

## PRIVACY STATEMENT

Mila AG, Gutenbergstrasse 1, CH-8002, Zurich, Switzerland ("**we**" or "**Mila**") processes personal data of the users ("**you**") of the website [mila.com](https://mila.com). In this Privacy Statement, we provide you with information about the personal data that we will collect, process and use in reference to you. Please note that we regularly update this Privacy Statement.

We process personal data when you visit our website or use our services.

For purposes of this Privacy Statement and the relevant statutory provisions, the term "personal data" refers to all information that relates to an identified or identifiable natural person. We process your personal data in accordance with this Privacy Statement and the applicable data protection laws, in particular the Swiss Federal Act on Data Protection of 19 June 1992 ("**FADP**").

### 1. Data processing when you visit our website

When you visit our website, we process the following personal data:

- your IP address
- the respective request from your browser
- the name, version and language setting of your browser
- the operating system of your computer
  
- the screen resolution of your computer

We process these data in order to be able to make the website available and to optimally adapt it to the technical prerequisites applicable to your use of the website. We may also use your IP address in certain instances to prevent and prosecute, as applicable, any misuse of our website. We promptly delete your data if we no longer need them for the technical provision of our website.

### 2. Cookies

Our website uses the cookies described below. Cookies are small files that are stored on your device and collect certain settings and data to be exchanged with our systems or those of our service providers via your web browser. A distinction is made between two different types of cookies: So-called session ID cookies, which are deleted as soon as you close your browser, and permanent cookies, which are stored on your data carrier for a longer period. Cookies allow us, for example, to recognize you if you visit our website again.

Cookies also allow us to optimise our website, to offer services that are better tailored to you and to store your settings (e.g. your language setting). For this purpose, a pseudonymised identification number is assigned to you. By using our services, you agree that we may combine this identification number with other personal data pertaining to you. You can generally prevent the acceptance of cookies by adjusting your browser settings; please note, however, that if you do this, you may not be able to use all of this website's features to the fullest extent.

Subject to your consent, we use additional cookies to deploy tracking technologies on our website. The information we obtain in this manner allows us to show you advertising on our website or on third-party websites that is tailored to you. To do this, we analyse your usage behaviour, such as which parts of our website interest you and which categories of services you request. The associated processing of your personal data, including the transfer of such personal data to our partners listed below, is carried out in order to optimise our website and services and to display advertising on our website and on third party websites that is tailored to your preferences and

interests.

When you visit our website, the following cookies are set:

Provider	Type/Purpose	Address	
Adyen B.V.	Payment services	Simon Carmiggeltstraat 6-50 1011 DJ Amsterdam, Netherlands	<a href="#">Privacy Policy</a>
Arrivy Inc.	Geo-tracking	16357 118th Ln NE Bothell, WA 98011, USA	<a href="#">Privacy Policy</a>
Autho, Inc.	Authentication	10800 NE 8th Street, Suite 600 Bellevue, WA 98004, USA	<a href="#">Privacy Policy</a>
Cloudflare, Inc.	Caching	101 Townsend Street San Francisco, CA 94107, USA	<a href="#">Privacy Policy</a>
Google Inc. (Google Analytics)	Website analytics	1600 Amphitheatre Parkway Mountain View, CA 94043, USA	<a href="#">Privacy Policy</a>
Google Inc. (Google Tag Manager)	Web optimisation	1600 Amphitheatre Parkway Mountain View, CA 94043, USA Level 2, St Julians Business Centre 3, Elia Zammit Street, St Julians STJ 3155,	<a href="#">Privacy Policy</a>
Hotjar Ltd. Artia	Web optimisation	Malta	<a href="#">Privacy Policy</a>
International S.R.L.	Geolocation service	Bld. Decebal 28 Bucharest, Romania Salesforce Tower 415 Mission Street	<a href="#">Privacy Policy</a>
Salesforce, Inc.	CRM	San Francisco, CA 94105, USA	<a href="#">Privacy Policy</a>

You can block the use of these cookies, which are not technically required, by making the corresponding adjustment in your browser settings. Below we have also listed those of our partners whom we have permitted to set cookies on our website. In some cases, these partners also offer their own options for rejecting the use of cookies in future. You can obtain more detailed information on this topic from the respective third-party provider.

### 3. Registration on our website, brokering of services

For purposes of booking private service providers ("**Friends**") or professional contractors ("**Professionals**") via our website and app, we need your name, address, email, telephone number and password.

We use these data to establish contact with a suitable Friend or Professional based on the user agreement and to provide them with the necessary information.

If you would like to offer your services as a Friend or Professional on our site, you must complete the registration process and enter a password.

Additional documents, such as a copy of your ID or another form of identification, a criminal records extract, an extract from the Commercial Register, etc. may be required for successful

registration.

