



# Terms of use of the digital registration and appointment booking tool RegisterMe

as of 11.04.2022

## 1. Subject matter

- 1.1 These Terms of Use govern the use of the RegisterMe web application, which provides digital support to the Federal Asylum Centres (FAC) of the State Secretariat for Migration (SEM) in the fulfilment of their tasks.
- 1.2 RegisterMe is a web application with secure access. Persons from Ukraine can use RegisterMe to submit an application for temporary protection in Switzerland. Depending on their personal circumstances, these persons must subsequently report directly to a FAC or make an appointment for registration at a FAC.

## 2. Access and use

- 2.1 The SEM is responsible for managing the rights of authorised users and must in particular ensure that persons who no longer need RegisterMe to perform their tasks no longer have access rights to RegisterMe.
- 2.2 The SEM reserves the right to change, restrict or block access to RegisterMe at any time in the event of suspected misuse.

## 3. No guarantee of availability.

- 3.1 RegisterMe is generally available around the clock outside of announced maintenance windows. However, it cannot be ruled out that the system may be temporarily unavailable due to unannounced maintenance work or technical malfunctions, especially during periods of very high utilisation.
- 3.2 The SEM accepts no liability for the consequences of the unavailability of RegisterMe.

## 4. Provision, operation and maintenance of RegisterMe

- 4.1 RegisterMe is provided, operated and maintained as software by DV Bern AG (Nussbaumstrasse 21, Postfach 106, 3000 Bern 22).
- 4.2 All aspects of RegisterMe's operation (security, network, performance, data backup, etc.) are ensured by DV Bern AG.

## 5. Costs

- 5.1 The use of RegisterMe is free of charge.



## **6. Data protection and confidentiality**

- 6.1 The data collected in RegisterMe is used for processing the application for temporary protection and for related administrative procedures.
- 6.2 If you use RegisterMe and enter your data in the system, the SEM will process the data to the extent necessary to fulfil the purpose of the processing or to complete the task. RegisterMe contains mandatory fields that are required for the fulfilment of our legal task or your request.
- 6.3 The login information for RegisterMe must be kept secret.

## **7. Liability**

- 7.1 The SEM and DV Bern AG accept no liability for damage caused by the use of the RegisterMe web app. Use is at your own risk.

## **8. Jurisdiction and applicable law**

- 8.1 All disputes arising from the use of RegisterMe shall be subject to the exclusive jurisdiction of the courts at the registered office of the SEM in Bern. Swiss law is exclusively applicable.

## **9. Contact details**

- 9.1 If you have any questions, please contact: [help-registerme@sem.admin.ch](mailto:help-registerme@sem.admin.ch)