



COMMITMENTS · THE HOUSE

Our *commitments*

What you can demand of us, set in writing before any work begins.
And what we do with your data.

Monday a report every week, without having to ask	60 days then a free exit, if we do not keep our commitments	Never both sides of the same negotiation
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01 WHAT YOU CAN DEMAND

Eight commitments, *in writing*

A commitment is only worth something if it can be demanded. Ours are published, and those concerning our service are written into the mandate.

**A demonstrated price**

The valuation cites its comparables and its sources.
We do not overvalue to win a mandate.

**A verified file**

Condominium ownership (PPE), renovation fund, easements, CECB: read and summarised before the property goes on sale, not just before the notary.

**Qualified buyers**

No viewing without calculated financing capacity; a property presented only when the Affinity Index says the match is right.

**A report every Monday**

Listing views, viewings, visitor feedback, offers, progress of the file, without having to ask.

**A free exit**

If we do not meet our service commitments, you terminate at no cost after 60 days.

**Independence**

Never both sides of the same negotiation.

**Respect**

We never approach people in difficulty: estates, debt enforcement, bankruptcies. Our watch reads only public notices and never names a private individual.

**Your data**

Used for your project only, never sold or passed on.
Deleted on simple request.

02 IN THE MANDATE

Four *service* commitments

The report

Every Monday, the state of your sale by email; every action dated in your seller portal.

The reply

Within 24 working hours, from the broker himself.

Viewings

No viewing without verified financial capacity.

Offers

Every written offer is passed on to you within 24 hours. You decide.

If they are not met, you terminate at no cost from the sixtieth day. The mandate may also be revoked at any time (art. 404 of the Swiss Code of Obligations).



03 INDEPENDENCE

One side only, *our client's*

For a property published in our gallery, we represent the seller: we defend the seller's interests alone and receive nothing from the buyer. Our flat fee is fixed; we have no interest in pushing a price against the right match.

On the buyer side, if a property you are interested in is one of our sale mandates, we tell you straight away, and no step applies to it. We receive no remuneration from the seller or the seller's agency: any referral commission offered is deducted from your fees. Bank, notary and experts are chosen for the file, with no hidden remuneration.

We never represent the seller and the buyer in the same negotiation.

04 HOUSE RULES

AI prepares, *a person decides*

A person decides	Artificial intelligence reads and drafts, a written calculation ranks, the broker decides. No decision is imposed on anyone by a machine alone.	The client chooses	We present a property; we do not recommend it against your judgement. The seller chooses the buyer, the buyer chooses the property.
Nothing about who you are	No personal criteria: no origin, no nationality, no family situation. The Index reads what you are looking for and what a bank will finance.	Nothing we would hide	Anyone may ask to see what concerns them in their Affinity Index, with its breakdown.



What we do not promise

Not a price, not a sale timeframe, not financing. And no personalised legal or tax advice: we give the general rule and refer you to the notary, the bank, the fiduciary or the tax authority.



05 YOUR DATA

Data protection, *under the FADP*

Our privacy policy covers the website, the Advisor, Noah, the seller portal and the broker's office, under the Swiss Federal Act on Data Protection (FADP, nLPD in French). Controller: Affinités, in Pully; contact: Alexandre.

**Never sold**

We never sell, rent out or transfer your data.

**Only what is needed**

We collect only what serves the project, and pass on only what the sale requires: to the notary, the buyer's bank, the appointed experts.

**With your consent**

A buyer receives a seller's document only with the seller's consent; a seller never receives a buyer's name or finances in writing.

**Protected**

Encrypted exchanges; documents stored in a restricted-access area, consulted by the broker alone. No advertising cookies.

06 RETENTION PERIODS

What we keep, *and for how long*

DATA	RETENTION PERIOD
Contact with no follow-up: question, valuation without mandate, calculation sent	Three years after the last exchange
Documents in the seller portal	Deleted at the end of the mandate if the sale does not go through; kept with the file if it does
Buyer Passport documents	Deleted on request, and at the latest twelve months after the passport expires or the assignment ends
File of a completed sale	Ten years

07 YOUR RIGHTS

Know, correct, *erase*

You may find out what we hold, correct it, have it erased, object to its processing and receive a copy in a common format, by simple email to hello@affinites.ch. Reply within thirty days; some data must be kept as long as the law requires. You may appeal to the Federal Data Protection and Information Commissioner (FDPIC).

Service providers process data on our behalf, under contract, in the European Union or the United States, including SumUp for payment. Their full list is on affinites-immobilier.ch/en/privacy.

Hold us *to them*

Every service commitment is written into the mandate. A question about your data: hello@affinites.ch.

TELEPHONE

021 312 85 58

day and night, weekends included

EMAIL

hello@affinites.ch

reply within 24 working hours



This service online

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OUR SERVICES



Valuation



Essentiel



Premium



Commercial



Passport



Diagnostic



Representation



Property Search