In this case, we collect and process personal data provided by you or relating to you, in particular:

- the data you provided yourself in connection with your profile (name, contact details, date of birth, photo, ID document data, services offered, special skills, invoicing data, VAT number, bank account and the like);
- the knowledge and (special) skills demonstrated by the documents produced by you (criminal records extract, vocational training certificates, etc.) or specified by you;
- the data of successfully referred contracts for services (customer, service performed, agreed and invoiced compensation, amounts of commission paid and outstanding, place, time and duration of service, compliance with customer requests regarding date and time of service, and the like); and
- the ratings customers have subsequently given for services performed by you.

We use these data, upon receiving a request from an interested party, to establish contact with such interested party based on the user agreement and to forward these data to such interested party, to the extent necessary, as well as to process payments. To the extent the aforementioned data are not directly necessary for performing the brokerage service, they are only processed in each individual case as necessary to protect legitimate interests of Mila and our users against illegal service offerings and fraud attempts and to guarantee the end customer a high-quality service.

#### **4. Rating system**

Mila provides a rating system that customers can use to rate the services performed. These ratings are forwarded to the specific service provider and published on the Mila platform. For this purpose, we process the applicable ratings, order data, and the (possibly abbreviated) name and place of residence of the customer. As a rule, ratings are stored indefinitely.

#### **5. Disclosure of data**

Except in the cases mentioned in this Privacy Statement, your personal data are not disclosed to third parties.

However, personal data may also be disclosed to third parties who act on our behalf in order to process the personal data in accordance with its original underlying purpose, such as performing the services offered, analysing user behaviour on our website or technical support.

These third parties are contractually obligated by us under agreements specified by applicable law to use personal data only for the agreed purpose and not to disclose your personal data to other parties without permission, except as may be required by applicable law.

If other categories of recipients of personal data arise in the course of future data collection, we will inform you of this at the time of collection, indicating the applicable purpose in each case.

Your personal data are disclosed to the following third parties for the purposes specified above:

- Third-party companies, in particular Mila Europe GmbH, which perform tasks on our behalf and support us in our business operations;
- Enterprise Partners, who act as intermediaries to transmit inquiries from end customers to the platform;
- Friends and Professionals who receive data for the purpose of referring and providing services;
- Payment collection service providers (EOS Schweiz AG or the like) or service providers for the

- purpose of checking customer creditworthiness;
- Third-party companies, which may be involved in cases with a high degree of complexity and speciality, if the commissioned service provider cannot provide the service itself (e.g. so-called data recovery cases);
- Insurance partners of Mila (e.g. assembly insurance for Mila customers for property damage caused by a Mila Friend).

The respective privacy policies of the third-party companies shall apply.

## 6. Use of Google Analytics

This website uses Google Analytics, a web analysis service of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). Google Analytics uses cookies, which make it possible to analyse your use of the website. The information generated by the cookie regarding your use of the website is normally transferred to one of Google's servers in the USA and stored there. The IP address transmitted from your browser in connection with Google Analytics is not combined with other data held by Google. In addition, we have expanded Google Analytics on this website by adding the code "anonymizeIP". This guarantees that your IP address is masked so that all data are collected anonymously. Only in exceptional cases will the full IP address be transferred to one of Google's servers in the USA and abbreviated there. The processing of your data, including the transfer to the USA, is carried out in accordance with a data processing agreement.

Google will use this information on behalf of the operator of this website to analyse your use of the website in order to compile website activity reports and provide additional services associated with website use and Internet use to the website operator.

You can further prevent the data generated by the cookie and related to your use of the website (including your anonymised IP address) from being collected and processed by Google by downloading and installing the browser plugin available at this [link](#).

As an alternative to the browser add-on, particularly in the case of browsers on mobile devices, you can also prevent your data from being collected by Google Analytics by clicking on this link. An [opt-out cookie](#) will then be set, which prevents the future collection of your data when visiting this website. The [opt-out cookie](#) only applies in this browser and only to our website and is set on your device.

If you delete the cookies in this browser, you must reset the [opt-out cookie](#).

Google Analytics is further used to analyse data from DoubleClick cookies and also AdWords on other websites for statistical purposes. If you do not wish for this to occur, you can deactivate this use of your data by Google via the [Google Ads Settings Manager](#).

## 7. Social Plugins

On our website, we offer you the option of using so-called "social media buttons". We have incorporated the social media buttons of the following companies on our website:

Provider	Type/Purpose	Address	
Facebook Inc.	Facebook	1601 S. California Ave, Palo Alto, CA 94304, USA	<a href="#">Privacy Policy</a> <a href="#">Plugins</a>

