

Privacy Policy

Last updated: September 2026

1. General Information and Responsible Persons

These Privacy Terms explain how Convence handles personal data in connection with the Convence website, its digital services, games, projects, communications and other services operated or presented by Convence.

Convence is currently operated by the following individuals based in Switzerland, 4600 Olten:

Aurelio Angellotti
Severin Renggli
Jonas Lerch

Where these Privacy Terms refer to “**Convence**,” “**we**,” “**us**” or “**our**,” this refers collectively to the persons responsible for the operation of Convence and the relevant service, unless a specific service is operated by another responsible party.

We process personal data in accordance with applicable Swiss data-protection law, in particular the Swiss Federal Act on Data Protection (FADP), together with other applicable legal requirements where relevant.

These Privacy Terms apply primarily to the processing of personal data connected with the Convence website and related digital services. Individual products or services may be subject to additional privacy information where their specific functions require it. Our objective is to process personal data only for legitimate and identifiable purposes, to collect only data that is reasonably necessary for those purposes, and to handle such information with appropriate care.

For privacy-related questions, requests or concerns, you may contact us at:

Email: contact@convence.org

2. Personal Data We Process and the Purposes of Processing

The personal data processed by Convence depends on how you interact with our website and services.

When you visit our website, technical information may be processed automatically. This can include information such as your IP address, browser and device information, operating system, language settings, approximate access time, pages visited, referring website, technical identifiers and information relating to the use and performance of the website.



Such information may be processed for purposes including:

- operating and delivering the website;
- maintaining technical functionality;
- ensuring website security;
- detecting misuse, attacks or other technical problems;
- understanding general website usage;
- improving website performance and usability;
- diagnosing technical errors; and
- maintaining the stability and reliability of our services.

Where you voluntarily contact us, submit information through a form, communicate with us by email or otherwise provide information directly, we may process the information contained in that communication. Depending on the circumstances, this may include your name, email address, contact details, the content of your message and any other information you choose to provide.

We process such information primarily to respond to requests, communicate with you, provide requested services or information, process submissions, handle support matters and maintain our business communications.

Where Convence provides accounts, online games, applications, community functions, competitions, partner programs or other interactive services, additional information may be processed as necessary to provide those services. Depending on the particular service, this may include account information, usernames, game-related information, technical identifiers, participation information, preferences, rankings, statistics or other information generated through the use of the service.

We may also process information where this is necessary to protect our rights, prevent fraud or misuse, enforce applicable terms, investigate security incidents, establish or defend legal claims, or comply with legal obligations.

We generally do not seek to collect sensitive personal information unless there is a specific reason and an applicable legal basis for doing so. Users should therefore avoid submitting sensitive personal information through general contact forms or other public communication channels unless such information is specifically requested.

We aim to ensure that personal data is processed in a manner that is proportionate to the purpose for which it was collected. We do not intend to use personal data for purposes that are incompatible with the purpose for which it was originally obtained without providing appropriate information or obtaining consent where required.

3. Cookies, Analytics and Similar Technologies

The Convence website may use cookies, local storage, pixels, tags or similar technologies.

These technologies can have different functions. Some may be necessary for the technical operation, security or basic functionality of the website. Others may be used to understand how visitors interact with the website, remember preferences, measure performance or improve our services.

Depending on the technologies implemented at a particular time, information collected through these mechanisms may include technical identifiers, browser information, device information, approximate



location information, pages visited, interaction data and information concerning the way in which the website is used.

Where legally required, non-essential cookies or similar technologies will only be used after the required consent has been obtained. Where a consent mechanism is provided, users should be able to make choices concerning the relevant categories of processing in accordance with applicable requirements. Some cookies or similar technologies may be placed or operated by third-party service providers acting on our behalf or providing services integrated into the website. These providers may receive technical or usage information generated through the relevant technology.

Users can generally manage or restrict cookies through their browser settings. Restricting certain cookies may, however, affect the availability or functionality of parts of the website. We may also use analytics or similar technical services to obtain aggregated or otherwise useful information about website usage. Such information may help us understand which areas of the website are used, identify technical problems and improve the structure, content and performance of our services. Where third-party technologies are used, the processing may also be subject to the privacy terms of the relevant third-party provider.

