

# Data Protection Policy

The security of your data is extremely important to us. These terms describe how we handle your data. The data is stored on servers of our data center partner. Access to the data centre is only possible for authorised personnel. This is ensured by means of biometric identification, among other things. Our partner is also ISO 27001 certified (information security). Rentouch GmbH ("Rentouch") also operates its own servers for backups.

## Disclosure of data

Rentouch does not pass on any data and information to third parties without the customer's consent. Collecting and selling data is not part of Rentouch's business model.

### Legal exceptions to the disclosure of data

In the following case, we may use personal information and/or disclose it to third parties:

- to prevent fraud against government and law enforcement agencies, in accordance with the law and to comply with a reasoned request from those authorities.

## How we protect your personal data

We protect the information and data of our customers with a variety of measures against unauthorized access, use or alteration and illegal destruction, in particular by:

- Transport Layer Security (TLS) encryption when collecting or transmitting all data, such as credit card information.
- Restrict access to your personal data. (Only employees who have to come into contact with the data as part of our business activities have access.)
- Physical, electronic and procedural safety devices that meet industry standards.
- Backups: The data is mirrored twice at regular intervals on geographically separated servers in Switzerland to prevent data loss.

## How you should protect your data

Generally, we recommend that you take great care with your user accounts and observe the following basic rules:

- Do not use trivial passwords (e. g. no single words from the dictionary)
- Do not use the same password for multiple accounts
- Use very long passwords (at least 10 characters, but preferably considerably longer)
- Use passwords that consist of a combination of uppercase and lowercase letters as well as numbers and special characters (e. g. \$%^& and so on)
- Keep passwords safe (do not write them down and do not share them with others).

**Rentouch also complies with the Swiss Data Protection Act.**