

Privacy Statement – Customers & Pros

Mila AG, Gutenbergstrasse 1, CH-8002 Zürich, Switzerland (“**we**” or “**Mila**”) is the controller of the personal data of the users (“**you**”) of the website and service referral platform <https://www.mila.com>. You can contact us by writing to us at the address above or by email at info@mila.com or privacy@mila.com.

Where in the interest of simplicity this Privacy Statement uses the term “website”, this also 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 the Data Protection Act 2018, 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, in particular 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 use of our website

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

We use this data:

- in order to make the website technically available to you
- to optimise the performance of the website based on the technical settings of your device
- In the case of your IP address, to prevent and/or track misuse of our website

2. Marketing

If you are interested in more of our services, you can sign up for our newsletter at any time. If you have provided us with your email address for this purpose, we will use it and any other data you have provided in this regard to send you our electronic newsletter. If you consent, your data will also be used for sending you further marketing information. You will receive additional information on this at the time of providing your consent. Please see section C for more details.

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 processor agreement has been concluded between us and MailChimp. MailChimp is certified in accordance with the EU-US Privacy Shield. MailChimp analyses the user behaviour of recipients of the newsletter for us by means of so-called web beacons. More information about data protection at MailChimp is available [here](#).

3. Contact form

If you have an inquiry, you can use one of the options at "help.mila.com". You can call us (020 3808 4619) 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. For more information see section C.

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](#).

4. Cookies

Our website uses the cookies listed below. Cookies are small files which are stored on your end device and which record certain settings and data and exchange them via your web browser with our systems or the systems of our service providers. There are two different kinds 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 device.

Cookies permit us, for example, to recognise you when you return to our website. Through the use of cookies, we are able to optimise our website, offer you a more tailored service, and save your settings (e.g., language settings). A pseudonymised identification number is assigned to you in the process. By using our service, you consent to us linking this ID number with other personal data pertaining to you. You can prevent the setting of cookies in general in your browser settings. However, please note that if you do this, you may not be able to make full use of all the features of this website.

In addition, with your consent, we use additional cookies in order to deploy tracking technologies on our website. Using the data collected in this way, we are able to display tailored advertising to you on our website or on third party websites. For this purpose, your user behaviour is analysed, such as which parts of our website interest you and what category of services you review. The processing of your personal data associated with this, including the transfer of such personal data to our business partners below, is done to optimise our website and services and to display advertising on our website and on third party websites which is tailored to your preferences and interests.

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

Cookie	Source	Function
connect1.sid	mila.com	An application internal session ID
_s	app.link	An application internal session ID for special mobile device handling
NID	google.com	Most Google users have a cookie in their browsers with pre-settings named "NID". A browser sends this cookie to Google's website whenever search inquiries are made. The NID cookie contains a unique ID that Google uses to store your preferences and other information, such as your preferred language (for example: English), the number of search results per page (for example: 10 or 20) and whether you are interested in having Google's Safe Search enabled.

You can prevent the use of such cookies, which are not technically required, by making adjustments to your browser settings. In the following, we have also listed those of our business partners who are permitted to set cookies on our website. Some of these also offer their own option to object to the use of cookies on a going forward basis. More information about this topic is available from the respective third-party provider. More information on cookies in general is available, for example, [here](#).

5. 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 cookies in the form of text files which are stored on your computer which enable an analysis of your use of the website. The data generated by the cookie about your use of this website is transferred to a Google server in the USA and stored there. Your browser's IP address transferred via Google Analytics will not be combined with other Google data. In addition, we have added the extension code "anonymise IP" to Google Analytics on this website. This ensures that your IP address will be masked, so that all of the data collected remain anonymous. Only in exceptional cases will the full IP address be transferred to a Google server in the USA and abbreviated there.

Google will use this data on our behalf 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 us. We have concluded a data processor agreement with Google. Google is certified in accordance with the EU-US Privacy Shield. You can prevent the storage of cookies by using the appropriate setting in your browser software. However, please note that if you do this, you may not be able to make full use of all of the features of this website.

