

## Data protection declaration of Sertronics AG

### General Provisions

We, Sertronics AG, take the protection of your personal data (hereinafter “personal data”) seriously. Since data protection is very important to us, we strictly adhere to the legal regulations when collecting, processing and using data.

### Personal data

“Personal data” means any information relating to an identified or identifiable natural person; A natural person is considered identifiable if he or she can be identified directly or indirectly, in particular by reference to an identifier such as a name, a customer number, location data, an online identifier or to one or more special features that express the physical , physiological, genetic, psychological, economic, cultural or social identity of that natural person.

### Legal basis

The legal basis and regulations for the processing of personal data of data subjects in Switzerland result from the Federal Act of September 25, 2022 on data protection (Data Protection Act, DSG; SR 235.1), as well as the Ordinance of August 31, 2022 on data protection (Data Protection Ordinance, DPO ; SR 235.11).

[SR 235.1 - Federal law of September 25, 2020 on data protection \(Data Protection Act, FADP\) \(admin.ch\)](#)

[SR 235.11 - Regulation of August 31, 2022 on data protection \(Data Protection Ordinance, DPO\) \(admin.ch\)](#)

The European General Data Protection Regulation (EU-GDPR) with effect from May 25, 2018 applies to the processing of personal data of data subjects located in the European Union if the data processing is related to goods or services to data subjects in the European Union to offer.

[EUR-Lex - 32016R0679 - EN - EUR-Lex \(europa.eu\)](#)

## Data protection officer of Sertronics AG

Responsible for data processing in terms of data protection is:

Sertronics AG  
Lindächerstrasse 1  
CH-5413 Birmenstorf  
Tel. 056 417 71 11

If you have any data protection concerns or questions in connection with the exercise of your rights or about this data protection declaration, please contact [service@sertronics.com](mailto:service@sertronics.com).

## Security

To prevent unauthorized access to your personal information, to ensure the accuracy of the information and to ensure the legitimate use of the information, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we request online. “When transmitting all sensitive data, such as payment information, we use SSL encryption (128 bit).

We regularly review our technical and organizational security measures for our data and communication systems to adapt them to the risks and to prevent the loss, misuse or unauthorized alteration of your personal data.

Our employees are obliged to maintain confidentiality when handling personal data.

## Right of providing information

You have the right to information at any time about the data stored about you, its origin and receipts as well as the purpose of storage. The data protection officer of Sertronics AG provides information about the stored data ([service@sertronics.com](mailto:service@sertronics.com)).

## Right to deletion of data

You also have the right to a complete resolution of your account and data. Subject to the legally prescribed retention periods in accordance with the Swiss Code of Obligations (OR) (Art. 32 Para. 2 lit. a DSG; Art. 17 Para. 1-3 GDPR).

To do this, please contact our data protection officer ([service@sertronics.com](mailto:service@sertronics.com)).

## Data processing on this website

Every time a file is requested on the website, access data that your browser transmits to us is stored as standard, such as browser type/version, operating system used, referrer URL (the previously visited page), host name of the accessing computer (IP address), time of the server request.

We cannot assign this data to specific persons. The data will be deleted after a statistical evaluation.

Personal data is only stored if you provide it to us, for example when registering or executing a contract.

We use the data collected exclusively for internal order processing and, if necessary, pass it on to third parties for this purpose. This may be necessary, for example, to process payments or to a supplier who delivers the goods you ordered. The data passed on in this way may only be used by the recipient to fulfill their task; no other use of the information is permitted.

## Cookies

A cookie is a piece of text that is stored on your PC's hard drive with your permission. If you agree, your browser will paste the text into a small file. When you visit our online shop, a cookie enables you to shop by placing goods in a shopping cart. The shopping cart itself is not a cookie. The cookie is stored on your hard drive and records entries and exits from your shopping cart in order to avoid confusion with other shopping carts that are being used at the same time.

You can set your internet browser so that you are notified before a cookie is stored or so that cookies are generally rejected. You can also delete the files that contain cookies. These files are stored as part of your internet browser. However, we would like to point out that shopping in our online shop and using the "My Account" functions are not possible without cookies. When you shop in our online shop, so-called "session cookies" are used, with which the user is identified until he has closed the last browser window.

Sertronics AG

01.09.2023