

Privacy policy for www.veltraconlifestyle.com

Veltracon Lifestyle AG

Principle and scope of application

This data protection information relates to the processing of personal data in connection with visits to the websites at www.veltraconlifestyle.com. In order to be able to use our websites and the associated online services or online applications (collectively referred to as services), we process your personal data (hereinafter also referred to as 'data'). Please note that this data protection information does not apply to websites of other providers to which our website may be linked.

Personal data refers to information that relates to an identified or identifiable natural person. Certain categories of particularly sensitive personal data, such as health data, are specially protected by specific legal provisions. The term processing covers all processes in connection with your data, including collection, storage, use, forwarding, archiving or deletion. When processing data, we comply with the Federal Act on Data Protection (FADP), the corresponding Implementing Ordinance (DPO) and other applicable data protection laws (e.g. the European General Data Protection Regulation, GDPR), insofar as these are applicable.

In the following, we would like to explain what data we collect, for what purpose we use it and what rights you have in relation to your data. If you transmit data to us via third parties, we assume that you are authorized to do so and that the data transmitted is correct. We therefore ask you to inform the third parties concerned about the processing of their data by us and to provide them with a copy of this data protection information or the relevant product information. If we draw your attention to an updated version of these documents, please also pass on these new versions.

Our employees are regularly trained in data protection issues and are subject to a duty of confidentiality. In addition, compliance with data protection regulations is monitored by our data protection department.

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Responsible offices and contact

Responsible for the processing of data described in this privacy policy is: Veltracon Lifestyle AG

Baarerstrasse 12

6300 Zug

If you have any questions or concerns regarding the processing of your data and your data protection rights towards us, please contact:

Veltracon Lifestyle AG

Data Protection Office

Baarerstrasse 12

6300 Zug

E-mail: lifestyle@veltraconlifestyle.com

Processed data

We attach great importance to the protection of your personal data. When you use our website and services, we primarily process the data that you transmit to us and the information that we collect directly (see below).

When you use our website and services, we collect metadata, such as information about your browser (type and version), your device type (e.g. smartphone or tablet) and your IP address. We also collect access data, also known as log data. This includes the name of the website accessed, the date and time of access, the amount of data transferred, notification of successful access, information about the operating system and details of the last website visited.

We only store and process further personal data if you transmit it to us in the course of using services and tools (e.g. contact form). Further information relevant to data protection for specific tools can be found further down in this privacy policy.

Purpose

We process your data exclusively for the purposes that we communicated to you when collecting your data and for other purposes compatible with these purposes. Further information about the basis of our data processing can be found below in this privacy policy.

Data processing

We process your data for various purposes in connection with communication with you. This includes, in particular, responding to inquiries, asserting your rights and contacting you in the event of queries. We primarily use communication data and master data, as well as registration data in relation to the offers and services you use.

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Services. This data may be stored for documentation purposes, training, quality assurance and inquiries.

We also process data for marketing purposes and to maintain the customer relationship. We may send general or personalized information about our offer to our users, for example in the form of irregular contacts by e-mail, post or telephone, as well as via other channels for which we have contact information from you. You have the option at any time to decline such contacts or to refuse or revoke your consent to be contacted for advertising purposes. With your consent, we can tailor our online offering more specifically to the needs of our users.

Furthermore, we may use your data for market research, to improve our online offering, our services and, if necessary, for product development.

Finally, we may also store and process your data for security reasons and to control access to our website.

Logfiles

We mainly use data to create server log files in order to carry out statistical evaluations for the operation of the website, to ensure the security of the IT systems and to optimize the website. We primarily use log data for this purpose. The legal basis for this data processing is our legitimate interest in providing you with a secure and smooth user experience at all times. We also reserve the right to check the log data retrospectively if there are concrete indications of unlawful use.

Contact form

If you contact us via the contact form, we collect your contact details in order to process your request and answer any follow-up questions. This data is transmitted in encrypted form.

If you have provided us with your e-mail address or have contacted us directly by e-mail, we can also send you information by e-mail in connection with the processing of your requests and questions.

The legal basis for the processing of your data is based on our legitimate interest in being able to process your online request efficiently and effectively. If the aim of the email contact is to conclude a contract, the data processing is based on the initiation of this contractual relationship.

Chat function

If you use the live chat, we process your input in order to answer your query. The content and purpose of the communication are determined by the message content you provide or your request.

The legal basis for the processing of your data is based on our legitimate interest in providing you with attractive online advice on our website.

Newsletter

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On our websites, you have the option of subscribing to our newsletter in order to receive regular information about us and our offers and services. If you register for the newsletter, your contact details from the input form will be transmitted to us. By subscribing to the newsletter, you give us your consent and at the same time take note of our data protection information.

