

PRIVACY STATEMENT

Mila AG, Gutenbergstrasse 1, CH-8002 Zurich, Switzerland (“**we**” or “**Mila**”) is the controller of the personal data of the users (“**you**”) of the website and service referral platform mila.com.

Where in the interest of simplicity this Privacy Statement uses the term “website” in the following, this also expressly refers to the data processing undertaken in connection with your use of the Mila app, the Mila Facebook account or comparable Mila social media accounts.

We collect, process and use your personal data in accordance with this Privacy Statement and applicable data protection law (in particular, the General Data Protection Regulation and, in Austria, the Data Protection Act, as amended from time to time).

In this Privacy Statement we inform you which of your personal data we collect, process and use. Please note that we regularly update this Privacy Statement, particularly whenever there is a change to applicable legal provisions. Therefore, please regularly check back on this site regarding any changes.

Please note that any agreements that may have been concluded between you and us may in certain circumstances contain more detailed information on data protection, which – in the event of any conflicts – will prevail over this more general information.

A. Data processing when you visit our website

1. General information

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

- Your IP address, the queries submitted by your browser, the version and language used by your browser and your computer’s operating system in order to make the website technically available to you.
- In addition, we use these data to optimally adapt the website to the technical prerequisites applicable to your use of the website.
- We may also use your IP address to prevent and/or track misuse of our website.

We erase these data when we no longer need them for the purposes referred to above or to perform services subsequently requested by you.

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 erased as soon as you close your browser, and permanent cookies, which are stored for a longer time on your data media.

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 service, you consent to us linking this ID 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.

Further, subject to having obtained your consent (Art. 6(1)(a) GDPR), we make use of additional cookies in order 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 (Art. 6(1)(f) GDPR).

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 16357 118th Ln NE	Privacy Policy
Arrivy Inc.	Geo-tracking	Bothell, WA 98011, USA 10800 NE 8th Street, Suite 600	Privacy Policy
Auth0, Inc.	Authentication	Bellevue, WA 98004, USA 101 Townsend Street	Privacy Policy
Cloudflare, Inc.	Caching	San Francisco, CA 94107, USA	Privacy Policy
Google Inc. (Google Analytics)	Website analytics	1600 Amphitheatre Parkway Mountain View, CA 94043, USA	Privacy Policy
Google Inc. (Google Tag Manager)	Web optimisation	1600 Amphitheatre Parkway Mountain View, CA 94043, USA Level 2, St Julians Business Centre	Privacy Policy
Hotjar Ltd. Artia	Web optimisation	3, Elia Zammit Street, St Julians STJ 3155, Malta	Privacy Policy
International S.R.L.	Geolocation service	Bld. Decebal 28 Bucharest, Romania Salesforce Tower	Privacy Policy
Salesforce, Inc.	CRM	415 Mission Street San Francisco, CA 94105, USA	Privacy Policy

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. More information on cookies in general is available [here](#).

3. Newsletter

If you are interested in other services that we offer, you may subscribe to our newsletter at any time. If you have provided us with your email address for this purpose, we will use it and any other information you have provided in this regard to send you our electronic newsletter.

We send the newsletter with the help of MailChimp (The Rocket Science Group, LLC, 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA). We forward your personal data, which are necessary for sending the newsletter (name, e-mail, area of interest, if any), to MailChimp. MailChimp processes these data on our behalf. For this purpose, a data processing agreement has been concluded between us and MailChimp. MailChimp is certified in accordance with the EU-US Privacy Shield. 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](#).

4. Remote Services

In addition to on-site services, Mila also offers remote support services. As part of these services, MILA PARTNER (FRIEND or PRO) may need to access your telephone or PC to carry out a service. For this purpose MILA PARTNER will use Team-Viewer software, which you must download here before the service appointment. Please note that if you use Team-Viewer - additional terms of use and data protection regulations apply.

5. Use for further advertising purposes

With your consent, your data will also be used for further advertising measures. You will receive detailed information on this when you provide your consent. You may withdraw your consent at any time and object to the use of your data (see Section 10).

6. Contact form

If you have an inquiry, you can use one of the options at "help.mila.com". You can call us (0720 88 09 67) or send us an email (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. As a Friend or Pro, our chat solution is also at your disposal on the Partner Portal and in the Mila Partner App.

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 Crisp for providing its chat solution. When using the chat, your data is transmitted from the browser to Crisp using a secure protocol. The data is stored in an encrypted form on the infrastructure of Crisp in the Netherlands. Further information on the data processing by Crisp can be found [here](#).

