

Privacy Policy for Business Partners

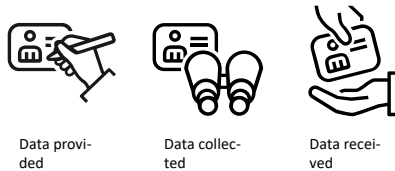
1. The Privacy Policy at a glance

The detailed meaning of the icons is available at <https://privacy-icons.ch/>.

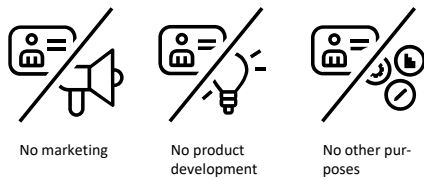
- Type of personal data



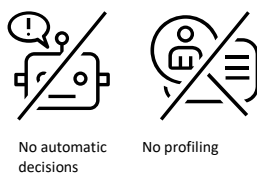
- Source of personal data



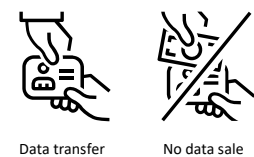
- Purpose of processing



- Special processes



- Passing on to third parties



- Place of processing



Switzerland

2. What is this Privacy Policy all about?

Aquantic Ltd. is a member of the Swiss Galenica Group. The “**Galenica Group**” refers to Galenica Ltd. and its member companies. An overview can be found here: [Organisation of the Galenica Group](#).

The companies of the Galenica Group use data concerning you or other persons (so-called “**third parties**”). In the following, we use the term “**data**” synonymously with “**personal data**”. Personal data means any information relating to an identified or identifiable person.

In this Privacy Policy, we describe how we process personal data from clients and other business partners or their employees and other auxiliaries, whenever such processing is not obvious and the applicable data protection law requires information. If you are connected to us as an employee or other auxiliary person of one or more business partners, you will find information about our data processing in this Privacy Policy. If you use our online services (e.g. websites), you will find information about our data processing in this regard in Section 6. In addition, we may inform you separately about the processing of your data, e.g. in declarations of consent, additional privacy policies, forms and notices.

If you provide us with data about other persons, for example, if you provide us with information about them on behalf of another person, please ensure that these persons are aware of this Privacy Policy. In addition, only share their data with us if you are permitted to do so and if the data is accurate.

3. Who is responsible for processing your data?

Aquantic Ltd., Römerstrasse 30, 4314 Zeiningen (“**we**” or “**us**”) is responsible for the data processing described here.

If you have any questions, please contact Support – Aquantic (<https://aquantic.atlassian.net/servicedesk/customer/portals>).

4. What data do we process?

Depending on the occasion and purpose, we process different categories of personal data. The most important categories are listed below, but this list may not be exhaustive.

We process data of the persons with whom we are in contact, such as name, contact details, job details and communication details, as well as details of executives, etc., as part of the general information regarding companies we work with.

We generally obtain your personal data from you but may also obtain it from other persons who work for your company. In addition, we may obtain personal data from third parties, such as entities you work for, or from our contractual partners, associations and publicly available sources, such as public registers or the internet (websites, social media, etc.).

4.1. Master data

Master data refers to the basic data that we need for the purpose of processing our business relationships, as well as for marketing and advertising purposes, and that relates directly to you and your characteristics. For example, we process the following master data:

- title, name;
- address, contact details such as e-mail address and telephone and mobile number;
- information on language preferences;
- signatory powers, proxies and declarations of consent.

4.2. Contract data

Contract data is information that arises regarding the conclusion or performance of the contract, e.g. information about contracts and the services to be provided or rendered, as well as data from prior to the conclusion of a contract, information about the conclusion of the contract itself (e.g. the date of conclusion and the subject matter of the contract), as well as the information required or used for its execution. For example, we process the following contract data:

- date, application process, information on the type and duration of and terms of the contract in question, details regarding the termination of the contract;
- contact details;
- information on the use and offers of services;
- information on the services utilised;
- details of payments and payment terms, invoices, reciprocal claims, contacts with customer service, complaints, feedback, etc;
- in the case of online services, we also process access data and logins.

