



Confidentiality agreement

In line with data protection policies, Solid Relocation & Sales (SRS) is committed to protecting and respecting the privacy of its clients, as well as any third party that would enter in the proper functioning of our activities.

This policy agreement specifies the basis on which all personal and professional data that clients provide us or that the company requests from you is dealt with.

Please read the details hereunder to understand our point of view and our standards regarding your personal data. By viewing www.srs-relocation.ch and/or by booking our services, you accept and consent to the practices described in this policy.

Collected data :

The collected data can include your name, your postal address, your email address, your contact number, your identification papers, your work contracts, your salary slips, any official certification, including certification regarding your lack of legal proceedings, as well as financial information and that of your partner/spouse and children.

Ends to which the data is collected :

- completing our obligations following the agreements entered between the client and Solid Relocation and Sales, as well as giving the client the information, the products and services requested ;
- contacting the client at any time regarding the booked services ;
- for invoicing purposes ;
- to inform competent authorities regarding your stay in the country, following legal obligations ;
- giving third parties, vetted by the client, such as estate agencies, the appropriate information about the client ;
- Filing and archiving as required by authorities ;
- Contacting the client in case of an emergency.

Ways in which data is collected:

- The client can give out personal and professional information via Solid Relocation and Sales form entry, whether on our website, www.srs-relocation.ch , our online platform or through direct correspondence such as via telephone, at +41.76.364.76.32 or +41.22.535.30.47, or by email, at contact@srs-relocation.com or another given email ;

- This includes any information that is handed out when registering on our website, research our services or book them.

Depending on what is necessary, and with the client's express knowledge, client data is shared with:

- The Solid Relocation and Sales employees and external contractors that are needed to fulfill our services ;
- Competent fiscal and legal authorities ;
- Estate agencies, owners and other partnering relocation agencies ;
- Banks ;
- Third-party service providers and moving companies ;
- Schools and daycares ;
- Any other third party who would need this information to ensure the services that have been booked by the client.

Data retention and storage

Solid Relocation & Sales does not retain nor store client data for any longer than what is strictly necessary for practical, commercial and legal application purposes. We have a data destruction policy after the legal deadlines required by Swiss law.

Respecting clients' rights

Clients have the right to ask Solid Relocation and Sales to delete, modify and/or give a copy of his/her data. To exercise your rights, please do write us an email at contact@srs-relocation.ch with the subject matter "request for personal data" and we will answer within 48 hours.