

Note on Outsourcing

To ensure high-quality service delivery for accounts managed by ALPCAPS, we may engage third parties to outsource certain activities, in line with our commitment to compliance and operational excellence.

Outsourced activities remain under the full responsibility and supervision of ALPCAPS, as mandated by applicable laws and regulations.

Outsourced Services

In order to enhance the efficiency and security of our operations, ALPCAPS currently outsources the following activities:

Client Documentation Management: The storage, archiving (both electronic and physical), and destruction of client documentation, including account opening forms, are managed by a trusted third-party provider located in Switzerland.

Customer Relationship Management (CRM) Tool: The management and cloud-based storage of ALPCAPS' CRM system, which includes customer data, is outsourced to a Swiss-based provider to ensure data integrity and security.

Data Access and Management: In certain cases, for example, during system support, business continuity management, and disaster recovery, ALPCAPS may provide authorized providers and their affiliates with access to customer data. This access may extend beyond Switzerland when necessary and is always granted in strict compliance with relevant regulations.

Payment Services: Payment processing services are provided by a third-party provider operating within Switzerland, ensuring smooth and secure transactions for our clients.

Communication Services: We rely on external providers for connectivity to secure messaging networks and data flow management, including shareholder identification and voting processes, as required by applicable financial regulations.

ALPCAPS is committed to safeguarding client data, ensuring that all third-party service providers comply with the highest standards of data security and privacy.

AlpCaps

Contact Us

For any questions or concerns regarding our outsourcing arrangements or any related matters, please reach out to our Customer Care Center:

ALPCAPS Customer Care Center

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We are here to assist you with any inquiries or feedback you may have