

Privacy Statement & Privacy Policy

Privacy Statement

SR7N recognizes that privacy is a fundamental human right and further recognizes the importance of privacy, security and data protection to our customers and partners worldwide. As a small Swiss national organisation we strive to provide protections across all of our operations that exceed legal minimums and to deploy consistent, rigorous policies and procedures.

This Privacy Statement informs you of our privacy practices and of the choices you can make and rights you can exercise in relation to your personal data, including information that may be collected from your online activity, use of devices, and interactions you have with us offline, such as when you engage with our customer support representatives. This Privacy Statement applies to SR7N GmbH only.

This Privacy Statement does not apply to third-party applications, products, services, websites or social media features that may be accessed through links we provide for your convenience and information. Accessing those links may result in the collection or sharing of information about you by a third-party. We do not control, endorse or make any representations about those third-party websites or their privacy practices, which may differ from ours. We encourage you to review the privacy policy of any site you interact with before allowing the collection and use of your personal data.

1. Our Privacy Principles

Lawfulness, Fairness and Transparency

We process personal data in accordance with law and with transparency and fairness to you. Our data processing activities are conducted: 1) with your consent; 2) in order to fulfill our obligations to you; 3) for the legitimate purposes of operating our business, advancing innovation and providing a seamless customer experience; 4) as a data processor of our customers or 5) otherwise in accordance with law.

Data integrity and purpose limitation

We only use personal data for the purposes described at the time of collection or for additional compatible purposes in accordance with law. We take reasonable steps to ensure that personal data is accurate, complete and current and we only collect personal data which is relevant and limited to what is necessary for the purposes for which it is collected. We will keep personal data for no longer than is necessary for the purposes for which it was collected and then we will securely delete or destroy it.

Data Security

To protect personal data against unauthorized use or disclosure we implement strong information security controls in our own operations and offer market-leading products and solutions with high levels of data security protection.

Accountability for onward transfer

We acknowledge our potential liability for transfers of personal data among our affiliates or to third parties. Personal data will only be shared when third parties are obligated by contract to provide equivalent levels of protection.

Recourse, oversight and enforcement

We are committed to resolving any concerns regarding your personal data.

2. How We Use Data

We collect and use personal data to manage your relationship with us and better serve you when you are using our services by personalizing and improving your experience. Examples of how we use data include:

Customer experience

Providing you with a seamless customer experience by maintaining accurate contact and registration data, or use your data to deliver a tailored experience according to your requirements.

Security

Maintaining the integrity and security of our websites, products, features and services and preventing and detecting security threats, fraud or other criminal or malicious activity that might compromise your information. When you interact with us, we will also take reasonable steps to verify your identity currently limited to the Email and File-Transfer activities.

Advertising

Providing personalized promotional offers (in accordance with your privacy preferences) on our services and other selected partner websites

Compliance with law

Compliance with applicable Swiss laws, regulations, court orders, government and law enforcement requests to solve any customer disputes.

3. What Data We Collect

Personal data is any information that personally identifies you or from which you could be identified either directly or indirectly. We may collect your personal data through your use of our services or during interactions with our representatives. The personal data we collect from you depends on the nature of your interaction with us or on the services you use, but may include the following:

Information you provide directly

- Contact Data – We may collect personal and/or business contact information including your first name, last name, mailing address, telephone number, fax number, email address, the company you work for and your role within the company and other similar data.
- Payment Data – We collect information necessary for processing payments and preventing fraud, including credit/debit card numbers, security code numbers and other related billing information.
- Account Data – We collect information such as how you purchased or signed up for our services, your transaction, billing and support history, the services you use and anything else relating to the account you create.
- Location Data – We collect geolocation data when you enable location-based services or when you choose to provide location-related information during product registration or when interacting with our website.
- Social Media Data – We may provide social media features that enable you to share information with your social networks and to interact with us on various social media sites. Your use of these features may result in the collection or sharing of information about you, depending on the feature. We encourage you to review the privacy policies and settings on the social media sites you use to make sure you understand the information that is collected, used, and shared by those sites.
- Other Unique Identifying Information – Examples of other unique information that we collect from you include product serial numbers, information you provide when you interact in-person, online or by phone or mail with our services centers, help desks or other customer support channels, your responses to customer surveys or contests or additional information you have provided to us to facilitate delivery of our services and to respond to your inquiries.

Information automatically collected about your use of our services

- Website Browsing Data – no information about your visits to and your activity is collected.

Information from third-party sources

We collect data from the following third parties:

- Social media networks and advertising networks – commercially-available data such as name, address, email address, preferences, interests, and certain demographic data.

In order to provide certain services at an enterprise level, your business contact data may be provided to us by a designated entity within your business or enterprise (such as a member of your IT department). Where necessary, we may also use information provided by you or your employer, together with information from publicly-available and other online and offline sources, to conduct due diligence checks on business contacts as part of our anti-corruption compliance program.

Where necessary, we obtain information to conduct due diligence checks on business contacts as part of our anti-corruption compliance program and in accordance with our legal obligations.

4. Children's Privacy

We do not knowingly collect information from children as defined by local law, and do not target our websites to children.

