



# Data protection

## 1. PRIVACY STATEMENT

This is the Privacy Statement (hereinafter referred to as the "**Statement**") of iolo AG, Bergsicht 19, 1715 Alterswil. iolo AG is the data controller for the purposes of the Statement.

Any changes to the declaration will be published on our website.

Last revised and effective 30.08.2023.

## 2. WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU?

We collect personal data that you provide to us, for example, by filling out a contact form, registering for an account, using interactive features, using a service, ordering a product or service, requesting information and/or materials or when contacting us for support or sales.

Such personal data may consist of :

- contact information (e.g. name, postal address, e-mail address and mobile or other telephone number);
- offer, order, purchase and transaction information;
- payment information (such as your credit card number, expiration date, authorization number or security code, shipping and billing address);
- customer service information (such as customer service requests, comments and repair history);
- a username and password ;
- contact information you provide about other people you would like us to contact (customers, suppliers, etc.); and
- We collect metadata, including details relating to our connected products, website and other web application, such as traffic data, location data, IP address, browser information, session data, and other telemetry data.

## 3. ON WHAT BASIS DO WE PROCESS YOUR PERSONAL DATA?

We process your personal data for the purposes indicated or obvious at the time of collection and for the purposes indicated or obvious at the time of collection.

to which you have consented, for example by ticking a box; or

for which we are required by applicable law, e.g. to comply with data retention requirements concerning data relevant to financial reporting; or

which are necessary for the performance of a contract, for example when you order items; or

- gathering market information, promoting products and services, communicating with you and proposing offers tailored to your needs;
- the delivery and improvement of our products and services;
- managing relationships with consumers, customers, vendors and others, sharing information with internal stakeholders, implementing safety procedures, and planning and allocating resources and budget;



- monitoring, detection and protection of the organization, its systems, networks, infrastructures, computers, information, intellectual property and other rights against malicious intrusions, unauthorized access, disclosure and acquisition of information, data and system breaches, hacking, industrial espionage and cyber attacks;
- the protection and development of industry standards; the sharing of information about individuals or concerns that may have a negative or detrimental impact; and the observance of industry best practices; or
- compliance with industry standards, regulatory requirements and other requirements relating to fraud prevention and the fight against money laundering.

#### **4. PURPOSE OF PERSONAL DATA PROCESSING?**

If you wish to enter into a contract with us, e.g. if you order goods or services, we are obliged to ask you for a certain amount of personal information in order to enable you to enter into this contract, e.g. your name, your delivery address, your place of residence, your payment details or your contact details. Should you decide not to provide us with the requested information, we will be unable to conclude the contract with you.

#### **5. DISCLOSURE AND TRANSFER OF PERSONAL DATA?**

We may disclose your personal data to the following recipients or categories of recipients for use on their own behalf and under their own control (data controllers):

- Our third-party service providers.
- Subcontractors
- Competent authorities

#### **6. PERSONAL DATA PROCESSING TIME?**

We process your personal data:

- until you revoke your consent for future processing, for example by unsubscribing from our newsletter or deleting your account with us;
- in connection with an offer, order or customer service transaction made by you, until the completion of the transaction or support phase, plus at least the warranty period, to which we may add a grace period in your favor, unless we can rely on another reason, we have informed you otherwise or you have given us your consent for a longer data retention period;
- for as long as you remain a business partner, plus ten years, unless we have another reason, have informed you otherwise or you have given us your consent for a longer data retention period;
- as long as we are legally obliged to do so, e.g. under data retention obligations based on accounting or tax laws and regulations.

#### **7. WHAT ARE YOUR RIGHTS?**

Your rights :

- ask us to access, rectify or delete your personal data;



- ask us to restrict the processing of your personal data, including objecting to the processing of your personal data for direct marketing purposes; and
- ask us to provide you or any other person or entity designated by you with a digital file of your personal data (data portability).

You may withdraw your consent for us to process your personal data for the purposes indicated at any time.

In order to exercise the aforementioned rights, you may contact us as described in the following point.

You also have the right to lodge a complaint with the competent authority.

## **8. CONTACT**

If you have any questions about exercising your rights :

- Postal address: iolo AG, Bergsicht 19, 1715 Alterswil, Switzerland
- E-mail address: [dataprotection@iolo.ch](mailto:dataprotection@iolo.ch)