

O'BLOC PRIVACY POLICY

Introduction

o'bloc AG takes the protection of your personal data seriously. We treat your personal data confidentially and in accordance with applicable data protection laws.

The controller responsible for processing your personal data is o'bloc AG, Forelstrasse 11, 3072 Ostermundigen. References in this policy to "we" or "us" refer to o'bloc AG.

In this privacy policy we describe how we process your personal data in connection with providing our services or when you visit our website. For the purposes of this policy, personal data means all information relating to an identified or identifiable person.

Scope of data processing

The personal data we process about you may include the following:

- Your name and contact details (e.g. name, address, telephone number, email address, date of birth) and other basic information;
- Financial information such as bank account details or credit card information;
- Personal information transmitted to us by or on behalf of our customers or generated in the course of providing our services (use of climbing and bouldering gym, course bookings, online shop);
- Identification and background information provided by you or collected during our registration process;
- Information provided for participation in workshops, competitions, meetings, corporate events and similar events;
- Information such as your IP address and other data collected when visiting our website or in connection with electronic communications;
- Any other information relating to you that you provide to us.

How we process your personal data

We process your personal data:

- to communicate with you;
- to manage our business relationship with you and our other customers;
- to provide and improve our services;
- to provide and improve our website;
- to comply with legal obligations and to assert, enforce or defend legal claims.

Legal bases

We process your personal data based on:

- performance of contractual obligations;
- compliance with legal obligations;
- protection of legitimate interests;
- and/or your consent.

Data collection when visiting our website

When you visit our website, we automatically store log files and device information for a limited time. This includes details of website use, IP address, access times, hardware and software information, device information and similar data. We process this data to operate and improve our website.

Online shop / Locker rental

You may register on our website to purchase vouchers or rent a locker.

Mandatory registration data must be provided in full, otherwise you will not be able to register.

Courses / Events / Competitions

If you participate in our courses, events or competitions, we collect personal data (e.g. name, address, email, phone number, images, videos, bank details and AHV number for Youth and Sport programmes) to organize and conduct the event and to send follow-up information. Photos and videos may be published internally or externally. The legal basis is contract performance, legitimate interests or your consent.

Accidents and incidents

In the event of an accident, we collect personal data using an internal accident form (e.g. contact details, age, gender, location, time, activity, cause, injury). Some

data is anonymized for national statistics. We process this data to improve safety and contact those involved.

Data sharing

We may share your personal data with trusted third parties, in particular:

- suppliers providing support services;
- IT service providers;
- accountants;
- third parties involved in providing services or organizing events.

We may also disclose personal data to courts, authorities or law enforcement where required by law.

International data transfers

We generally process personal data in Switzerland and the EU. Data may also be transferred abroad, including to countries without equivalent protection, subject to safeguards (e.g. EU standard contractual clauses), consent, or where necessary for contract performance or legal claims.

Data security

We implement technical and organizational measures to protect your personal data. Our website uses SSL/TLS encryption.

Social media plugins

Our website uses plugins from YouTube, Facebook, Instagram, LinkedIn, Twitter and Google Maps. When you use these services, your IP address and usage data may be transmitted to the respective providers. Please refer to the respective providers' privacy policies for details.

Retention period

We retain personal data as long as necessary for the purposes collected, for legitimate interests, legal retention obligations, or IT security.

Your rights

You have the right to request information about your stored personal data, request correction or deletion, restrict processing, object to processing and withdraw consent. You may also lodge a complaint with the Swiss Federal Data Protection and Information Commissioner.

Contact

For inquiries regarding personal data, contact: kontakt@obloc.ch or o'bloc AG, Forelstrasse 11, 3072 Ostermundigen.

Changes

This privacy policy was updated in June 2023. We reserve the right to amend it at any time.