

Privacy policy

1. General

The protection and security of personal data is of the highest priority for Feller Pivotages SA (hereinafter referred to as "Feller"). We rely on an open and transparent approach. This privacy policy informs you about the nature, scope and purpose of the personal data we process. Furthermore, we inform you about the rights to which you are entitled.

Personal data is information relating to an identified or identifiable natural person ("data subject"). Data processing is any operation performed upon personal data, whether or not by automatic means, such as collection, recording, storage, alteration, retrieval, use, disclosure by transmission, dissemination or otherwise making available, or erasure.

2. Name and address of the responsible person

The controller is the natural or legal person who determines the purposes and means of the processing of personal data.

Presently responsible is:

Feller Pivotages SA
Lebernstrasse 47
2540 Grenchen
+41 32 654 01 01
marketing@feller-sa.ch

Any person affected by data processing can contact us directly with a question or concern about data protection.

3. Personal data categories

Feller may process the following categories of personal data. We do not process more personal data than necessary.

- Master and inventory data (e.g. name, address, date of birth, gender, telephone number, contract data, information on concluded transactions, bank details)
- Marketing data (e.g. needs, wants, preferences)
- Technical data (e.g. internal and external identifiers, business numbers, IP addresses, records of accesses, e-mail addresses)

4. Duration of storage

The duration of the storage of personal data is determined by statutory retention obligations (depending on the applicable legal basis, these are five, ten or more years) or the purpose of the respective data processing.

5. Purpose of data processing

We may process the personal data described in section 3 for the processing of our own services as well as for our own purposes or those provided for by law. We understand this to include, in particular, the execution and processing of contracts or services, planning, marketing, market research, comprehensive support, advice and information about the range of services, preparation and provision of customized services, legal or regulatory obligations to provide information or notification to courts and authorities and the fulfillment of official orders.

6. Legal basis of data processing

Data processing is lawful insofar as the processing is necessary for the performance of a contract to which the data subject is a party or for the implementation of pre-contractual measures taken at the request of the data subject. This is the case, for example, for processing operations that are necessary for a delivery of goods or the provision of any other service or consideration. The same applies to such processing operations that are necessary for the implementation of pre-contractual measures, for example in cases of inquiries about our products or services. Insofar as we process personal data for the purposes stated in this paragraph, we invoke this justification.

Data processing is also lawful if the data subject has given his or her consent to the data processing or if the processing is necessary for compliance with a legal obligation to which we are subject. Furthermore, data processing is lawful if it is necessary to protect the legitimate interests of Feller or a third party, which may be the case, for example, if the data subject is a customer of ours. In addition, data processing is lawful if vital interests of a natural person are to be protected or if the processing is necessary for the performance of a task which is in the public interest.

7. Data security

The personal data you provide to us is secured by technical and organizational security measures in such a way that it is inaccessible to unauthorized third parties. These security measures are continuously adapted and improved by us in accordance with technological and organizational developments.

8. Disclosure of personal data

We will not sell, share or otherwise distribute your personal information to third parties except as described in this Privacy Policy.

Your personal data may be disclosed to third parties acting for us or on our behalf for further processing in accordance with the purpose(s) for which the data was originally collected or for other legally permissible purposes. These third parties have contractually agreed to us to use personal information only for the agreed purposes, not to sell it to additional parties, and not to disclose it to additional parties except as required by law, permitted by us, or described in this Privacy Policy.

Personal information may also be disclosed to third parties if we are required to do so by law, court order or official regulation, or if necessary to support criminal or legal investigations or other legal inquiries or proceedings at home or abroad.

We may transfer, store and process your personal data at data locations around the world, for example, where our third-party vendors or partners are located. Therefore, we may transfer your personal data outside the European Economic Area (EEA) if this is necessary for the data processing described in this Privacy Policy in accordance with applicable law.

If data is transferred to countries that do not provide an adequate level of protection, we will ensure adequate data protection by taking appropriate safeguards, such as contractual safeguards (e.g., based on EU standard clauses), based on binding corporate rules, transferring data pursuant to your explicit consent, for the conclusion or performance of a contract with you, or in connection with the establishment, exercise or enforcement of legal claims.