7. Use of Google Analytics

This website uses Google Analytics, a web analytics service from Google LLC., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). Google Analytics uses so-called "cookies", text files which are stored on your computer and which enable an analysis of 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 added the extension code "anonymise IP" to Google Analytics on this website. 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.

Google will use this information on behalf of the operator of this website for the purpose of evaluating your use of the website, to compile reports on website activity, and to provide other services relating to website and internet usage to the website operator. We have concluded a data processing agreement with Google. You can prevent the storing of cookies by configuring your browser software accordingly; 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.

Furthermore, you can prevent the data generated by the cookie and related to your use of the website (including your 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](#). [Note: Information on how to include the [opt-out cookie](#) may be found at [here](#).

Google Analytics is further used to analyse data from DoubleClick cookies and also AdWords for statistical purposes. If you do not want this to occur, you can deactivate this feature via the [Ads Settings Manager](#).

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

B. Data processing when you use our services

8. Registration on our website, brokering of services

8.1 Use of our referral of “Friends” or “Professionals”

If as a customer you wish to make use of our referral services via our website, we will collect and process the personal data indicated by you or relating thereto, in particular

- data provided by you yourself (name, contact details, date of birth, requested service)
- data in connection with successfully referred service contracts (services performed, agreed compensation, “Friend” or “Professional” service provider) and your ratings thereof.

By using our referral services, you acknowledge that

- these data are processed and stored by Mila in accordance with applicable law;
- these data are transferred to service providers (“Friends” or “Professionals”) in connection with the referrals to service providers for present or future contracts;
- in cases of a high degree of complexity and specialty, these data may be transferred to a third-party company, if the commissioned service provider cannot provide the service itself (e.g. so-called data recovery cases). The

customer will be informed of this in advance.

By using our referral services, you expressly consent to

- receipt of information (including advertising) from Mila and the Enterprise Partners at the email address(es), telephone number(s) and/or social media accounts you indicated at the time of your request for services;
- publication on the Mila platform of the ratings of services you provided, including a reference to your name (possibly abbreviated).

8.2 Registration as a service provider (“Friend” or “Professional”)

If you wish to offer services on our website as a Friend or a Professional, you are required to register for this purpose. 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 such as your VAT number, bank account and the like),
- the knowledge and (special) skills demonstrated by the documents produced by you (trade licenses, vocational training certificates, etc.) or by qualification test you have passed in this regard,
- the data of successfully referred contracts for services (customer, service performed, agreed and collected 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.

You acknowledge that

- these data will be processed and stored by Mila for performance of its contract with you, but also for referrals and awards of future service contracts;
- these data may be disclosed to customers in connection with the referral services under the present or a future contract with you to the extent necessary or useful for performing such contracts;

By registering on our referral platform, you expressly consent to

- receipt of information (including advertising) from Mila and the Enterprise Partners at the email address(es), telephone number(s) and/or social media accounts you indicated at the time of your request for services;
- publication of ratings by customers relating to you, even when they are negative, on Mila’s platform, and which may also include a reference to your name (possibly abbreviated) and photo.

8.3 Geo-tracking

As a special service for customers, we offer them the option, for service contracts that are fully agreed, of seeing the current location of the applicable “Friend” or “Professional” on a virtual map starting 30 minutes prior to the commencement of the provision of the services as agreed with the “Friend” or “Professional” in order

to be able to check when the “Friend” or “Professional” is likely to arrive (“Geo-tracking”). Mila will also use this feature to verify whether the “Friend” or “Professional” meets the times agreed with the customer.

This Geo-tracking is only activated when the applicable “Friend” or “Professional” upon receiving a push notification from us activates it on its mobile phone for the specific case. By activating Geo-tracking, the “Friend” or “Professional” is deemed to expressly consent to this processing of its location data.

This feature is automatically deactivated as soon as the “Friend” or “Professional” marks the specific assignment as closed in our app on its mobile phone.

For technical implementation of this data processing, Mila works with the Geo-tracking company Arrivy (Arrivy Inc., 16357 118th Ln Ne, Bothell, Washington 98011, USA) as a processor. Location-specific data are transmitted to this processor for this purpose. To ensure protection of the transferred data, Mila has concluded a data processing agreement in the form of the “Standard Contract Clauses” recommended by the European Commission. Further information on Arrivy, its terms and conditions and data processing, can be found at this [link](#).

C. General provisions

9. Privacy and third-party websites

The website may contain hyperlinks to third-party websites. If you follow a hyperlink to one of these websites, please note that we cannot accept any liability or make any warranty regarding third-party content or data protection provisions. Please always check the applicable terms and conditions of privacy before transferring personal data to these websites.

