

## Storage periods and storage locations

Database	Storage period	Storage locations
Customer and contract database (NOVA) including <ul style="list-style-type: none"> <li>SwissPass card/photo</li> <li>SwissPass+</li> <li>Group travel</li> </ul>	<ul style="list-style-type: none"> <li>Customer data is deleted after five years of inactivity at the latest.</li> <li>Subscription data is deleted no later than three years after the end of its validity</li> <li>Individual services are deleted no later than two years after the end of their validity.</li> </ul>	<ul style="list-style-type: none"> <li>Switzerland</li> <li>EU/EEA</li> </ul>
Swisspass.ch	<ul style="list-style-type: none"> <li>Customer account is deleted after 18 months of inactivity</li> </ul>	<ul style="list-style-type: none"> <li>Switzerland</li> </ul>
Marketing database	<ul style="list-style-type: none"> <li>If marketing permission is activated, customer data may be used for marketing and market research purposes for two years. Afterwards it is deleted.</li> </ul>	<ul style="list-style-type: none"> <li>Switzerland</li> </ul>
Analytics database	<ul style="list-style-type: none"> <li>Customer data is anonymised after five years of inactivity.</li> <li>For active customers, subscription data and individual services are anonymised after 10 years.</li> </ul>	<ul style="list-style-type: none"> <li>Switzerland</li> <li>EU/EEA</li> </ul>
Financial database	<ul style="list-style-type: none"> <li>Data that must be retained for accounting reasons is archived after the statutory retention period has expired.</li> </ul>	<ul style="list-style-type: none"> <li>Switzerland</li> </ul>
Database concerning travel without a valid (or with a partially valid) ticket	<ul style="list-style-type: none"> <li>Deletion is carried out in accordance with Article 20a para. 4 of the Swiss Passenger Transport Act (PBG):</li> <li>The data is deleted immediately as soon as it is established that the person concerned has not caused a loss of revenue and after two years if the person concerned has paid the surcharges and during this period has no longer demonstrably travelled without a valid ticket.</li> <li>The data may be retained for a maximum of 10 years if it is necessary for enforcing claims against that person.</li> </ul>	<ul style="list-style-type: none"> <li>Switzerland</li> </ul>

Monitoring database	<p><u>SwissPass card</u></p> <ul style="list-style-type: none"> <li>When the physical SwissPass card is used as the sole data carrier, no control data is stored (exception: See SwissPass Mobile).</li> </ul> <p><u>SwissPass Mobile</u></p> <ul style="list-style-type: none"> <li>The activation and monitoring data for SwissPass Mobile and the SwissPass Card are stored on recording equipment for one day and in the monitoring database for 30 days. If misuse is suspected, the maximum storage period for activation and inspection data is 90 days.</li> </ul> <p><u>Electronic tickets</u></p> <ul style="list-style-type: none"> <li>For the purpose of combating misuse and for measures to prevent misuse and improper refunds, this data is retained for 360 days.</li> </ul>	<ul style="list-style-type: none"> <li>Switzerland</li> </ul>
Luggage service database	<ul style="list-style-type: none"> <li>Data is deleted after two years.</li> </ul>	<ul style="list-style-type: none"> <li>Switzerland</li> <li>EU/EEA</li> </ul>

Support access is possible worldwide. Transfers outside the EU/EEA are secured by using the authorised standard data protection clauses.