4. Third-Party Service Providers and International Data Transfers

Convence may rely on third-party service providers for certain technical, operational or administrative functions required to operate its website and services, such as artificial intelligence.

Depending on the services and functions actually provided, such third parties may support areas including website hosting, content management, technical infrastructure, security, analytics, communications, data storage, email delivery, customer support, software services or other technical operations.

Where a third party processes personal data on behalf of Convence, we take appropriate steps to ensure that the processing is carried out in accordance with applicable data-protection requirements and is limited to the purposes for which the relevant service is provided.

Third-party providers may process data on servers located in Switzerland or in other countries. Where personal data is transferred outside Switzerland, we take the measures required under applicable data-protection law. Depending on the destination and circumstances, this may include relying on an officially recognized adequate level of data protection or implementing appropriate safeguards such as contractual data-protection provisions.

Where applicable law requires information concerning the destination country or the safeguards used for an international transfer, the relevant information will be made available through the applicable privacy information or other appropriate communication.

Third parties may also process information independently where they are acting as separate controllers rather than as service providers on behalf of Convence. In such circumstances, their own privacy policies and legal responsibilities may apply.

We do not sell personal data to third parties as a commercial product.



We may disclose personal data where this is necessary to comply with legal obligations, respond to lawful requests from competent authorities, protect our rights or property, investigate suspected unlawful activity, or protect the security of our users, services or infrastructure.

5. Communications, Forms and Public Information

If you contact Convince by email, contact form or another communication channel, we may retain the information necessary to process and respond to your request.

This may include your name, email address, contact information, message content, attachments and other information you voluntarily provide.

The information may be used to:

- respond to your enquiry;
- provide requested information;
- provide support;
- process a request or submission;
- communicate with you regarding an existing interaction;
- document communications where reasonably necessary; or
- protect our legal or commercial interests.

We may retain correspondence for an appropriate period after the relevant communication has ended where this is necessary for administrative, legal, security or record-keeping purposes.

If Convince operates public community areas, leaderboards, partner pages, creator programs, competitions or similar services, certain information may be displayed publicly where this is an inherent part of the relevant service.

Users should therefore consider carefully what information they submit to publicly accessible areas. Information voluntarily published in a public area may be accessible to other users or members of the public and may be copied or reproduced by third parties independently of Convince.

We do not intend to publish private contact information or other personal information merely because it has been provided to us through a private communication channel.

Where a service allows users to create usernames, profiles or other public-facing content, the relevant service may provide additional information concerning what is publicly visible.

6. Data Security, Retention and Deletion

Convince takes reasonable technical and organizational measures to protect personal data against unauthorized access, loss, destruction, alteration or other unlawful processing.

The measures used may include access controls, authentication mechanisms, technical security measures, restricted access to information, secure communications and other measures appropriate to the nature and risks associated with the processing.



No transmission or storage system can, however, be guaranteed to be completely secure. Users should therefore also take reasonable precautions when communicating with us or using online services, including protecting their own account credentials and devices.

Personal data is retained only for as long as reasonably necessary for the purposes for which it was collected or where there is another legal or legitimate reason for retaining it.

The appropriate retention period depends on the type of information and the purpose of processing. For example, technical information may be retained for a different period from business correspondence, account information or records required for legal purposes. We may retain information for longer where this is necessary to comply with statutory retention obligations, establish or defend legal claims, resolve disputes, investigate security incidents, enforce agreements or protect our legitimate interests. Once personal data is no longer required, it will generally be deleted, anonymized or otherwise rendered unusable, subject to applicable legal or technical requirements. Where information is stored by third-party service providers, deletion may also depend on the provider's applicable retention and backup procedures. We take reasonable steps to ensure that such providers handle personal data appropriately.

In the event of a data-security incident involving personal data, we will assess the incident and take appropriate measures in accordance with applicable law. Where legally required, affected persons or the competent data-protection authority may be notified.