5. How We Keep Your Data Secure

To prevent loss, unauthorized access, use or disclosure and to ensure the appropriate use of your information, we utilise reasonable and appropriate physical, technical, and administrative procedures to safeguard the information we collect and process. We retain data as required or permitted by law and while the data continues to have a legitimate business purpose.

When collecting, transferring or storing sensitive information such as financial information we use a variety of additional security technologies and procedures to help protect your personal data from unauthorized access, use, or disclosure. When we transmit highly-confidential information over the internet, we protect it through the use of encryption, such as later versions of the Transport Layer Security ("TLS") protocol.

We maintain records in accordance with law and our records retention policy. Business records including records relating to customer and vendor transactions are maintained while active and for a period of up to twelve years.

Following the expiration of the retention period, electronic records are permanently erased so as to ensure that they cannot be restored and physical records are destroyed in a manner where they cannot be reproduced (e.g., shredding).

6. How We Share Data

We will only share your personal data as follows and, when applicable, only with the appropriate contractual obligations in place:

Compliance with law

We may also share your personal data when we believe, in good faith, that we have an obligation to: (i) respond to duly authorized information requests of law enforcement agencies, regulators, courts and other public authorities, including to meet national security or other law enforcement requirements; (ii) comply with any law, regulation, subpoena, or court order; (iii) investigate and help prevent security threats, fraud or other criminal or malicious activity; (iv) enforce/protect the rights and properties of our subsidiaries; or (v) protect the rights or personal safety of us, our employees, and third parties on or using our property when allowed and in line with the requirements of applicable law.

7. Exercising Your Rights & Contacting Us

You have the right to ask us for a copy of any personal data that you have provided to us or that we maintain about you and to request an explanation about the processing. In addition, you have the right to withdraw any consent previously granted or to request correction, amendment, restriction, anonymization or deletion of your personal data; and to obtain the personal data you provide with your consent or in connection with a contract in a structured, machine readable format and to ask us to transfer this data to another data controller.

You also have the right to object to the processing of your personal data in some circumstances, in particular when we are using your data for direct marketing or to create a marketing profile. Please see Choosing Your Privacy Preferences for guidance on how to exercise your rights with regard to marketing.

In certain cases, these rights may be limited, for example if fulfilling your request would reveal personal data about another person or if you ask us to delete information which we are required by law to keep or have compelling legitimate interests to keep.

To exercise your rights, or if you have any questions or concerns about our Privacy Statement, our collection and use of your data or a possible breach of local privacy laws, you can contact our Data Protection Officer or write to us at the appropriate address below:

Data Protection Officer

Stephan Gautschi

Email: sg@srn7n.com

All communications will be treated confidentially. Upon receipt of your communication, our representative will contact you within a reasonable time to respond to your questions or concerns. We aim to ensure that your concerns are resolved in a timely and appropriate manner.

If we are unable to resolve your concerns, you have the right to contact a data privacy supervisory authority in the country where you live or work, or where you consider that the data protection rules have been breached or seek a remedy through the courts.

8. Changes to Our Privacy Statement

If we modify our Privacy Statement, we will post the revised statement here, with an updated revision date. If we make significant changes to our Privacy Statement that materially alter our privacy practices, we may also notify you by other means, such as sending an email or posting a notice on our corporate website and/or social media pages prior to the changes taking effect.

This Privacy Statement becomes effective 30 days after posting, unless you are presented with the our Privacy Statement prior to that date, in which case, this Privacy Statement becomes effective as of the earlier date.

Date Posted: 01.01.2024.

Privacy Policy

1. An overview of data protection

SR7N GmbH recognizes that privacy is a fundamental human right and further recognizes the importance of privacy, security and data protection to our customers and partners worldwide. SR7N GmbH adheres to the highest standards for the protection of your personal data as per the Swiss Data Protection Regulation.

The following provides a brief overview of what happens to your personal information when you visit our website. Personal information is any data with which you could be personally identified.

Data collection on our website

The SR7N Website is for informational purposes only and does not collect and personal data.

2. Data collection on our website

Cookies

Some of our web pages may be using so-called "session cookies." They are automatically deleted after your visit. Cookies do not harm your computer and do not contain any viruses. Cookies help make our website more user-friendly, efficient, and secure. Cookies are small text files that are stored on your computer and saved by your browser.

You can configure your browser to inform you about the use of cookies so that you can decide on a case-by-case basis whether to accept or reject a cookie. Alternatively, your browser can be configured to automatically accept cookies under certain conditions or to always reject them, or to automatically delete cookies when closing your browser. Disabling cookies may limit the functionality of this website.

Cookies which are necessary to allow electronic communications or to provide certain functions you wish to use (such as the shopping cart) are stored pursuant to Art. 6 paragraph 1, letter f of DSGVO. The website operator has a legitimate interest in the storage of cookies to ensure an optimized service provided free of technical errors.

Server log files

The website provider may collect and store information that your browser automatically transmits to us in "server log files". These are:

- Browser type and browser version
- Operating system used
- Referrer URL
- Host name of the accessing computer
- Time of the server request
- IP address

These data will not be combined with data from other sources. The basis for data processing is Art. 6 (1) (f) DSGVO, which allows the processing of data to fulfill a contract or for measures preliminary to a contract.

Contact form

Should you send us questions via the contact Email address, we will answer your question and any follow-up questions. We do not share this information without your permission.