



Privacy notice

Version 2026-09-30

1. Who is responsible

Bassem El Khansaa, trading as Amaken Realty, Rue des Chenevières 14, 1800 Vevey, Switzerland. E-mail: hello@amaken.ch. This notice follows the Swiss Federal Act on Data Protection (FADP). If you live in the Gulf, your local data-protection law may apply as well; we use your data only for your request and for marketing only with your consent.

2. What we collect and why

- **Qualification form:** country of residence, the category of passports you hold (Swiss, EU/EFTA, GCC, other), Swiss permit status, what you are looking for and in whose name, region, living area, budget band, how you intend to finance and whether you can show proof of funds later, timing, whether your family already owns a holiday home in Switzerland, your name, WhatsApp number, e-mail, preferred language and any free text. Purpose: to study your request and answer you. We ask the passport category because Swiss law distinguishes Swiss citizens from foreigners; we never ask for passport copies or bank documents through the form. The form explains on the spot when a route is not open under Swiss law; that is information, not a decision about you (the cantonal authority decides). If you stop there we keep no name, no number and no e-mail — only the answers themselves, together with the country your network connection appears to come from, its region and time zone, and your device type, so that we can see which legal rule stops the most people. Those rows cannot be traced back to you. A submitted request is stored in our request dashboard and announced to us by e-mail.
- **Conversations** on WhatsApp, Instagram or e-mail. Purpose: to answer you and to prepare the service.
- **Booking and payment:** name, e-mail, phone, appointment, your acceptance of the terms, payment status. Card details are handled by Stripe only; we never see them.
- **The service:** your search brief, the properties we propose and our notes.

- **Website:** technical server logs (Vercel) and cookieless visit statistics (Vercel Web Analytics: page views, country, device type; no cookies, no identifier that follows you across sites). We also count how often the guide is opened, and for each opening we record the country your network connection appears to come from and the website you arrived from — as counts only, never linked to you and never with your IP address. The Meta Pixel is loaded only after you click "Agree" in the consent banner; without it, no tracking cookies are set.
- **Your declaration before a viewing:** if we introduce you to an agency or an owner for a particular property, we ask you to confirm on a private page that you have had no earlier contact with them about it, to read who pays us for that property, and to agree that we may pass your details on for it. We keep what you confirmed, the name you typed as your signature, the date and time, and the IP address and browser the confirmation was sent from. We keep the IP address here — and nowhere else on the site — because a declaration that cannot be placed in time is not proof of anything. It is kept with your client file.
- **Your client file and search mandate:** once you have booked the service we ask you, on a private page of your own, for your full name as it appears in your passport, your date of birth, your nationality, your home address, your marital status and your spouse's name if you are married, the name the purchase will be made in, what you want from the search (must-haves, deal-breakers, when you can visit), whether the price will be paid from a Swiss account and from which bank, whether you are paying with your own funds, and whether you or a close relative holds a prominent public function. We ask for these because a notary and a bank will require them, because Swiss law counts a family as one unit when it decides what you may buy, and because the terms you accepted at booking commit you to them. We ask for no documents on that page and store no copies of any. We keep what you typed, your signature, the date and time, and — as with a declaration, and for the same reason — the IP address and browser it was sent from.
- **Call recordings,** only with your explicit consent, deleted after 180 days.
- **Rental requests:** your monthly budget band; for a search request, the areas, the number of bedrooms, what you must have and any note you add; for an application made from the page of a residence, the terms of that residence you confirmed; who will live in the residence, the move-in date and lease length, who pays the rent, your occupation and residence status where we ask for them, and your name, WhatsApp number, e-mail and language. We use them to decide whether to take your request, to propose residences to you and to arrange viewings. If your budget is below what the service or the residence requires, the form stops and nothing about you is stored. When a viewing is arranged, the owner or their agent receives your name, how many adults and children will live there, and the viewing time. The rental service fee is paid through Stripe.

3. Who processes your data for us

- Upstash, Inc. (the data store behind our request dashboard) — USA/EU
- Resend, Inc. (the e-mail that tells us a request arrived) — USA
- Google (Gmail, Meet, Drive) — USA/EU
- Stripe (payments) — USA/Ireland
- Cal.com (booking) — USA
- Vercel (hosting, the guide file, cookieless Web Analytics) — USA
- swisstopo, the Federal Office of Topography (the maps on the home page and on the form's "which town or village?" screen: your browser loads the map images from the federal server, which sees your IP address) — Switzerland
- Google (the Gemini API, which sorts Instagram comments by topic so we can answer them) — USA. Only the text of a public comment is sent, with links, phone numbers, e-mail addresses and handles stripped out first, and never your username or your account ID. We use the free tier, whose terms allow Google to use that content to improve their products and human reviewers to read it. The model chooses a topic; it never writes what is sent to you, and it never decides anything about you.
- Meta (Instagram, WhatsApp, and — only with your consent — the Pixel and the Conversions API) — USA/Ireland
- Our partner agency in Switzerland, which searches the market for you: your search brief, without your name or contact details.
- The agency selling a property you decide to view: only after you have signed the declaration for that property, and only your name, contact details and search brief.

For providers in the United States we rely on the Swiss-US Data Privacy Framework where the provider is certified, and otherwise on standard contractual clauses recognised by the Swiss data-protection authority.

4. How long we keep it

We keep every request and every client file for 10 years, then delete it: to answer you, to recognise you if you write to us again, to keep our accounts (Swiss accounting law requires 10 years for business records), and to improve our service.

- **Clients** (you paid a fee, or we introduced you to an agency, an owner or a landlord): your file is also our accounting record and our proof of that introduction.

- **Private previews:** if you ticked this optional box, we may tell you about exceptional residences before they are published, by WhatsApp or e-mail. Reply “stop” at any time and we will not write to you with offers again.
- **Everyone else:** we keep your request on file and never send you offers.
- Call recordings: 180 days. Consent records: as long as needed to prove consent.

You may ask us at any time to delete your data; we then keep only what accounting law requires.

5. Your rights

You may ask for access to your data, its correction or deletion, object to its use, or ask for a copy, by writing to hello@amaken.ch. You may complain to the Swiss Federal Data Protection and Information Commissioner (FDPIC).

6. Cookies and the Meta Pixel

This website sets no tracking cookies unless you agree. If you agree, the Meta Pixel measures which Instagram campaigns bring visitors and whether they send the form; Meta may set cookies and receive your IP address and browser data. Your choice is stored in your browser only. To withdraw it, clear this site's data in your browser or write to us.

The same consent also covers measurement from our server (Meta's Conversions API). If you agreed, and only then, we tell Meta when you opened the booking link and when a payment succeeded, so that we can see which campaign led to a client. Your e-mail address, phone number and name are never sent in readable form: they are irreversibly scrambled (SHA-256) before they leave our server, and Meta can only use them to match an account it already has. If you declined, nothing is sent to Meta at any point — not from your browser and not from our server.

7. Security

Data is transmitted over encrypted connections and kept in the providers above under their security programmes. We keep no database of our own.

8. Changes

Version of 2026-09-30. We will publish any change here.

Previous versions, as published on this site: version of 2026-09-28 ([English, PDF](#) · [Arabic, PDF](#));
version of 2026-09-29 ([English, PDF](#) · [Arabic, PDF](#)).



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Common questions

Impressum

Terms & refund policy

Privacy notice

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