

Privacy Policy

By visiting this website, you consent to the collection and use of information as described in this Privacy Policy. You also acknowledge that Mendo Ltd. may change, add, remove or otherwise revise this Privacy Policy from time to time in its sole discretion and without prior notice. However, we will at all times treat your personal information in accordance with the version of the Privacy Policy in effect at the time such information was collected.

1. Commitment to data protection

The term "personal information" as used in this Privacy Policy includes information that personally identifies you, including your name, date of birth, email address, postal address or telephone number. In principle, we will only use your personal data as described in this privacy policy. However, we reserve the right to put this information to additional uses as permitted or required by law, or as necessary to support legal or forensic investigations.

2. Purposes of use of personal data

Most of our services do not require registration, so you can visit our website without telling us who you are. However, some services may require you to provide personal information. If you choose not to provide personal information that we request, you may not be able to use certain areas of the site or we may not be able to respond to a request from you. For example, we may collect and use your personal information to offer you products or services, to bill you for products and services you have ordered, to introduce you to products and services we think may be of interest to you, or for other purposes that are apparent from the circumstances or that we inform you about when we collect the personal information.

3. Non-disclosure of personal data

We will not sell, share or otherwise distribute your personal information to third parties except as described in this Privacy Policy. Your personal data may also be disclosed to third parties acting for us or on our behalf for further processing in accordance with the purpose(s) for which the data was originally collected or for other legally permissible purposes, for example, to provide services, to evaluate the usefulness of this website or for marketing, data management or technical support. These third parties have contractually agreed to us that they will only use personal information for the agreed purposes, will not sell it to other third parties and will not disclose it to other third parties except as required by law, permitted by us or described in this Privacy Policy. Personal information collected from you may also be disclosed to third parties in the event that the business of this website is sold, assigned or transferred in whole or in part, including any related customer information. In that case, we would require the buyer, assignee or transferee, as the case may be, to treat personal information in accordance with this Privacy Policy. Personal data may also be disclosed to third parties if we are required to do so by law, court order or official regulation, or if it is

necessary to do so in order to support criminal or legal investigations or other legal enquiries or proceedings at home or abroad.

4. Right of access, rectification and opposition

When we process your personal data, we will take reasonable steps to ensure that your data is accurate and up to date for the purposes for which it was collected. We will give you the opportunity to object to the processing of your personal data where there is no legitimate business purpose for such processing under this Privacy Policy or applicable law. In the case of electronic direct marketing, we will give you the opportunity to opt out of receiving further marketing materials or to expressly consent to receiving such materials if required by law. If you wish to contact us regarding our use of your personal data or to object to the processing of your personal data, please email us at info@mendo.ch. If you wish to contact us, please provide the name of the website where you entered the data and the specific data you would like us to correct, update or delete. Please include appropriate identification of yourself. Requests to delete personal data are subject to any legal reporting, archiving or retention requirements that apply to us.

5. Security and confidentiality

To ensure the security and confidentiality of the personal information we collect online, we use data networks that are protected by, among other things, industry standard firewalls and password systems. When handling your personal information, we take reasonable steps to protect your information from loss, misuse, unauthorised access, disclosure, alteration or destruction.

6. Cookies

We may collect and process information about your visit to this website, such as pages you visit, the website from which you came to our website and searches you perform. We use this information to improve the content of the website and to compile statistics for internal market analysis purposes about individual use of the website. For this purpose, Mendo Ltd. may install so-called cookies, which register your domain name, your Internet provider, your operating system and the date and time of your visit to the website. A cookie is a small piece of information that is sent to your browser and stored on your computer's hard drive. Cookies do not harm your computer. You can set your browser to display a message on the screen when a cookie arrives so that you can decide whether or not to install the cookie on your hard drive. If you do not want us to install cookies, please inform us by sending an e-mail to info@mendo.ch. However, we would like to point out that you may not be able to use all the functionalities of your browser if you do not accept cookies. We may use the help of third parties to collect and process the data described in this section. From time to time, we may use Internet tags (also known as action tags, single-pixel GIFs, clear GIFs, invisible GIFs or 1-by-1 GIFs) and cookies on this website and have them distributed by non-Mendo Ltd. advertising or web service partners who may be located abroad and store the relevant information (including your IP address) overseas. These tags/cookies are placed both in

online advertisements that bring visitors to this website and on various pages of this website. We use this technology to measure user response to our pages and the impact of our advertising campaigns (for example, how often a page is viewed and what information is viewed) and to analyse your use of this website. The third party partner or web service partner may, thanks to these internet tags/cookies, collect data about visitors to our website and other websites, generate reports about website activity for us and provide other services related to the use of this website and the internet. It may share this information with third parties if required to do so by law or if those third parties process the information on its behalf.

7. Google Analytics

We use Google Analytics to streamline our website portfolio (i) by optimising traffic to and between company websites and (ii) where appropriate, by integrating and optimising web pages. Google Analytics is a web analytics service provided by Google, Inc. (hereinafter: Google). Google Analytics generates detailed statistics about the traffic of a website and its origin and measures conversions and sales. Google Analytics uses so-called cookies, which are stored on your computer and enable an analysis of your use of the website.

The information obtained through the cookies about your use of the website, including your IP address, is anonymised through the use of the appropriate settings and transmitted to Google servers in the USA. Google uses the information obtained through the cookies to evaluate your use of the website on our behalf, to compile reports on website activity and to provide us with these reports for analysis purposes. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You can prevent the installation and storage of cookies by making the appropriate settings in your browser software. However, we would like to point out that in this case you may not be able to use all the functions of this website to their full extent. By using this website, you consent to the processing of any personal data about you by Google in the manner and for the purposes set out above.

8 Use of Hotjar

This website uses the service of Hotjar to improve user-friendliness. Hotjar Ltd is a European company based in Malta (Hotjar Ltd, Level 2, St Julians Business Centre, 3, Elia Zammit Street, St Julians STJ 1000, Malta, Europe). Mouse clicks as well as mouse and scroll movements can be recorded. Keystrokes performed on this website may also be recorded. Personalised information is not recorded. Hotjar uses a tracking code to collect and transmit your data. When you visit our website, the Hotjar tracking code automatically collects data based on your activity and stores it on the Hotjar servers (located in Ireland). In addition, the cookies placed on your computer or terminal device by the website also collect data. For more information on how Hotjar works, visit this page: <https://www.hotjar.com/privacy>.

If you wish to object to the collection of data by Hotjar (opt-out), please click here: <https://www.hotjar.com/opt-out>.

9. Personal information

Most of the services available on this website are aimed at people aged 18 and over. We will not knowingly collect, use or disclose personal information from minors under the age of 18 without first obtaining consent from a parent or guardian through direct offline contact.

10. Links to other websites

This privacy policy applies only to this website and not to websites owned by third parties. We may link to other websites which we think may be of interest to our visitors. We endeavour to ensure that such websites meet the highest standards. However, due to the nature of the Internet, it is not possible for us to guarantee the privacy standards of all linked websites or to accept liability for their content. This privacy statement does not apply to linked sites that are not owned and controlled by Mendo Ltd..

11. Contact Us

If you have any questions or complaints regarding our compliance with this Privacy Policy, or if you have any recommendations or comments regarding improvements to our privacy practices, please email us at info@mendo.ch.