

Last updated: 05.06.2025

1. General Provisions

This privacy policy aims to transparently inform you about the collection, processing, and protection of personal data handled by keyIT SA, a Swiss company headquartered at Route de l'ancienne papeterie 220, 1723 Marly.

keyIT processes personal data in accordance with the Swiss Federal Act on Data Protection (nFADP) and its implementing provisions.

This policy applies to all data processing activities carried out by keyIT, including those through its website www.keyit.ch.

2. Data Controller and Contact

Unless otherwise stated, keyIT SA is the data controller for the personal data it collects.

The Data Protection Officer (DPO) is :

Auguste Scheibli

keyIT SA – Route de l'ancienne papeterie 220, 1723 Marly

3. Data Processed, Purposes, and Legal Bases

a. Customers

- Data: name, surname, company, email, phone number, contract and billing information, support data.
- Purpose: contract performance, client relationship management, support, invoicing, legal compliance.
- Legal basis: contract performance.
- Retention: duration of the contract + 10 years (legal obligations).

b. Prospects

- Data: name, surname, company, position, email, phone number, contact origin, commercial exchanges.
- Purpose: B2B commercial prospecting, proposals, and follow-ups.
- Legal basis: keyIT's overriding interest.
- Retention: 3 years after the last contact.

c. Technical Analysis (occasional support)

- Data: log files, configurations, screenshots, system logs.
- Purpose: troubleshooting or incident resolution upon client request.
- Legal basis: overriding interest.
- Retention: resolution duration, max 3 months unless otherwise justified.

d. Applicants

- Data: CVs, cover letters, diplomas, contact information.
- Purpose: recruitment management.
- Legal basis: pre-contractual measures.

- Retention: 12 months after rejection, unless deleted earlier upon request.

e. Employees

- Data: contractual, tax, social data, absences, justifications.
- Purpose: HR management and legal obligations.
- Legal basis: contract performance and legal obligations.
- Retention: according to legal requirements (5 to 10 years).

f. Website Users (forms, newsletter)

- Data: name, company, phone number, email, message content.
- Purpose: handling requests, newsletter registration.
- Legal basis: consent.
- Retention: as long as needed for processing or until unsubscribed.

g. Operational Data (KITO contracts)

- Data: log files, inventories, technical reports, system information.
- Purpose: provision of services under a managed service contract (KITO).
- Legal basis: contract performance.
- Retention: for as long as required for service delivery, unless otherwise required by law or overriding interest.

h. Registration for online events

- Data: name, first name, company, job title, email, phone number, optional preferences, submitted questions, connection data.
- Purpose: managing registrations, sending participation links, post-event follow-up.
- Legal basis: overriding interest, or consent for certain communications.
- Retention period: 12 months after the event, unless unsubscribed earlier.
- Recording: if the event is recorded, participants are informed during registration. They may keep their microphone and camera turned off.
- Tools: events are held via compliant platforms (Zoom, Teams, Stream Yard etc.) with data processing agreements in line with the nFADP.

Internal transfers within keyIT may occur where necessary for service provision (e.g., technical escalation, software support). Transfers to third parties occur only when legally required or operationally necessary (e.g., license resale requiring client identification sharing).

4. Data Subject Rights

Data subjects have the following rights: access, rectification, deletion, objection, and portability. These rights can be exercised via the dedicated form available at:

<https://www.keyit.ch/en/exercise-your-rights>

This form is the sole communication channel for data protection requests. Requests are handled by the DPO. keyIT aims to respond within 30 days. This form may also be used for any other data protection-related question. In case of disagreement, individuals may contact the Swiss Federal Data Protection and Information Commissioner (FDPIC).

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5. Processors and Data Transfers

Some processing activities may be outsourced to processors under Article 9 of the nFADP. All processors are contractually bound to comply with keyIT's security, confidentiality, and instructions.

Service providers are primarily located in Switzerland or the EEA. Some cloud services (Microsoft Azure, Google Analytics, etc.) are provided by entities certified under the Swiss-U.S. Data Privacy Framework.

6. Cookies and Third-Party Services

When visiting the keyIT website, a consent banner allows you to:

- Accept all cookies
- Decline non-essential cookies
- Allow only necessary cookies

keyIT uses audience measurement tools for statistical purposes and to improve its website. These tools may involve cookies and technical data transfers to external providers. Their activation is based on your consent.

Some pages may include content or features from third-party providers (e.g., Google Maps). These may result in the transfer of technical data.

7. Data Security

keyIT implements appropriate technical and organizational measures to ensure the confidentiality, integrity, availability, and resilience of personal data, in line with nFADP requirements.

8. Record of Processing Activities

keyIT maintains a record of processing activities as required under Article 12 of the nFADP. This record is updated regularly and can be shared with the supervisory authority upon request.

9. Policy Updates

This policy may be updated at any time in response to legal or technical developments. The version published on www.keyit.ch at the time of consultation is the applicable one.