Data Privacy Statement

Thank you for your interest in using our Mobile Network app.

Declaration of consent for data processing
By using the app, you allow Sunrise to process your data as described in this Data Privacy Statement. If, for any reason, you do not agree with the Data Privacy Statement, you may not use the app.

What does the app do?
This app analyzes the mobile network and collects network-related quality data to help Sunrise further develop and improve its mobile network. This app also allows us to offer you individual solutions directly should you ever experience any problems with our network. Your participation in these network analyses is voluntary. You can turn the network analysis function on and off at any time.

How does the app work?
Whenever you use the app, we collect performance data from connection tests as well as system parameters. Aggregated information, such as download speed, is displayed to you within the app. These data are analyzed by Sunrise and used to generate statistics about the quality of the Sunrise mobile phone network for improvement purposes.

Data protection – our responsibilities
Sunrise understands that the safe handling of all your personal data is extremely important to you. Therefore, we guarantee that all your data will be processed in full compliance with Swiss law.
You can view this Data Privacy Statement at any time within the app.

Costs
This app is provided to you free of charge. If you are on a Sunrise subscription plan, data traffic generated by this app does not count against the data volume included with your plan; moreover, any data traffic generated by this app is free of charge.

What data are collected?
This app only collects pseudonymous data. Pseudonymous data is information that cannot be linked to the user's identity. Information such as the type of Internet connection used or the measured speed and location is analyzed for a single mobile device only. After no more than six months, the pseudonym (GUID – Globally Unique Identifier) is automatically replaced by a new random number. Location and usage information as well as technical (system) parameters are transmitted. Some technical parameters (such as mobile phone network information) are regularly collected by the mobile device in the background, such as when using GPS location services, and transmitted to Sunrise. Specifically, the following data are processed and analyzed: "Network feedback" and "speed test" modules:

- User entries
- Mobile download speed
- Mobile upload speed
- Internet uptime/success rate
- Download duration

- Round trip time (latency/ping)

Performance data – passive measurements

- Dropped calls
- Wireless access technology
- Service/signal strength

System parameters

- User ID (pseudonymous random number)
- Mobile phone network information (cell ID, signal strength, SSID)
- Information on the end user device, such as model or operating system
- Location information, such as latitude and longitude
- Usage information (amount of data transferred and transfer method, etc.)
- App usage (all installed apps, usage time, volume, location and duration)
- Time information, such as measurement timestamps
- Other system information (battery status, storage space used etc.)
- Version information (app build, data formats etc.)

Connection tests are regularly conducted and system parameters and app usage information are regularly collected in the background.
Whenever the app reads an IP address, it conceals the address within the app by deleting the last three digits. This prevents IP addresses from being traced to individual users.
Some of the data sent via this function are personal and can be used by Sunrise to identify you.
We do NOT collect content-related information, such as news or passwords.

How is the data processed?
As a Mobile Network app user, you have the ability to actively send mobile network feedback and run speed tests. Passive data are also collected in the background. These pseudonymous data are transmitted to third parties (contracted service providers) in Switzerland and other European countries for preprocessing and quality control purposes. Contracted suppliers are subject to the same data protection rules as Sunrise.
All customer-specific information remains with Sunrise in Switzerland at all times; this is ensured by assigning every MSISDN (phone number) a GUID and only transmitting app data to the contracted service provider with the GUID.
Processed app data are regularly sent back to Sunrise with the GUID, where the pseudonymous app data is once again matched up with the personal data so that the app can accurately identify users.
All data collected via this function are processed only by Sunrise and only for the stated purposes in accordance with the Swiss Data Protection Act. The transfer of personal data (such as names and phone numbers) is explicitly prohibited.

When can we contact you?
If we determine based on transmitted data that you as a Sunrise customer are having network problems, we will take the liberty of contacting you by phone or another method to suggest ways to improve your reception. If you deactivate the network analysis function in the settings of the Mobile Network app, we will not contact you.

Opt out
You can turn the network analysis function on and off at any time. You can also uninstall the app at any time, although we hope you won't. If you uninstall the app or turn off the network

analysis function, it will immediately stop collecting and/or compiling information and the corresponding data will be deleted from your device.

Changes in data protection regulations
Sunrise reserves the right to update its Data Privacy Statement. Any changes will apply to all contact with Sunrise after that point. Any data already stored will remain subject to the previous data protection regulations unless prohibited by law.