The legal basis for processing your data is our legitimate interest in actively providing you with up-to-date information about us based on the interest you have expressed by registering. You can withdraw your consent to receive the newsletter at any time with effect for the future. To do so, you can simply click on the corresponding link at the end of each newsletter sent to you.

Marketing

Your data may be used by us to inform you occasionally about news, new products, services or other services of interest to you from us and possibly our partners.

If you do not wish to consent to the use of your data for marketing purposes, you can inform us accordingly or refuse or revoke your consent to receive marketing information.

Book appointments online

We may offer you services on our website for which the provision of personal data may be mandatory. One example of such a service is the online arrangement of appointments for meetings or consultations. In these cases, we primarily process master data and communication data and sometimes other information that is required to process your request. We may also store your data so that we can refer to it in subsequent communications. We can also support you in using our services by contacting you.

The legal basis for processing your data is based on our legitimate interest in being able to offer you an attractive service for coordinating appointments online. You can withdraw your consent at any time. The lawfulness of the processing of your data until the withdrawal of your consent is not affected by the withdrawal.

Cookie preferences

We provide you with the option to adapt the use of cookies on our website to your needs via the Cookie Preference Center or to revoke your consent to the use of cookies. In addition, most browsers allow you to be warned/informed when cookies are set or to prohibit cookies completely. If you wish to obtain a complete and up-to-date overview of all third-party access to your browser, specific browser plug-ins provide you with this function.

Our website or other online publications from us may incorporate third-party content, for example maps from Google Maps, fonts from Google Fonts or videos from Vimeo. As a result, your IP address will be communicated to these providers. Certain external services may only be activated after your explicit confirmation.

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This external content is integrated by us in order to provide you with useful information or functions or to optimize your user experience. We do not process any further data. Our legitimate interest in offering you this content or functions is therefore the legal basis for this data processing.

We endeavor to integrate only those external providers where your IP address is used exclusively for the delivery of content. However, we have no influence on the possible storage and processing of your IP address by the third-party providers. For this reason, we refer you to the privacy policy of the relevant service for data processing by the respective third-party provider. Further information on individual settings options relating to your privacy can be found here.

IP anonymization

Your IP address is anonymized by default on our website before it is transmitted to Google. This is done by only transmitting your address in abbreviated form. In exceptional cases, your address may be transmitted in full and only shortened in Google's data center.

Your rights

You have the following rights under the applicable data protection law in accordance with the applicable data protection provisions and under certain conditions:

Right to information: You can request information from us as to whether we process your personal data and what data this may be.

Right to rectification: You can request that we correct incorrect data or complete incomplete data.

Right to erasure: You can request the erasure of your data. Please note, however, that certain legal provisions or legitimate interests may restrict our obligation to erase.

Right to data portability: Under certain circumstances, you may request that we provide you with the data you have provided to us in a structured, commonly used and machine-readable format.

Right to withdraw consent: If the data processing is based on your consent, you can withdraw this consent at any time. Please note that the withdrawal does not affect the lawfulness of the data processing carried out before the withdrawal.

Right to object: Under certain circumstances, you have the right to object to the processing of your data, in particular for the purposes of direct marketing or legitimate interests.

Right to lodge a complaint: If you do not agree with our handling of your data, you have the right to contact our data protection officer or the competent data protection supervisory authority at edoeb.admin.ch.

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Please note that these rights are subject to legal requirements and that exceptions and restrictions may apply. To exercise your rights, you can contact us in writing or by e-mail at the address below.

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Data Protection Office

Baarerstrasse 12

6300 Zug

E-mail: lifestyle@veltraconlifestyle.com

SSL

Due to the technical structure of the Internet as an open network, secure transmission of your data cannot be guaranteed in all cases. If you send your personal data to us, you always do so at your own risk.

To ensure the protection of your transmitted data, we use encryption mechanisms in accordance with current security standards (Transport Layer Security, TLS). TLS is a protocol for secure data transmission on the Internet and is supported by most browsers. It uses the public key method, in which data is encrypted with a publicly accessible key and can only be decrypted again with a specific private key. Most browsers use a key symbol or padlock to indicate whether a connection is secure.

We take various technical and organizational security precautions to ensure the protection of your data within our system. However, we would like to point out that despite these measures, there is a risk of data loss, unauthorized access to or manipulation of data by third parties. Please also note that certain network sections and your computer are outside our controllable security area. As a user, you are responsible for informing yourself about the necessary security precautions and taking the necessary measures within your sphere of influence. Any liability on our part for damages incurred by you as a result of data loss or manipulation is excluded.

Storage of the data

We only store your data for as long as is necessary for the purposes stated by us or as long as we are legally or contractually obliged to do so. Data that is no longer required for the stated purposes will be deleted by us as part of our regular data maintenance or alternatively anonymized.

Update

This data protection information is not part of the contract and can be amended by us at any time. The version published here applies in each case.

Last updated on February 26, 2024