7. Rights of Data Subjects

Under applicable Swiss data-protection law, individuals may have various rights concerning their personal data.

Depending on the circumstances, these rights may include the right to request information about whether personal data concerning them is being processed and, where applicable, information concerning the personal data itself, the purposes of processing, the recipients or categories of recipients and other information required by law.

Individuals may also have rights concerning the correction of inaccurate personal data and, where the applicable legal requirements are satisfied, the deletion of personal data or restrictions concerning its processing. Depending on the circumstances and applicable law, individuals may further have rights relating to data portability, objections to certain processing activities or withdrawal of consent where processing is based on consent. The exercise of a particular right may be subject to legal conditions, exceptions or limitations. For example, we may be required or permitted to retain certain information despite a deletion request because of statutory obligations or legal claims.

To exercise a privacy right, you may contact us at:

contact@convence.org



We may request sufficient information to verify the identity of the person making a request before providing information or making changes. This is intended to protect personal data from unauthorized disclosure.

We will generally process legitimate privacy requests within the period required by applicable law. Where a request is unusually complex, repeated or otherwise subject to a legal exception, the applicable legal provisions will determine how the request is handled.

If you believe that the processing of your personal data does not comply with applicable data-protection law, you may also contact the competent data-protection authority.

For Switzerland, the competent federal authority is the **Federal Data Protection and Information Commissioner (FDPIC)**.

8. Children, Marketing and Automated Processing

The Convence website and services are not generally intended to collect personal information specifically from children. Where we become aware that personal data has been provided by a child in circumstances where such processing is not appropriate or permitted, we may take reasonable steps to delete the relevant information, subject to applicable legal requirements. Certain Convence services, particularly games and interactive products, may be accessible to younger users. Where a particular service has specific age requirements or additional rules concerning minors, those requirements may be communicated separately.

8.1 Marketing and Promotional Communications

Convence may use contact information to communicate with individuals where this is reasonably connected to an existing relationship, an enquiry, a requested service or another lawful communication purpose. Where promotional communications require consent under applicable law, such consent will be obtained before the relevant communications are sent.

Recipients of promotional communications may be provided with an opportunity to stop receiving such communications. Requests to unsubscribe or withdraw consent will be respected subject to applicable legal requirements.

8.2 Automated Processing and Profiling

Convence does not generally intend to make decisions producing significant legal or similarly significant effects on individuals solely through automated processing.

Some services may nevertheless use automated technical processing for purposes such as analytics, security, fraud prevention, personalization, recommendations, game functionality, rankings or service optimization.

Where automated processing is used, the nature and purpose of the processing will depend on the particular service. Where applicable law grants individuals specific rights concerning automated decision-making or profiling, those rights remain unaffected.

9. Changes to These Privacy Terms, Applicable Law and Complaints

These Privacy Terms may be updated from time to time.

Changes may be necessary because of developments in our website, products, services, technical infrastructure, third-party providers, legal requirements or data-processing practices. The latest version will be made available through the Convence website and will indicate the date on which it was last updated. Where a material change requires additional information or consent under applicable law, we will take appropriate measures to provide that information or obtain the required consent.

These Privacy Terms are governed by applicable Swiss law, subject to mandatory provisions of law that may apply to individuals located in other jurisdictions. Nothing in these Privacy Terms is intended to exclude rights that cannot legally be excluded or restricted under applicable law.

If you have concerns about the handling of your personal data, we encourage you to contact us first so that we can review and address the matter. You may also contact the competent data-protection authority where you believe that your rights under applicable data-protection law have been violated. For Switzerland, the relevant authority is the **Federal Data Protection and Information Commissioner (FDPIC)**.

10. Contact

For questions concerning these Privacy Terms, requests concerning personal data, or other privacy-related matters, please contact:

Aurelio Angellotti, Severin Renggli and Jonas Lerch

Email: contact@convence.org

When contacting us regarding personal data, please provide sufficient information for us to understand your request. Where necessary, we may request additional information to verify your identity and protect personal data against unauthorized disclosure.

We will handle privacy enquiries in accordance with applicable data-protection law and will take reasonable steps to respond within the applicable timeframe.

