

## Data protection information for customers

Data protection information in accordance with Art. 19 of the Federal Data Protection Act (FADP) of 25th September 2020.

The collection of data is subject to Swiss data protection law, in particular in accordance with the Federal Act on Data Protection (FADP) and any applicable foreign data protection law, such as the General Data Protection Regulation (GDPR) of the European Union (EU). The EU recognizes that Swiss data protection law ensures adequate data protection.

We may amend our data protection information at any time by publishing it on this website.

### Purpose of processing

We process your personal data e.g. for the initiation of business, fulfilment of contracts, invoicing and assertion of claims, fulfilment of legal requirements etc.

This involves the following categories of data:

#### A) Sale of products and services

- Master data (e.g. name, surname, address, e-mail, telephone number)
- Order information (e.g. description of products and services, sales price, payment information, conditions, etc.)
- Information for processing the ordered products and services
- Further information for the fulfilment of contractual obligations

#### B) Shipping of the products

- Master data (e.g. name, surname, address, e-mail, telephone number)
- Further delivery information (e.g. address, contacts)

#### C) Support and advice

- Master data (e.g. name, surname, address, e-mail, telephone number)
- Questions, if necessary photographs and all other information required to answer the enquiry

We will also process master data (name, surname, e-mail, telephone number) of your employees if they process orders or projects for you.

The processing of the above-mentioned data is necessary for the fulfilment of the order.

### Categories of recipients

Personal data may be disclosed to the following categories of recipients:

- software solution providers
- IT service providers
- forwarding agents
- payment service providers
- auditors
- subcontractors
- authorities and tax administrations

All recipients have been carefully selected and, where necessary, contractually commissioned in accordance with Art. 9 DSG. They are bound by our instructions, have appropriate technical and organisational measures in place and are regularly audited.

In addition, disclosure may take place in the case of official enquiries or legal proceedings if this is necessary.

#### **Disclosure of personal data abroad**

When processing your data, it may also be transferred abroad, e.g.

- for the dispatch of products
- when forwarding personal data to other companies within the group or to service providers.

Under certain circumstances, we may also transfer data to third parties abroad who are involved in the processing of the contract (e.g. to authorities and courts), as well as to other bodies such as foreign tax authorities.

Your data may therefore be processed worldwide, including outside Switzerland or the EU or the European Economic Area (i.e. also in so-called third countries). We therefore take the measures required by law to reduce the risk of government access abroad authorised by foreign legislation.

#### **Storage period**

Your data will be stored for at least as long as is necessary to achieve the aforementioned purposes and as long as we are legally or contractually obliged to store it.

#### **Your rights**

You have the right to request information about the processing of your personal data free of charge at any time. Further rights such as the right to data deletion, data correction, restriction of data processing and the right to data transfer exist within the legally prescribed framework.

You also have the right to lodge a complaint with a competent supervisory authority. The competent supervisory authority for data protection in Switzerland is the Federal Data Protection and Information Commissioner (FDPIC).

#### **Exercising your rights**

To exercise your rights, please contact us by e-mail or postal service. We will respond to you in a timely manner.

#### **Notes:**

*This data protection statement may change at any time due to newly enacted provisions of the Federal Council as well as recommendations of the FDPIC. It is therefore advisable that you check this statement occasionally for updates.*