Google Inc.	Google+	1600 Amphitheatre Parkway Mountain View, CA 94043, USA	<a href="#">Privacy Policy</a> <a href="#">Plugins</a>
Twitter Inc.	Twitter	795 Folsom St., Suite 600 San Francisco, CA 94107, USA	<a href="#">Privacy Policy</a> <a href="#">Plugins</a>
Instagram LLC	Instagram	1601 Willow Road Menlo Park, CA 94025, USA	<a href="#">Privacy Policy</a> <a href="#">Plugins</a>
LinkedIn	LinkedIn	<b>LinkedIn Ireland Unlimited Company</b> Wilton Place, Dublin 2, Ireland	<a href="#">Privacy Policy</a> <a href="#">Plugins</a>
Xing	Xing	<b>XING International</b> Consell de Cent, 334-336, 1º 1ª 08009 Barcelona Spain	<a href="#">Privacy Policy</a> <a href="#">Plugins</a>

## 8. Adyen

For purposes of processing payments, Mila works with the licensed payment service provider Adyen (Adyen B.V. Simon Carmiggeltstraat 6-50, 1011 DJ Amsterdam, Netherlands – "**Adyen**"). In order to ensure the payment, Adyen requires personal data from Friends and Pros for verification purposes. For this purpose, Mila forwards your personal ID, bank account and other payment information to Adyen based on the contract concluded with you. Further information on Adyen regarding data privacy can be found in Adyen's [Privacy Statement](#).

## 9. Arrivy Geo-tracking

To provide an improved service experience, Mila works with the geo-tracking company Arrivy (Arrivy Inc., 16357 118th Ln NE, Bothell, WA 98011, USA – "**Arrivy**"). To this end, location-specific data are transferred to the geo-tracker, which helps us to improve our service of brokering local partners and to display relevant personalised advertising. The processing of your data, including its transfer to the USA, is carried out based on a data processing agreement as well as the additional EU standard contractual clauses, thereby guaranteeing an adequate level of data protection. Further information on Arrivy, its terms and conditions and data processing, can be found at the following [link](#).

## 10. Newsletter

If you are interested in other services that we offer, you may subscribe to our newsletter at any time. If you have agreed to our use of your email address for this purpose by clicking on the activation link included in the confirmation email, we will use this and other relevant information provided by you in order to send you the newsletter. The processing of your personal data, which is required for purposes of sending the newsletter to you, is based on your consent, which you can revoke prospectively at any time.

We send out the newsletter with the aid of MailChimp (The Rocket Science Group, LLC, 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA – "**MailChimp**"). We forward your personal data that are necessary for sending the newsletter (name, email address) to MailChimp. MailChimp processes these data on our behalf. For this purpose, we have entered into a data

processing agreement with MailChimp.

MailChimp uses so-called "web beacons" to analyse the usage behaviour of recipients of the email. This allows us to find out, for example, whether recipients have opened the newsletter and which links were clicked in it. We use this information to design our newsletter according to the interests and usage habits of the recipients. Further information on data privacy at MailChimp can be found [here](#).

## 11. Contact form

If you have an inquiry, you can use one of the options at "[help.mila.com](https://help.mila.com)". You can call us (0322 21 09 83 40) or send us an email ([info@mila.com](mailto:info@mila.com)). Your data, including the contact details provided by you, will be stored by us for the purpose of processing the inquiry and for any follow-up questions. If you use our chat solution as a way to contact Mila, we will process the chat content submitted, the time and duration of communication, and technical information about your device such as the IP address in abbreviated form, the operating system, and the browser type for the purpose of handling your request and providing our services. Further processing (e.g. statistical evaluations, development and improvement of automated response systems) will only take place in anonymized form. Mila collaborates with third parties in Switzerland and abroad for processing the data.

Please note that if you use a third-party application to chat with Mila, the terms of use of the applicable third-party provider will also apply. In the case of some third-party providers you should assume that they reserve the right to view the content of the chat.

Mila uses the applications of Intercom for providing its chat solution. When using the chat, your data are transmitted from the browser to Intercom using a secure protocol. The data are stored in encrypted form on the infrastructure of Intercom in the USA (Intercom, Inc. 55 Second Street, Suite 400, San Francisco, CA 94105, USA). Further information on the data processing by Intercom can be found [here](#).

## 12. Your rights

You may assert the following rights against us concerning the processing of your personal data:

- Your right to information, which you may assert in writing, including a copy of your ID card or passport, sent to our postal address;
- Your right to rectification;
- Your right to erasure, unless we are obligated to retain any of your personal data based on applicable laws and regulations.

Finally, you have the right to revoke any consent you may have provided to the processing of personal data at any time and/or to opt out of the processing of your personal data. You can assert your revocation right and your right to object by directing them to the following email address: [privacy@mila.com](mailto:privacy@mila.com).

To exercise the aforementioned rights, please contact us at the address indicated above.

## 13. Privacy contact

Please send data protection enquiries to [privacy@mila.com](mailto:privacy@mila.com).

## 14. Representative in the European Union

In accordance with Art. 27 GDPR, we have appointed a representative in the European Union, whom you can reach at: **VGS Datenschutzpartner UG, Am Kaiserkai 69, 20457 Hamburg, Germany**

[info@datenschutzpartner.eu](mailto:info@datenschutzpartner.eu)