In addition, you can prevent Google from collecting and processing the data gathered by the cookie and relating to your use of the website (including your IP address) by downloading and installing the browser plugin [here](#).

As an alternative to the browser add-on, especially for mobile devices, you can additionally prevent the collection of data by Google Analytics by clicking on this link. An opt-out cookie will be set, which will prevent your data from being collected on subsequent visits to our website. The opt-out cookie is only valid in this browser and only for our website and is stored on your device. If you delete the cookies in this browser, then you will need to reset the opt-out cookie.

We also use Google Analytics to analyse data from double-click cookies and AdWords for statistical purposes. If you do not wish us to do this, you may disable this via the [Ads Preferences Manager](#).

6. 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:

6.1 Facebook

Plugins from the Facebook social network (Facebook Inc., 1 Hacker Way, Menlo Park, California 94025, USA) are integrated into our web pages. You can recognise the Facebook plugins by the Facebook logo or the "Like" button on our website. You can find an overview of the Facebook plugins [here](#).

When you visit our web pages, a direct connection between your browser and the Facebook server is established via the plugin. In this way, Facebook is informed that you have visited our website with your IP address. If you click on the Facebook "Like" button while you are logged into your Facebook account, you can link the contents of our web pages to your Facebook profile. Facebook can then associate the visit to our web pages to your user account. Please note that as the provider of these web pages, we have no knowledge of the content of the data transferred or of how they are used by Facebook. You can find more information on this topic in [Facebook's Privacy Policy](#). If you do not wish Facebook to associate your visit to our web pages with your Facebook user account, please log out of your Facebook user account before visiting our website.

6.2 Google Plus

Our web pages use features from Google Plus (Google Inc., 1600 Amphitheatre Parkway Mountain View, CA 94043, USA).

With the Google+ button, you can publish information worldwide, and you and other users can receive personalised content from Google and our partners. Google stores both the information that you provided as +1 content, and also information about the page you were viewing when you clicked +1. Your +1's may appear along with your profile name and photo in Google services, such as in search results or in your Google profile, or displayed elsewhere on websites and ads on the internet. Google tracks information about your +1 activity to improve Google's services for you and others. To use the Google+ button, you need a globally visible, public Google profile which

must contain at least the name chosen for the profile. This name will be used in all Google services. In some cases, this name may also replace a different name which you used when sharing content via your Google account. The identity of your Google profile may be displayed to users who know your email address or have access to other identifying information about you.

In addition to the purposes detailed above, the data you provide will be used in accordance with the applicable Google [privacy policy](#). Google may publish aggregate statistics on users' +1 activities or pass them on to users and partners, such as publishers, advertisers or affiliated websites.

6.3 LinkedIn

Our website uses features of the LinkedIn network (LinkedIn Corporation, 2029 Stierlin Court, Mountain View, CA 94043, USA). Each time you access one of the pages on our website containing features of LinkedIn, a connection to LinkedIn's servers is established. LinkedIn is informed that you have visited our website with your IP address. If you click on LinkedIn's "Recommend" button and you are logged in to your LinkedIn account, LinkedIn is able to associate your visit to our website with you and your user account. Please note that as the provider of these web pages, we have no knowledge of the content of the data transferred or of how they are used by LinkedIn.

More information on this topic is available in [LinkedIn's Privacy Policy](#).

6.4 Twitter

On the pages of our website, features of Twitter are incorporated (Twitter Inc., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA). When you use Twitter and the "Re-tweet" feature, the websites you visit are linked to your Twitter account and disclosed to other users. In the process, data is also transferred to Twitter. Please note that as the provider of these pages, we have no knowledge of the content of the data transferred or of how it is used by Twitter. You can find more information on this topic in [Twitter's Privacy Policy](#). You can modify your Twitter privacy settings in the [account settings](#).

6.5 Xing

Our website uses features of the XING website (XING AG, Dammtorstrasse 29-32, 20354 Hamburg, Germany). Each time you access one of the pages of our website containing features of XING, a connection with XING's servers is established. You may find further information on data protection and the XING Share button in [XING's Privacy Statement](#).

