

GENERAL DATA PROTECTION POLICY

Priorité Enfants SA is committed to respecting the privacy of its clients and candidates.

The purpose of this General Data Protection Policy is to describe how the personal data (hereinafter "Data") that Priorité Enfants SA collects or holds on its files/website is used and to whom such Data may be disclosed.

The processing of Data by Priorité Enfants SA is subject to the applicable data protection legislation in force in Switzerland, in particular the new Federal Law on Data Protection which came into force on 1 September 2023 (hereinafter "nLPD").

Priorité Enfants SA is committed to :

- use the Data only for the purposes indicated;
- collect only the Data it needs for these purposes;
- not to keep Data for longer than is necessary for these purposes;
- to communicate the Data only to authorized bodies or persons who need it in the context of the activities of Priorité Enfants SA;
- inform its customers and candidates in a clear and transparent manner about the use Priorité Enfants SA makes of the Data and about their rights.

1. THE DATA CONTROLLER

Priorité Enfants SA, avenue de Miremont 30 à 1206 Genève, is the controller of the Personal Data covered by this Policy.

2. THE BASIS ON WHICH PRIORITE ENFANTS SA COLLECTS AND USES DATA

Data is collected and used on the following basis:

- Legality
- Respect for data protection principles
- In some cases, consent

3. PURPOSE

Customer and Candidate Data is collected for the following purposes:

- Addressing our communications
- Follow up on requests for our services from customers and candidates
- Improving customer service and family care needs

4. WHAT TYPE OF PERSONAL DATA IS COLLECTED BY PRIORITE ENFANTS SA ?

The following data is collected as part of a subscription to our child carer placement services or as part of a candidate application:

- First name
- Name

- Postal address
- Nationality
- Telephone number
- E-mail address
- Data on children (first name, date of birth, interests, special needs)

On our website, customers can make payments directly to access Priorité Enfants SA's services. To this end, we request personal and payment information from customers to ensure proper payment of the registration. However, Priorité Enfants SA does not have access to credit card information. This information is only available to our payment partners and is not stored by Priorité Enfants SA.

5. DATA PROTECTION RIGHTS

Under the nLPD, customers and candidates have the following rights in particular:

Access rights –customers and the candidates have, at any time and without giving reasons, the right to ask Priorité Enfants SA for copies of their Data.

Right to information – customers and candidates have the right to be informed about how their Data is used. This policy and any additional information is intended to provide that information.

Right to withdraw consent : where Data is processed on the basis of consent, consent may be withdrawn at any time.

Right of rectification – customers and the candidates have the right to ask Priorité Enfants SA to rectify inaccurate Data and to complete incomplete Data.

Right to limit processing – customers and candidates may ask to limit the processing of Data, if permitted by law

Right to erasure/deletion –customers and the candidates have the right to ask Priorité Enfants SA to erase or delete the Data. Unless a legal basis or the legitimate interest of Priorité Enfants SA requires or permits it to retain the Data.

Right to object to data processing – customers and candidates have the right to object to the processing of their Data at any time.

Right to delivery or transmission of Data – customers and candidates have the right to request that Data be provided or transmitted in a portable format where Data is processed automatically, on the basis of consent or a contract

Right to complain : if the customer or applicants are not satisfied with the way in which the Data is processed, they may appeal to the courts or to the federal data protection authority.

Exercising these rights is free of charge. Any request relating to the processing of Data must be made to the following address: info@prioriteenfants.ch

6. DATA COMMUNICATION

The Data will not be sold, exchanged, transferred or given to any other company for any reason. To protect the privacy and security of its clients and candidates, Priorité Enfants SA may take reasonable steps to verify their identity before granting access or making corrections.

7. TRANSFER ABROAD

Customer and candidates data is only processed in Switzerland and is not transferred abroad.

8. COOKIES

Priorité Enfants SA uses cookies and other technologies on its website to enable the collection of certain information from the web browser of its customers and candidates. Cookies are widely used on the Internet. Cookies are small text files that are placed on the computer of its customers and candidates by the websites visited. They are used to make websites work, or work more efficiently, and to provide information to site owners.

Priorité Enfants SA may collect information about its customers' and candidates' computers including, where applicable, IP address, operating system and browser type for system administration. This is statistical data about Priorité Enfants SA's actions and browsing patterns and does not identify any individual.

Cookies help Priorité Enfants SA improve its services and deliver a better, more personalized experience. They also help Priorité Enfants SA to ensure that its customers and candidates have read any relevant legal information and to analyse how the Priorité Enfants SARL website is used.

9. SAFETY

Priorité Enfants SA is committed to ensuring the permanent security of Data.

Customer and Candidate Data is protected against unauthorized processing by organizational and technical measures in accordance with international standards, quality standards and technical progress, in particular against the risks of falsification, destruction, theft, loss, copying and other unlawful processing.

Priorité Enfants SA takes reasonable and appropriate measures to maintain the confidentiality and integrity of the Data and to prevent unauthorized use or disclosure of the Data in accordance with the nLPD.

Such data, including back-up data and data relating to customer and applicant support activities, is hosted by a sub-contractor in Switzerland.

Priorité Enfants SA processes Data only in a manner compatible with the purpose for which it was collected. To the extent necessary for these purposes, Priorité Enfants SA takes reasonable steps to ensure that the Data is accurate, complete, current and otherwise reliable for its intended use.

10. HOW LONG WILL PRIORITE ENFANTS RETAIN DATA?

Priorité Enfants SA retains Data only for as long as is necessary to fulfil the purposes for which it was collected, to meet the needs of customers and candidates and to comply with Priorité Enfants SA's legal obligations.

Priorité Enfants SA uses the following criteria to determine how long it will keep the Data:

- for Priorité Enfants SA services, Priorité Enfants SA retains the Data for the duration of the services or service contract;
- if its customers and candidates have consented to receive marketing messages (for example, newsletters), Priorité Enfants SA retains the Data until unsubscribing;
- if cookies are placed on the computer of its customers and candidates, Priorité Enfants SA retains the Data only for the time necessary to achieve the purpose for which it was collected (for example, during a session for cookies related to registration or session identification cookies).

Priorité Enfants SA may keep the Data to fulfil Priorité Enfants SA's legal or regulatory obligations, and to allow Priorité Enfants SA to exercise its rights (for example to bring an action before any court) or for statistical or historical purposes.

When Priorité Enfants SA no longer needs to use or retain the Data, Priorité Enfants SA will delete it from its systems and files or anonymize it so that its customers and candidates can no longer be identified.

11. AMENDMENTS TO THIS POLICY

PRIORITE ENFANTS SA reserves the right to modify this policy at any time.

Any changes to this policy will come into force when PRIORITE ENFANTS SA informs its customers and candidates.

12. CONTACT INFORMATION

If you have any questions about data protection, please send an e-mail to the following address info@prioriteenfants.ch

13. EFFECTIVE DATE

This policy was updated on 26 March 2025.

(In the event of any disagreement between this text and the French text, the French text shall prevail.)