

Privacy policy

Version from 01.09.2023

Thank you for visiting our website or contacting us by e-mail, fax or telephone. Hettich PLC in Bäch (hereinafter "Hettich", "we" or "us") attaches great importance to the security of users' data and compliance with data protection regulations. We would like to inform you below about the processing of your personal data.

We are responsible for the collection, processing, transfer, storage and protection of your personal information and ensure compliance with the Swiss Data Protection Act as well as with the EU Data Protection Regulation as far as data of customers from the EU area are concerned.

The consent you have given with this data protection declaration can be revoked at any time with effect for the future

Responsible party

Hettich PLC, Seestrasse 204, 8806 Bäch, Switzerland
Tel.: +41 44 786 80 20
E-Mail: sales@hettich.ch

Applicable law

Data of Swiss customers, suppliers and Swiss visitors on our website

Swiss law is exclusively applicable to the processing of data of Swiss nationals. The EU General Data Protection Regulation does not apply.

Data of customers, suppliers as well as visitors from the EU area on our website.

In addition to Swiss law, the General Data Protection Regulation (GDPR) applies to the processing of data of customers from the EU area.

Legal basis

The relevant legal basis is primarily the Data Protection Act (DSG) and Data Protection Ordinance (DSV) of the Swiss Confederation and the European Data Protection Regulation (GDPR).

Information on data processing, type and scope of the collection of personal data

When visiting our homepage:

1. Automated data processing (log files etc.)

Our site can be visited without the user having to actively enter personal data. However, we automatically store access data (server log files) each time the website is called up, such as the name of the Internet service provider, the operating system used, the website from which the user visited us, the date and duration of the visit or the name of the file requested, as well as the IP address of the terminal device used for a period of 3 days for security reasons, e.g. to detect attacks on our website. This data is evaluated exclusively to improve our services and does not allow any conclusions to be drawn about the person of the user. This data is not merged with other data sources.

We process and use the data for the following purposes: providing the website, improving our websites, preventing and detecting errors/malfunctions and misuse of the website.

Legitimate interests:

To ensure the functionality and error-free and secure operation of the website and to adapt this website to the requirements of the users.

2. Use of cookies (general, how they work, opt-out links etc.)

In order to make visiting our website attractive and to enable the use of certain functions, we use so-called cookies on our website. The use of cookies serves our legitimate interest in making the visit to our website as pleasant as possible. Cookies are a standard Internet technology for storing and retrieving login and other usage information for all users of the website. Cookies are small text files that are stored on the end device. They allow us to store, among other things, user preferences so that our website can be displayed in a format tailored to the user's device. Some of the cookies we use are deleted again after the end of the browser session, i.e. after closing the browser (so-called session cookies). Other cookies remain on the user's terminal device and enable us or our partner companies to recognise the browser on the next visit (so-called permanent cookies).

The browser can be set in such a way that the user is informed about the setting of cookies and can decide individually whether to accept them or to exclude the acceptance of cookies for certain cases or in general. Furthermore, the cookies can be deleted retrospectively in order to remove data that the website has stored on the user's computer. The deactivation of cookies (so-called opt-out) may lead to some restrictions in the functionality of our website.

Categories of data subjects:

Website visitors, users of online services

Opt-Out:

Internet Explorer:

<https://support.microsoft.com/de-de/help/17442>

Firefox:

<https://support.mozilla.org/de/kb/wie-verhindere-ich-dass-websites-mich-verfolgen>

Google Chrome:

<https://support.google.com/chrome/answer/95647?hl=de>

Safari:

<https://support.apple.com/de-de/HT201265>

Legitimate interests:

Storing opt-in preferences, displaying the website, ensuring the functionality of the website, preserving user status across the entire website, recognition for next website visitors, user-friendly online offering, ensuring chat function.

3. Online marketing

In order to continuously increase our reach and the awareness of our online offer, we process personal data within the framework of online marketing, in particular with regard to potential interests and the measurement of the effectiveness of our marketing measures.

For the purpose of measuring the effectiveness of our marketing measures and identifying potential interests, relevant information for this purpose is stored in cookies or similar procedures are used. The data stored in the cookies may include content viewed, online sites visited, settings and functions and systems used. As a rule, however, no clear user data is processed for the purposes described. The data is then modified in such a way that the actual identity of the users is known neither to us nor to the provider of the tool used. The data modified in this way is often stored in user profiles.

If user profiles are stored, the data can be read out, supplemented and added to on the server of the online marketing provider when visiting other online offers that use the same online marketing method.

We can determine the success of our advertisements on the basis of summarised data made available to us by the provider of the online marketing procedure (so-called conversion measurement). Within the scope of these conversion measurements, we can understand whether a marketing measure has led to a purchase decision by the visitor to our online offer. This evaluation serves to analyse the success of our online marketing.

Categories of data subjects:

Website visitors, users of online services, interested parties, communication partners, business and contractual partners.

Categories of data:

User data (e.g. websites visited, interest in content, access times), meta and communication data (e.g. device information, IP addresses), location data, contact data, content data (e.g. text details, photographs, videos).

Purposes of processing:

Marketing (including in part interest-based and behavioural), conversion measurement, targeting, click tracking, developing marketing strategies and increasing the effectiveness of campaigns.

Legitimate interests:

Optimising and developing the website, increasing profits, customer retention and customer acquisition.