B. Data processing when you use our services

7. Customers booking services with "Professionals"

When you use our referral services to book a "Professional" via our website, we collect and process the following personal data provided by and relating to you:

- data you have provided, such as your name, contact details, social media account details, date of birth, requested service)
- data about the services you request, such as the services performed, price, "Professional" service provider and your ratings for those services/service providers

When booking a service for the first time, a customer profile including personal data will be created for future use.

We use this data:

- to refer your requests for services to service providers ("Friends" or "Professionals") for present or future contracts, which involves transferring your data to them
- to carry out our contract with you including administering the services being provided and taking payment
- to publish your ratings for the services you have received on the Mila platform
- with your consent, to send you marketing from Mila

8. Remote Services

In addition to on-site services, Mila also offers remote support services. As part of these services, Professionals may need to access your telephone or PC to carry out a service. For this purpose, the Professional 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.

9. Registration as a "Professional"

If you wish to offer services on our website as a Professional, you are required to register for this purpose. For this we collect and process the following personal data provided by and relating to you:

- data you have provided, such as your name, contact details, date of birth, photo, ID document data, services offered, special skills, invoicing data such as your VAT number and bank account details
- the knowledge and skills demonstrated by the documents provided by you, such as trade licences, vocational training certificates, etc. or any qualification test you have passed in connection with this,
- data about the services you provide such as the customer, service performed, price, amounts of commission paid and outstanding, place, time and duration of service, compliance with customer requests regarding date and time of service (including via Geo-Tracking as described at Section 10 below)
- the ratings customers have subsequently given for services performed by you

We use this data:

- to provide our services to you including for referrals and awards of future service contracts
- to administer service contracts with customers which includes passing the data on 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
- to publish customers' ratings (both positive and negative) for the services you have provided on the Mila platform as part of your Professional profile, which includes your photo and name
- with your consent, to send you marketing from Mila

10. Geo-Tracking

As a special service for customers, Mila offers customers the option of seeing the current location of the "Professional" in question on a virtual map starting 30 minutes prior to the commencement of the provision of the services as agreed with the "Professional" in order to be able to check when the "Professional" is likely to arrive

("Geo-Tracking"). Mila will also use this feature to verify whether the "Professional" meets the times for arriving agreed with the customer. Mila could intervene in these situations and assist in the provision of the service.

This Geo-Tracking is only activated when the applicable "Professional" activates it on his/her mobile device for the specific job after receipt of a push message from us. By activating Geo-Tracking, the "Professional" is deemed to expressly consent to this processing of his/her location data.

This feature is automatically deactivated as soon as the "Professional" marks the specific job as closed in the Mila app on his/her mobile device.

To provide this service, Mila works with the geo-tracking company Arrivy (Arrivy Inc., 16357 118th Ln Ne, Bothell, Washington 98011, USA) as the processor. Location-specific data are transmitted to this processor for this purpose. To ensure protection of the transferred data, Mila has concluded a data processor agreement in the form of the "Standard Contract Clauses" recommended by the European Commission. You may find further information on Arrivy, its terms and this data processing [here](#).

C. General provisions - This section C applies to both data processing when you use our website and when you use our services.

11. Data protection 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 do not assume any responsibility or provide any warranty regarding third party content or data protection terms and conditions. Please check to see what the privacy terms and conditions are which apply in each case before transmitting personal data to such websites.

12. 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 is being stored, and to receive copies of this data. For your privacy and security, we may require you to prove your identity before providing the requested information
- (ii) to request that we rectify your personal data where this is incorrect or incomplete
- (iii) to request that we erase your personal data, except that we are not obligated to do so if we need to retain it in order to comply with a legal obligation or to establish, exercise or defend legal claims
- (iii) to request that we restrict the processing of your personal data where you believe such data to be inaccurate, that our processing is unlawful or that we no longer need to process such data for a particular purpose, including where we are not able to delete the data due to a legal or other obligation or because you do not want us to delete it
- (iv) to receive your data in a structured, commonly used and machine-readable format or to transfer it to a third party (known as "data portability") where this is (a) personal data which you have provided to us, and (b) if we are processing that data on the basis of your consent (such as for marketing) or to perform a contract with you