We receive this data from you, as well as from partners we work with. Again, this data may relate to your company, in which case it does not constitute “personal data”, but it may also relate to you if you work for a company or if you yourself purchase services from us.

4.3. Communication data

Communication data is data related to our communication with you or with third parties about you, e.g. when you contact us via the contact form or other means of communication. Examples of communication data are:

- name and contact details, e.g. postal address, e-mail address and telephone number;
- content of correspondence (e.g. e-mails, written correspondence, telephone conversations, chat messages, etc.);
- information concerning the type, time and, where applicable, the location of the communication and other metadata relating to it.

4.4. Technical data

Technical data is collected in connection with the use of our website. These include, e.g., the following data:

- IP address of the end device and device ID;
- information about your device, its operating system or language settings;
- information about your internet provider;
- content or logs accessed in which the use of our systems is recorded;
- the date and time of your access to the website and your approximate location;
- information on the content accessed and files in the user account;
- further information generated when utilising the user account, such as sending the access code by e-mail for logging into your user account via the website.

We may also assign you or your end device an individual code (e.g. by means of a cookie). This code is stored for a certain period of time, often only for the duration of your visit. As a rule, we cannot infer who you are from technical data.

4.5. Other data

We may also collect information from you in other situations. Data (such as files, evidence, etc.) that may relate to you is collected in connection with official or court proceedings. We may also collect data for health protection reasons (e.g. as part of security plans). We may receive or make photos, videos and sound recordings in which you may be identifiable (e.g. at events, by means of security cameras, etc.). We may also collect data about who enters certain buildings and when, or who has such access rights (including for access control purposes, based on registration data or visitor lists, etc.), who participates in events or promotions (e.g. competitions) and when, or who uses our infrastructure and systems and when.

5. For what purposes do we process your data?

We primarily use your data in connection with business transactions via our applications or otherwise in connection with our relationships with our business partners. In addition, we may process your data for the purposes specified in detail below and for other purposes that we inform you of separately or are obvious:

- to process contracts, including shipping and payment processing, to manage receivables and to process warranty claims. For this purpose, we may process data including but not limited to master, contract and communication data;
- in particular, we may process master, contract and communication data for communicating with you and with third parties, e.g. when processing your enquiries via customer service and IT support;
- for technical and forensic analysis to fulfil our mandate. In particular, we may process master and communication data, technical data and other data for this purpose;

- to verify and comply with legal obligations. For this purpose, we may collect and process data including but not limited to master data;
- to detect, investigate and prevent misuse, criminal offences and other misconduct (e.g. conducting internal investigations and performing data analyses to combat fraud). For this purpose, we may, in particular, process master, contract and communication data as well as your other data;
- to assert and defend against legal claims in connection with legal disputes and official proceedings. For this purpose, we may, in particular, process master, contract and communication data, as well as your other data;
- for video surveillance and as part of other measures to ensure our IT, building and facility security, as well as to protect our employees and other persons (e.g. access controls, visitor lists, network and email scanners). For this purpose, we may process data including but not limited to master data;
- for other purposes, e.g. in the context of corporate transactions and related investigations and transfers of personal data and to safeguard other legitimate interests. All the aforementioned categories of personal data may be relevant for this purpose;
- no automated decision-making will be made based on your data.

6. How do we and third parties process data in connection with your use of our apps and websites?

The comments in this Section 6 relate mainly to our applications and websites.

Every time our applications are used, user data and user activity data in particular are recorded for the purposes of documentation and traceability to ensure flawless work processes. This includes:

Bei jeder Verwendung unserer Applikationen werden insbesondere Benutzer- und Aktivitätsdaten der Benutzer zum Zwecke der Dokumentation und Nachvollziehbarkeit zur Sicherstellung einwandfreier Arbeitsprozesse aufgezeichnet. Dies beinhaltet:

- name (at least surname);
- function in commissioning company;
- employer (commissioning company);
- telephone number (business);
- e-mail address (business);
- audit trail of all changes made by the user in the system.