10. Your rights of access, rectification, blocking and erasure, withdrawal of consent and contact address

You have the right (i) to learn from us whether we have stored personal data concerning you, and which data are being stored, and to receive copies of these data (Art. 15 GDPR), (ii) to request that we rectify, complete or erase your personal data where these are incorrect or are not processed in a legally compliant manner (Arts. 16 and 17 GDPR), (iii) to request that we restrict the processing of your personal data (Art. 18 GDPR), (iv) to receive your data, under certain circumstances, in a structured, commonly used and machine-readable format or to transfer them to a third party (right to data portability, Art. 20 GDPR) and (v) under certain circumstances to object to the processing of your personal data (Art. 21 GDPR). If you wish to exercise one or more of these rights, you are welcome to contact us at privacy@mila.com or at the postal address indicated below.

In addition, you have the right to lodge a complaint with the Austrian Data Protection Authority (for contact details, see www.dsb.gv.at) if you believe that your rights to data protection have been violated.

11. Data security

We store all of the information that you send to us on systems within the EU, the EEA or Switzerland. Depending on what third-party service provider is furnishing our web analysis tools (e.g., Google Analytics or Arrivy), the servers may be located in the United States. We secure our systems through corresponding and

appropriate technical and organisational measures against misuse of your personal data by unauthorised third parties.

12. Storage of your data

We will only store your personal data for as long as we reasonably deem necessary in order to achieve the purposes referred to above and to the extent permitted by applicable law. We will in any event store your personal data for so long as statutory retention obligations apply (in particular, the seven-year retention period under Section 212 of the Entrepreneurial Code [UGB] and Section 132 of the Federal Tax Code [BAO]) or where the statutes of limitations for potential legal claims have not yet expired. We will retain your data for longer periods than the prescribed erasure period if and to the extent that we require them to enforce or defend against concrete legal claims.

13. Purposes and legal bases for data processing

13.1 Purpose of the data processing

We process your personal data solely for the following purposes:

- a) Analysis of the use of our website and to improve and secure its performance;
- b) Attribution of contacts made via our website contact form and your customer account and to respond to such contact inquiries;
- c) Enforcement of or defence against legal claims;
- d) Compliance with recording, information and reporting obligations, to the extent required by law;
- e) Initiation, fulfilment and invoicing of contractual relationships;
- f) Provision of a login environment;
- g) Sending of marketing material.

13.2 Origin of the personal data

We collect these data

- from you yourself when you provide them to us via our contact form, at the time of placing an order or registering with us, or by collecting the data at the time of your use of our website, or
- if you become active for us as a "Friend" or "Professional" under a contractual relationship, from the ratings of customers for whom you have performed services and from the Geo-tracking feature referred to in greater detail above.

13.3 Legal basis for the processing of your personal data

This processing of your personal for the purposes referred to in Section 13.1 relies on the following legal bases:

- Data processing for purposes a) and c):

Data processing for these purposes is based on our having a legitimate interest in securing and improving the performance of our website, in order to make our website as attractive as possible, as well as having a legitimate interest in enforcing any legal claims that might arise in connection with our website and defending ourselves against any such legal claims (Art. 6(1)(f) GDPR).

- Data processing for purpose b):

The processing of your data which you enter in our website contact form for this

purpose 1b) is based on the fact that this data processing is necessary in order for us to receive, process and respond to your inquiry (Art. 6(1)(b) GDPR).

- Data processing for purpose d):

Data processing for this purpose is necessary to enable us to comply with our legal obligations, specifically recording, information and reporting obligations (Art. 6(1)(c) GDPR).

- Data processing for purposes e) and f):

Data processing for these purposes is based on the fact that this processing is necessary to enable us to perform our contract with you (Art. 6(1)(b) GDPR).

- Data processing for purpose g):

Data processing for this purpose is based on our legitimate interest in informing you about our products and campaigns (Art. 6(1)(f) GDPR). You can object at any time to receiving our newsletter (see Section 10).

14. Payment service provider

For processing payments, Mila works with the licensed payment service provider Adyen (Adyen B.V. Simon Carmiggeltstraat 6-50, 1011 DJ Amsterdam, The Netherlands). In order to secure the payment, Adyen requires personal data from "Friends" and "Professionals" for verification purposes. For this purpose, Mila transfers names, identity card data, bank account etc. to Adyen (for details, see: [Adyen](#)). Further information on Adyen regarding data privacy can be found in the [Privacy policy of Adyen](#). To ensure Adyen's compliance with data protection rules, Mila has entered into a data processing agreement with Adyen.

15. Privacy contact

Please send data protection enquiries to privacy@mila.com.

16. 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.