Law Enforcement Requests

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Trustyfi Sàrl ("Trustyfi", "we", "us", or "our"), operating the platform at trustyfi.ch, is a financial intermediary within the meaning of Art. 2(3) of the Swiss Federal Act on Combating Money Laundering and Terrorist Financing (AMLA, SR 955.0), affiliated with the self-regulatory organisation SO-FIT (Organisme de Surveillance pour Intermédiaires Financiers & Trustees, Geneva) under membership no. [_____]. As a Swiss financial intermediary, we are committed to upholding principles of transparency, legality, and regulatory compliance in all our operations.

We do not disclose information to third parties unless such disclosure is compliant with law or necessary to prevent or investigate illegal activities related to our Services.

This Law Enforcement Requests Policy (the "Policy") establishes the framework and procedures governing how Trustyfi processes and responds to information requests from judicial authorities, law enforcement agencies, regulatory bodies, and other competent authorities.

To ensure a transparent consideration process and full compliance with legal requirements, Trustyfi handles all requests from judicial and law enforcement authorities regarding its users and/or the provided Services in accordance with this Law Enforcement Requests Policy.

DISCLOSURE CONDITIONS

When Trustyfi receives a request from an authority, it ensures compliance with the Swiss Federal Act on Data Protection (FADP), the Swiss Anti-Money Laundering Act (AMLA), the Swiss Criminal Procedure Code, the Swiss Criminal Code and the Swiss rules on international mutual legal and administrative assistance.

Trustyfi discloses the requested information only in certain instances, and always when it is not legally prohibited from doing so. As a general rule, Trustyfi discloses user-related information strictly on the grounds and for the specific purposes listed in applicable law.

Thus, any information request can only be processed when it originates from a law enforcement agency, regulatory authority, or other competent body, and follows the requirements set out in this Law Enforcement Requests Policy or when the disclosure of the information is directly prescribed by law.

In practice, this implies that a request from a member of a law enforcement authority for some identifiable information about an individual does not grant them automatic entitlement to it.

Notwithstanding, Trustyfi is committed to cooperating with law enforcement authorities in order to combat crime, including fraud, money laundering, and terrorist financing. Trustyfi strives to respond to all such requests in accordance with this Law Enforcement Requests Policy.

The disclosure requests addressed to Trustyfi shall meet the following criteria:

- Requests from Swiss authorities shall be sent by post to Trustyfi Sàrl, Rue de Carouge 28, 1205 Geneva, Switzerland, or electronically to info@trustyfi.ch from an official email address of the requesting authority.
- Any request is considered on the merits of its own facts and circumstances. Trustyfi only shares the minimum necessary amount of relevant and adequate personal data.
- Each request must clearly state
    - the identity and official capacity of the requesting authority,
    - the legal basis for the request,
    - the specific purpose, clear identification of the user(s) or account(s) (name, email, account ID, full bank card number, transaction ID, or other identifying information),
    - the specific information requested,
    - the relevant time period, and
    - contact information for follow-up.

Having received a valid request in writing from a law enforcement authority, Trustyfi makes the following considerations:

- Requests from foreign authorities: Trustyfi does not respond directly to requests from foreign courts, prosecutors, police, tax or regulatory authorities for information or documents relating to its Users. Under Art. 271 of the Swiss Criminal Code, acts carried out on Swiss territory on behalf of a foreign state without authorisation are prohibited, and the transmission of non-public information concerning third parties to a foreign authority may fall within this provision. Foreign authorities are therefore requested to address their requests to the competent Swiss authorities through the channels of international mutual assistance in criminal matters (Federal Act on International Mutual Assistance in Criminal Matters, IMAC, SR 351.1) or of administrative assistance.
- Foreign financial intelligence units may obtain information through the Money Laundering Reporting Office Switzerland (MROS), which exchanges information with its foreign counterparts under Art. 30 et seq. AMLA.

Trustyfi does not disclose any user personal data upon unsolicited requests of private parties, such as banks or payment services providers, unless the subject of such personal data has provided informed and unambiguous consent to it.

We aim to answer law enforcement requests within **10 working days**. However, we endeavor to address urgent matters within a shorter timeframe.

For heightened urgency, please include "URGENT REQUEST" in the subject line of the request.

Trustyfi complies with binding orders of Swiss courts and Swiss prosecution authorities, in particular production and seizure orders under the Swiss Criminal Procedure Code, within the time limits set therein. Where permitted by law, Trustyfi may inform the User concerned; Trustyfi will not inform the User where this is prohibited by the order or by law (e.g. Art. 10a AMLA).

COOPERATION WITH INVESTIGATIONS

Trustyfi is committed to cooperating with law enforcement authorities in the investigation and prosecution of criminal activities, including:

- Money laundering and terrorist financing
- Fraud and financial crimes
- Cybercrime and hacking
- Drug trafficking and organized crime
- Child exploitation and abuse
- Other serious criminal offenses

Such cooperation is balanced against our obligations to protect user privacy and comply with data protection laws, and is conducted in accordance with this Policy and applicable legal frameworks.