(such as to provide our services)

(v) where we are processing your personal data based on our legitimate interest, to object to its processing. We will abide by your request unless we have compelling legitimate grounds for the processing which override your interests and rights, or if we need to continue to process the data to establish, exercise or defend a legal claim, unless you object to your data being used for marketing in which case we will always abide by your request

(vi) where you have consented to the processing of your personal data (such as for marketing), to withdraw consent at any time

If you wish to exercise one or more of these rights, please contact us by email at privacy@mila.com or by post at Mila Ltd., Gutenbergstrasse 1, 8002 Zürich, Switzerland. Please include your name, email and postal address, as well as your specific request and any other information we may need in order to respond to or otherwise process your request.

In addition, you have the right to lodge a complaint with the local data protection authority if you believe that we have not complied with applicable data protection laws. If you are based in, or the issue relates to, the UK, the Information Commissioner's Office can be contacted by telephone on 0303 123 1113, by email at casework@ico.org.uk, online at www.ico.org.uk/concerns/ or by post to Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

13. Purposes and legal bases for data processing

We process your personal data solely for the following purposes:

Analysis of the use of our website and to improve and ensure its performance and ensure it is safe and secure

Responding to enquiries made via our website contact form and your customer account

Entering into and administering contracts with you for receiving or providing services, including obtaining payment from customers and making payments to Professionals

To set up and manage your account and/or profile on our website

Providing the Geo-Tracking service to customers

Sending our newsletter and other marketing materials

Enforcement of or defence against legal claims

The processing of your personal data relies on the following legal bases:

Our legitimate interest in ensuring and improving the performance of our website and protecting it against illegal or fraudulent activity such as cyber attacks

This data processing is necessary in order for us to receive, process and respond to your inquiry. If you do not provide the relevant information to us, we may not be able to respond to your inquiry

This data processing is necessary to enable us to perform our contract with you. If you do not provide the relevant information to us, we may not be able to provide you with our services

The consent of the service provider

Our legitimate interest in informing you about our products and campaigns

Our legitimate interest in enforcing any legal claims that might arise in connection with our website and defending ourselves against any such legal claims

Compliance with record-keeping, information and reporting obligations, to the extent required by law

This data processing is necessary to enable us to comply with our legal obligations, specifically recording, information and reporting obligations

14. Third party recipients

In addition to the specific service providers already described earlier in this Privacy Statement, we may share your personal data with the following third party organisations:

- Our 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, Netherlands). In order to secure the payment, Adyen requires personal data from "Professionals" for verification purposes. For this purpose, Mila forwards the name, ID data, bank account etc. to Adyen (see details [here](#)). You can find further information on data protection at Adyen in [Adyen's Privacy Policy](#). To ensure Adyen's compliance with data protection rules, Mila has entered into a data processor agreement with Adyen that complies with applicable law.
- External auditors.
- Third parties required or permitted by law: In certain circumstances, we may be required to disclose or share your personal data in order to comply with a legal or regulatory obligation. For example, we may be required to disclose personal data to the police, regulators, government agencies or to judicial or administrative authorities.
- Third parties connected with business transfers: We may transfer your personal data to third parties in connection with a reorganisation, restructuring, merger, acquisition or transfer of assets, provided that the receiving party agrees to treat your personal data in a manner consistent with this Privacy Statement.

15. International transfers and data security

Within Mila, we store all of the data that you send to us on systems within the EU, the European Economic Area or Switzerland. Depending on what third party service provider is providing our web analysis tools (e.g., Google Analytics or Arrivy), the servers may be located in the United States. For details of the measures in place to protect the data when it is transferred to those providers, please see the relevant sections of this Privacy Statement.

We secure our systems through corresponding and appropriate technical and organisational measures including against misuse of your personal data by unauthorised third parties.

16. Storage and retention 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 store your personal data for as long as legal retention obligations apply or where the statute of limitations for potential legal claims has not yet expired. We will retain your data for longer periods than the prescribed erasure period if and to the extent that we require it to enforce or defend against specific legal claims.