Google Analytics

Service used:

[Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland](#)

Privacy Policy:

<https://policies.google.com/privacy>

Opt-Out-link:

<https://tools.google.com/dlpage/gaoptout?hl=de>

or <https://myaccount.google.com/>

Legal basis:

Consent (Art. 6 para. 1 lit. a) DSGVO).

Retrievable guarantee:

<https://policies.google.com/privacy/frameworks?hl=de>

4. Plug-ins and integrated third-party content

We have integrated functions and contents into our online offer that are obtained from third-party providers. For example, videos, representations, buttons or contributions (hereinafter referred to as *content*) can be integrated.

In order to be able to display content to visitors to our online offer, the respective third-party provider processes, among other things, the IP address of the user so that the content can be transmitted to the browser and displayed. Without this processing, the display of third-party content is not possible.

In some cases, additional information is collected via so-called pixel tags or web beacons, whereby the third-party provider receives information about the use of the content or visitor traffic on our online offer, technical information about the user's browser or operating system, the time of the visit or about referring websites. The data obtained in this way is stored in cookies on the user's terminal device.

In order to protect the personal data of visitors to our online offering, we have taken certain security precautions to prevent the automatic transmission of this data.

Categories of affected persons

Users of the plug-in or embedded third-party content

Categories of data

Usage data (e.g. websites visited, interests, access time), meta and communication data (e.g. device information, IP address), contact data (e.g. e-mail address, telephone number), master data (e.g. name, address).

Purposes of processing

Designing our online offer, increasing the reach of advertisements in social media, sharing posts and content, interest and behaviour-based marketing, cross-device tracking.

Contact

On our online offer, we provide the possibility to contact us directly or to obtain information via various contact options (also via e-mail, fax or telephone).

In the event of contact being made, we process the data of the person making the enquiry to the extent necessary to answer or process the enquiry. Depending on the way in which contact is made with us, the data processed may vary.

Categories of data subjects

Inquiring people

Categories of data:

Master data (e.g. first name, last name, address), contact data (e.g. email address, telephone number), person's job title, department, content data (e.g. text input, photographs, videos), usage data (e.g. interests, access times), meta and communication data (e.g. device information, IP address).

Purposes of processing:

Processing of enquiries, preparation of offers

Data transmission

We transmit the personal data of visitors to our online offer for internal purposes (e.g. for internal administration or to the personnel department in order to comply with legal or contractual obligations). The internal transfer or disclosure of data only takes place to the extent necessary and in compliance with the relevant data protection regulations.

In order to execute contracts or to fulfil a legal obligation, it may be necessary for us to disclose personal data. If the data required in this respect is not made available to us, it may not be possible to conclude the contract with the person concerned.

The transfer of data only takes place for the fulfilment of our contractual and legal obligations or on the basis of a previously granted consent of the data subject.

In the event that we transfer data to a country outside of Switzerland for processing, we ensure that the processing is legally permissible in the manner we intend. In this case, we have concluded standard data protection clauses including a separate regulation of suitable technical and organisational measures in order to protect the data of data subjects in the best possible way.

Storage period

As a matter of principle, we store the data of visitors to our online offer for as long as is necessary to provide our service or if this has been provided for by the Swiss or European legislator or another legislator to which we are subject by laws and regulations. In all other cases, we delete the personal data after the purpose has been fulfilled, with the exception of data that we must continue to store in order to comply with legal obligations (e.g. we are obliged to retain documents such as contracts and invoices for a certain period of time due to retention periods under tax and commercial law).

Automated decision-making

We do not use automated decision-making or profiling.

Rights of the data subjects

You have the following rights with regard to your personal data; these rights contained in the GDPR also apply to Swiss customers, insofar as they are not already entitled to analogous rights on the basis of the GDPR:

Right of access

Pursuant to Article 15 of the GDPR, data subjects have the right to request confirmation as to whether we are processing data relating to them. They may request information about this data as well as the further information listed in Art. 15 (1) DSGVO and a copy of their data.

Right to rectification

Pursuant to Art. 16 DSGVO, data subjects have the right to request that data concerning them and processed by us be corrected or completed.

Right to erasure

In accordance with Article 17 of the GDPR, data subjects have the right to request the immediate deletion of data concerning them. Alternatively, they can demand that we restrict the processing of their data in accordance with Art. 18 DSGVO..

Right to data portability

Pursuant to Art. 20 of the GDPR, data subjects have the right to request that the data they have provided to us be made available and transferred to another data controller.

Right of complaint:

Data subjects also have the right to complain to the supervisory authority responsible for them in accordance with Art. 77 GDPR. In Switzerland, this is the Federal Data Protection and Information Commissioner (FDPIC). The contact information can be found in the following [link](#).

Right to object

Where personal data are processed on the basis of legitimate interests pursuant to Article 6(1)(1)(f) of the GDPR, data subjects have the right to object to the processing of their personal data pursuant to Article 21 of the GDPR, where there are grounds for doing so based on their particular situation or where the objection is directed against direct marketing. In the latter case, data subjects have a general right to object, which is implemented by us without specifying a particular situation.

Revocation

Some data processing operations are only possible with the express consent of the data subjects. You have the possibility to revoke an already given consent at any time. An informal message or e-mail to sales@hettich.ch is sufficient for this purpose. The legality of the data processing carried out until the revocation remains unaffected by the revocation.

External links

Our website contains links to the online offers of other providers. We hereby point out that we have no influence on the content of the linked online offers and the compliance with data protection regulations by their providers.

Modifications

We reserve the right to adapt this data protection notice at any time in the event of changes to our online offer and in compliance with the applicable data protection regulations so that it meets the legal requirements.