-and-privacy/> (Opera);
- (d) <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- (e) <https://support.apple.com/en-gb/guide/safari/manage-cookies-and-website-data-sfri11471/mac> (Safari); and
- (f) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

Blocking all cookies will have a negative impact upon the usability of many websites. If you block cookies, you will not be able to use all the features on our website.

IV Amendments

We may update this policy from time to time by publishing a new version on our website. You should check this page occasionally to ensure you are happy with any changes to this policy.