Data protection is a question of trust, and your trust is important to us. We respect your private life and privacy. It is a major concern for Swisscom (Switzerland) Ltd, Allé Tiefenaustrasse 6, Worblaufen, CH-3050 Bern (hereinafter referred to as “Swisscom” or “we” or “us”) that your personal data is treated in a responsible manner and in compliance with the legal requirements.

The present data protection declaration (hereinafter referred to as “this Declaration”) describes how we process your personal data. This Declaration applies to and constitutes an integral part of a contract if it is listed in a contract document as an integral part thereof or referred to in the applicable General Terms & Conditions (GTCs). In the event of discrepancies between this Declaration and the GTCs, the provisions of this Declaration will have precedence.

By accepting this Declaration, you consent to us processing your personal data in accordance with the relevant data protection and telecommunications legislation as well as the following provisions.

1 Data processing for service provision and contract execution

Swisscom collects, stores and processes the personal data of its customers to the extent necessary to manage the customer relationship, provide its services, process orders and contracts, for billing, to answer questions, address concerns, provide support with technical issues and evaluate, improve and develop Swisscom goods, services and functions. Personal data constitutes all information relating to an identified or identifiable person.

Swisscom collects, stores and processes technical data in the course of your use of our information, communication and technology services. Technical usage data may be processed in a personally identifiable form for the following purposes:

- Where this is necessary for the security and operation of our technical infrastructure, to guarantee the service quality and especially the communication connection quality, and to develop services further;
- Where listed below in this Declaration or you have consented thereto by using a service.

2 Telecommunications data processing

As a telecommunications service provider, Swisscom is obliged to uphold telecommunications secrecy and process data about telecommunications traffic as permitted and prescribed by law.

Swisscom processes data from telecommunications traffic in particular to establish connections, convey information and for billing. Swisscom also processes location data from telecommunications traffic for the purposes listed in section 5 below.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing. Swisscom processes data from telecommunications traffic in particular to establish connections, convey information and for billing. Swisscom processes data from telecommunications traffic for the purposes listed in section 5 below.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing. Swisscom processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.

Swisscom does not record any voice content or messages such as SMS or MMS messages, Chat or traffic for the purposes listed in section 5 below.

Swisscom also processes data from telecommunications traffic in particular to establish connections, convey information and for billing.
If you use services from the SME, Wingo, M-Budget or Coop Mobile product and service portfolio, you can contact us as follows.

For SMEs:
- Using the contact form at: https://www.swisscom.ch/en/business/sme/help/contact-page-sme.html
- By calling 0800 055 055
- By writing to: Swisscom (Switzerland) Ltd, Customer Contact Center, CH-3050 Berne

For M-Budget:
- Using the contact form at: https://shop.m-budget.migros.ch/de/contacts
- By calling 0800 151 728
- By writing to: M-Budget, Contact Center, CH-3050 Berne

For Wingo:
- Using the contact form at: https://wingo.ch/de/kontakt
- By calling 0900 94 93 92 (CHF 1.50/min. for the first ten minutes. All subsequent minutes are free of charge)
- By writing to Wingo, Contact Center, CH-3050 Berne

For Coop Mobile:
- Using the contact form at: https://www.coopmobile.ch/de/kontakt.html
- By calling 0800 746 746
- By writing to: Coop Mobile, Contact Center, CH-3050 Berne

10 Applicability, duration and modification
In accordance with paragraph 2 of the opening section, entitled “General,” this Declaration forms an integral part of the contract. It remains in force for as long as the contract with you. This Declaration cannot therefore be terminated separately.

We reserve the right to change or add to this Declaration at any time as we see fit. Should a change to this Declaration prove disadvantageous for you, we will notify you appropriately in advance and seek your consent. Your consent is granted voluntarily. Should you disagree with a specific change or addition, you may object to it. Should you fail to object by the aforementioned deadline, this will be deemed tacit acceptance on your part of the relevant change or addition. Changes or additions to the present Declaration shall not constitute grounds for extraordinary termination of service agreements.

Earlier versions or an overview of changes are made available on our Web site.