

Information on the use of Firstup

In addition to the mobile application, we provide you with a website that you can access from any device. In the following, we inform you about the processing of personal data when using the website. Personal data is all data that can be related to you personally, e.g. name, address, email addresses.

1 Controller

Swissport International AG

Flughofstrasse 55

8152 Opfikon

Switzerland

Phone: 0041438150022

Communications@swissport.com

Mail address of Data Protection Officer: Ask.dataprotection@swissport.com

2 Why and on what legal basis do we process your data?

We process your data based on a legitimate interest pursuant to Art. 7 Law n.13709/2018 in order to improve communication with our employees, and to provide them with important information and updates about the company. The use of this website is not mandatory.

3 Description of data processing by Swissport from FirstUp platform

(1) When you use the website, your personal data is processed to enable a convenient use of the functions. If you want to use the mobile application in a stable and secure way, the following technical data must be processed: During the informational use of the website, i.e. the mere viewing without registration and without you providing us with any other information, we process the personal data that your browser transmits to our server. The data described below is technically necessary for us to display our website to you and to ensure stability and security and must therefore be processed by us.

- IP address
- Date and time of the request
- Time zone difference to Greenwich Mean Time (GMT)
- Content of the request (page visited)

- Access status/HTTP status code
- amount of data transferred in each case
- previously visited page
- browser
- operating system
- language and version of the browser software.

(2) We also process personal master data (personnel data such as personnel number, position, department, employee ID, contact data, communication data. Tracking data is also collected and processed (Clicks, Likes, Views, Program join data, last active date on platform) for statistical purposes to improve our updates and messages. The tracking data is mostly anonymous and not used for performance checks.

4 Recipient categories

Your personal data are processed by Firstup, which provides us with the communication service. Firstup uses the following subprocessors:

Cloudinary (cloud service provider for image transformation), Datadog (cloud service provider for platform visibility and monitoring), Pendo (Cloud Service Provider- In App Pop-up Guides), and Sendgrid (in app mail delivery). In these processes first name, name, mail and address are transferred to these subprocessors. All these subprocessors are situated in the US.

5 Transfer to third parties in the USA

Firstup uses the mentioned subcontractors in the US. This means that their data is processed in the US. We transfer your data only with consent according to Art. 33 Law n.13709/2018.

6 Cookies

We use cookies. These are small text files that contain information about visited websites or domains and are stored on the website user's computer. Cookies are used for various purposes, primarily to make the website faster and more user-friendly. You can prevent the use of cookies in your browser settings. However, this may mean that not all functions of our website can be used correctly anymore.

The following cookies are used by us:

- a) Session cookies: serve to improve the operation of the website. The session cookies store a session ID by which your browser can be recognized when you return to our website.
- b) Technically necessary cookies: necessary for our website to function correctly (e.g. cookies for the display, for the storage of your purchase in the shopping cart, cookies for payment processing).
- c) Statistics cookies: used to improve the operation of our website. For this purpose, the user behavior is evaluated on the website (e.g. which web sub-pages were visited particularly often, how many visitors there are, which pages are called for the first or last time).

You can make your own choice about the use of cookies in your browser. On this

application you can use tab Privacy and Cookies to set your preferences but please note that certain parts and/or certain functions may then no longer work correctly.

7 How do we store your data?

We delete your data after the end of its purpose or the expiry of statutory retention periods, whichever is longer.

8 Your rights

(1) You have the following rights with respect to a data controller regarding personal data concerning you:

- Right to information

- Right to rectification or erasure
- right to restriction of processing
- right to object to processing
- Right to data portability

You can assert these rights against us by contacting the mail address:

Ask.dataprotection@swissport.com

(2) You also have the right to complain to a data protection supervisory authority about the processing of your personal data by us.