

Privacy policy

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01

Who is responsible for your data

Alexis Parin, Helveor, sole proprietorship
Route de la Poya 6, 1726 Farvagny-le-Grand, Switzerland
Email: contact@helveor-swiss.ch

You can send any question about your data to this address. Helveor complies with the Swiss Federal Act on Data Protection (FADP). Where the European General Data Protection Regulation (GDPR) applies to processing, Helveor complies with it too.

02

What we collect, and why

When you book a job, we ask for:

- your first name, your last name, your email address and your phone number, to confirm the appointment and reach you on the day of the job,
- the address of the job and, if you wish, access details (floor, door code, parking space), so that the technician can find you,
- photos, to prepare the job and bring the right equipment,
- the service, the date and time you chose, and the amount paid, to carry out the job and invoice it.

Please do not send photos in which people can be recognised, or documents unrelated to the job.

Your address is also used to calculate the travel time and the travel charge. This calculation is done **on our server**, using public Swiss data: your address is not sent to any mapping service. We never track your location.

Checking the service area. The site automatically checks whether your address is within our service area. If it is not, online booking is not offered. You can always write to us: a person will look at your request.

When you accept our terms, before paying, the site records with your order the date and time of your acceptance, and the version of the terms and conditions and of this policy that you accepted. This is the proof of what was agreed.

On site, the technician fills in a job report: what they find and what they do, photos of the installation, their signature and yours if you are there. You receive a copy as a PDF by email. If you are absent or cannot be reached at the appointment, they record the time of their arrival and their calls, photograph the place of the appointment (with no people or private information) and keep a screenshot of their call log, to prove they came. These items are kept for as long as the photos of the job.

When you write to us using the form on the Contact page, we receive your name, your email, your phone number if you give it, the place of the job, your message and your photos, so that we can reply. The request arrives in our mailbox: the site keeps nothing of it. You receive a copy of your request.

Your email address is used only for your booking. It is never used for advertising.

When you visit the site, our hosting provider technically records your IP address in its logs, for the security and proper operation of the server. The site uses no external audience measurement tool: it counts page views itself, where visits come from (the name of the site you arrived from, never what you searched for), clicks on its phone number and, if you arrive through a tracking link (the QR code on a flyer, for example), the name of that campaign. These are daily counts that identify no one: no IP address, no identifier, no cookie. Nobody is recognised from one page to the next, and these counts are deleted after 24 months.

03

Legal basis

- **Carrying out your job:** preparing, planning and doing the service, working out the area, the travel charge and any surcharge, sending you the confirmation, the rescheduling or the cancellation. This is necessary for the contract you conclude with us.
- **Taking payment and invoicing:** payment, invoice and accounts. This is necessary for the contract, and the law requires us to keep accounting records.
- **Keeping proof and following up:** proof that you accepted the terms, job report, guarantee and after-sales service. This is our legitimate interest in being able to prove what was agreed and done.
- **Running and protecting the site:** technical logs, prevention of abuse and fraud, anonymous visit counts. This is our legitimate interest.
- **Passing a report to a third party:** to a property manager, an owner or an insurer, only at your request or at the request of the party that instructed us.

04

Who receives your data

Your data is neither sold nor rented out. It is passed on only to:

The technician doing the job

Why : to carry out the job

Data : name, phone number, address, access details, photos, service, date and time

Country : Switzerland

OVHcloud

Why : to host the site, the database and the emails

Data : all

Country : France

Stripe (Stripe Payments Europe, Ltd.)

Why : to take the online payment

Data : name, email, amount, payment details

Country : Ireland, with transfers to the United States

Google (the technician's Google Calendar)

Why : to show the appointment in the technician's calendar

Data : date and time, service, your name, your phone number, address of the job

Country : United States

What is never sent to Google: your email address, your access details and your photos. Google does not send you any invitation.

We may also pass data to a property manager, an owner or an insurer that instructed us, to the authorities where the law requires it, and to our advisers where this is necessary to defend our rights. The site never

reveals to a customer the identity, the address or even the existence of another customer.

Orders for a third party. When a property manager or a professional orders a job at a tenant's or another person's home, they guarantee that they are entitled to give us that person's data and to inform them of this processing. We use it only for the service and the follow-up of the order.

Transfers abroad. They take place only to a country whose level of protection Switzerland recognises, or with appropriate safeguards (articles 16 and 17 of the FADP):

- **France and Ireland:** Switzerland recognises that these countries provide an adequate level of data protection.
- **United States:** Google LLC and Stripe, Inc. are certified under the *Swiss-U.S. Data Privacy Framework*. The Federal Council recognises that certified companies guarantee an adequate level of protection (Annex 1 to the Data Protection Ordinance, in force since 15 September 2024).