Every time our websites are used, technical data is generated for technical reasons and is temporarily stored in log files (as log data) (see Section 4.4 above). We use this data to enable our websites to be utilised to ensure system security and stability and to optimise our websites, as well as for statistical purposes.

Our websites also use cookies, i.e. files that your browser automatically stores on your device. This enables us to distinguish individual visitors from others, but usually without identifying them. Cookies may also contain information about pages visited and the duration of the visit. Certain cookies (“session cookies”) are deleted when the browser is closed. Others (“permanent cookies”) remain stored for a certain period of time (usually a few days to two years) so that we can recognise visitors when they visit us later and store, for instance, your user preferences, such as the language you choose and your login details. We may also use other technologies to recognise website visitors. For example, data such as the characteristics of the device you are using or the identification number of your mobile device are stored.

You can set your browser to reject cookies, store them only for one session, or delete them prematurely, or you can uninstall the relevant app if these adjustments cannot be made through its settings. Most browsers are preset to accept cookies. You can find more information on this in your browser's help pages (usually under the heading “Privacy”). If you block cookies, certain features (such as display preferences) may no longer work.

7. Who do we disclose your data to?

We comply with the principle of proportionality when disclosing data. Our employees process your data as part of their work activities.

In certain cases, data may also be disclosed to third parties to process it on their own responsibility or on joint responsibility, e.g. to

- Swiss and foreign authorities, public offices or courts in the event of proceedings or a surrender request;
- other parties in potential or pending legal proceedings.

Contracts are concluded with recipients of your data in accordance with the requirements of data protection law.

8. Where do we process your data?

The recipients of your data process it in Switzerland. If we transfer data to a country that lacks adequate statutory data protection, we ensure an adequate level of protection by means of appropriate contracts (namely based on the Standard Contractual Clauses of the European Commission, which are available for download [here](#)) unless a statutory exception applies (e.g. for consent, for the performance of contracts, for the establishment, exercise or enforcement of legal claims, for the protection of overriding public interests, for published data or for the protection of the vital interests of the data subjects). You may obtain a copy of the above-mentioned contractual guarantees at any time from the points of contact named in Section 3.

9. How long do we process your data?

We process and store your personal data as long as required for the performance of our contractual obligations and compliance with legal obligations or for the other purposes pursued with the processing, i.e. for the duration of the entire business relationship (from the initiation, during the performance of the contract until it is terminated) as well as beyond this duration in accordance with legal retention and documentation obligations. Data may be retained for the period in which claims may be asserted against us and to the extent that we are legally obligated to retain it or legitimate business interests require it to be retained (e.g. for evidentiary and documentation purposes). As soon as your data is no longer required for the aforementioned purposes, it will be deleted or anonymised.

10. How do we protect your data?

We take appropriate technical (e.g. encryption, pseudonymisation, logging, access restriction, data backup, etc.) and organisational (e.g. instructions to our employees, confidentiality agreements, audits, etc.) security measures to maintain the security of your data, to protect it against unauthorised or unlawful processing and to prevent the risk of loss, accidental alteration, unwanted disclosure or unauthorised access. This includes, for example, issuing instructions, training, IT and network security solutions, access controls and restrictions, encryption of data carriers and transmissions, pseudonymisation and controls.

11. What applies to profiling and automated individual decision-making?

We do not use profiling or automated decision-making.

12. What rights do you have in relation to the processing of your data?

You have the right of access to, rectification and deletion of your data, provided that there are no overriding interests on our part or to legal or regulatory obligations to the contrary. You can object to data processing, revoke consent and request the surrender of certain data.

In general, exercising your rights requires that you clearly prove your identity (e.g., by a copy of identification documents when your identity is not evident otherwise or cannot be verified in another way). In order to assert your rights, you may contact us at the points of contact specified in Section 3.

In addition, every data subject has the right to enforce his/her rights in court or to lodge a complaint with the competent data protection authority. The competent data protection authority in Switzerland is the Federal Data Protection and Information Commissioner (www.edoeb.admin.ch).

13. Can this Privacy Policy be amended?

This Privacy Policy is not part of a contract. We may amend this Privacy Policy at any time. The version published on our website is the current version.

Version of 17.06.2024