05

Cookies

The site sets only the cookies it needs to work. Without them, booking and payment do not work: they therefore do not require your consent.

- **Booking:** the site's shop keeps your booking during payment. These cookies are deleted within two days at the latest.
- **Payment:** on the Payment page, Stripe sets its own cookies to prevent fraud.
- **Helveor team:** technicians and staff have login cookies. They do not concern customers.

No audience measurement or advertising cookies. This is why the site shows no cookie banner. You can delete cookies at any time from your browser.

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How long we keep your data

Booking abandoned before payment

Period : deleted after 30 days

Photos, phone number, access details and address in our tools. Name, phone number and address in the technician's Google Calendar

Period : deleted 12 months after the job

Order and invoice: name, email, billing address, service, amount, payment, and the proof that you accepted the terms

Period : 10 years after the end of the year of the order, as required by law (Swiss Code of Obligations, art. 958f), then anonymised

Job report, with its photos and signatures

Period : 5 years after the job, for the duration of the guarantee

Emails exchanged with us, including requests sent through the contact form

Period : as long as it takes to handle your request and follow it up

Hosting provider's technical logs (IP address)

Period : the period that French law imposes on hosting providers, as a rule one year

The address of the job also appears on the invoice. It therefore stays on the invoice for the legal retention period, but disappears from our working tools after 12 months.

Deletions from our tools and from the technician's calendar are **automatic**. After that, data is deleted or anonymised, unless a legal obligation or ongoing proceedings require otherwise.

07

Your rights

You can at any time:

- **receive a copy** of your data, in a common format,
- **have incorrect data corrected**,
- **have your data deleted**,
- **object** to processing, or ask for it to be restricted.

If you have given us your consent for processing, you can withdraw it at any time, for the future.

Two limits on deletion, set by law:

- As long as a job is **still to come**, we keep what is needed to carry it out. Cancel it first, or wait until it has taken place.
- The **invoice** is kept for 10 years (accounting obligation). Everything else is deleted: photos, phone number, access details, booking history, and your name, phone number and address in the technician's calendar.

To make your request, use the form below. You will receive an email: click the link in it to confirm that the address is yours. We then handle your request **within 30 days**. You can also write to us at the address given above. If we have any doubt about your identity, we may ask you to prove it.

If you believe your rights have not been respected, you can contact the **Federal Data Protection and Information Commissioner (FDPIC)**, edoeb.admin.ch.

08

Technicians: your Google account

This section concerns Helveor technicians who connect their Google Calendar to the site. Customers do not need to sign in with Google.

- **What the site reads:** the list of your calendars, so that you can choose the one that receives the jobs, and, in that calendar, the start and end times of your events, so that a customer is never offered a slot when you are already busy. The title, description, location and attendees of your own events are not stored.
- **What the site writes:** your Helveor jobs, which it creates, moves or cancels in the chosen calendar.
- **Retention:** the times of your events are replaced at each synchronisation: as soon as Google reports a change, before each booking, and regularly in the background. The access authorisation is kept for as long as your calendar is connected.
- **Sharing:** this data is used only to organise your jobs. It is not sold, not passed on to third parties and not used for advertising.
- **Stopping:** the "Délir" (unlink) button on the site's Google Calendar page removes the access at Google and deletes all the Google data stored by the site. You can also remove the access from myaccount.google.com/permissions.

Helveor's use and transfer to any other app of information received from Google APIs will adhere to the [Google API Services User Data Policy](#), including the Limited Use requirements.

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Security

The site is encrypted (HTTPS). Photos are stored in a private folder that can never be reached through a web address: only Helveor and the technician doing the job can open them. Payments are processed by the payment provider: we never see your card number.

No system is infallible. If a breach of the security of your data poses a high risk to you, we inform the FDPIC and, where the law requires it, the people concerned.

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Marketing communications

We send you no advertising. The emails you receive are about your booking: confirmation, reminder before the appointment, rescheduling, cancellation, refund, job report. The report email invites you, once only, to leave a review on our Google profile: you are free not to, we do not send reminders, and the site passes nothing to Google. If you leave a review, Google's rules apply. If we ever offered you anything else, it would be with your consent, and you could unsubscribe at any time.

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Minors and third-party sites

Booking is for people who have the capacity to enter into a contract. Links to other sites (Stripe, Google, social networks) are subject to those sites' own rules.

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Changes

This policy may change, for example if we change provider. The version and the date of the last update are shown at the top of the page. The version you accepted is recorded with your order.