9. Rights of the data subject

You can request information from us as to whether personal data about you is being processed. If this is the case, we will inform you of the personal data available about you in our data sources, including the available information about the origin of the data, the purpose and, if applicable, the legal basis of the processing, as well as the categories of personal data processed, the parties involved in the collection and the data recipients. You further have a right to rectification, a right to erasure of the personal data (right to be forgotten, unless there are other retention obligations or another legal basis for the processing is missing), a right to restriction of processing, a right to data portability and the right to withdraw consent under data protection law.

We are happy to receive requests for information and other concerns regarding data protection (see section 2).

10. Data logging when visiting this website

When visiting the website <https://feller-sa.ch/en/>, the web server automatically records log files that cannot be assigned to a specific person. This data includes, for example, the browser type and version, operating system used, referrer URL (the previously visited page), IP address of the requesting computer, access date and time of the server request and the client's file request (file name and URL). This data is collected only for the purpose of statistical analysis. A transfer to third parties, for commercial or non-commercial purposes, does not take place.

11. Newsletter

With the newsletter we inform you about us and our offers.

If you would like to receive the newsletter, we require a valid e-mail address from you as well as information that allows us to verify that you are the owner of the specified e-mail address or that the owner agrees to receive the newsletter. Further data will not be collected. This data is only used for sending the newsletter and will not be passed on to third parties.

When you register for the newsletter, we store your IP address and the date of registration. This storage serves solely as evidence in the event that a third party misuses an e-mail address and registers for newsletter receipt without the knowledge of the authorized person.

You can revoke your consent to the storage of the data, the e-mail address and their use for sending the newsletter at any time. The revocation can be made via a link in the newsletters themselves or by sending a message to the contact options listed in section 2.

12. Cookies

On our website, we use so-called "session cookies" to make it easier for you to use our web pages. These are small text files that are stored on your hard drive only for the duration of your visit to our website and, depending on the settings of your browser program, are deleted again when you exit the browser. These cookies do not retrieve any information stored about you on your hard drive and do not affect your PC or its files. Most browsers are set to accept cookies automatically. However, you can disable the storage of cookies or set your browser to notify you when cookies are sent.

13. Note on Google Analytics

The website <https://feller-sa.ch/en/> uses the website analysis service of Google Analytics, which is operated by Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. The cookies used by Google Analytics are stored on your computer and thus enable an analysis of your use of the website.

We use Google Analytics based on our legitimate interests to analyze and regularly improve our website, as well as to regularly improve our offer via the statistics obtained and to make it more interesting for you. Furthermore, the use of Google Analytics is based on your consent to the tracking of your surfing behavior on our websites and their analytical evaluation.

The information generated by the cookie about your use of this website is usually transferred to a Google server in the USA and stored there. These cookies may contain the following information, for example: IP address, number, date and time of visit, duration of visit, your access page from which you use the website (reference URL), pages visited on our website, browser type/version and operating system used. Google will use this information on our behalf because we have a legitimate interest in analyzing user behavior so that we can optimize the offer on our website as well as our advertising. Google uses this information to evaluate the use of our website, to generate reports on website activity and to provide us with other services related to the use of the website and internet usage. Likewise, pseudonymized usage profiles of the users can be created from the processed personal data.

You may refuse the use of cookies by selecting the appropriate settings on your browser. However, we would like to point out that in this case you may not be able to use all functions of this website to their full extent. You can also prevent the collection of personal data generated by the cookie and related to your use of the website (including your IP address) to Google and the processing of this personal data by Google by downloading and installing the browser plug-in available at the following link:

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

For more information on how Google Analytics handles user personal data, please refer to Google's personal data protection statement:

<https://support.google.com/analytics/answer/6004245?hl=en>

Furthermore, it may be possible that Google reviews the user's use of the website and may combine the personal data collected with other information about the user that Google has independently collected from other websites visited by the user and use it for its own purposes (e.g. to monitor advertising) under its own responsibility based on its own privacy policy. For more information on this and how Google processes personal data, please refer to the relevant Google privacy statements:

<https://policies.google.com/?hl=en>;

<https://policies.google.com/technologies/partner-sites?hl=en>

14. Third-party privacy statements

Please note that if you click on the link to a third-party website (e.g., Google or social media or other websites), you will be redirected to a website which is not under our control and our privacy policy will no longer apply. Your browsing and interaction on another website is subject to the terms of use and privacy statements and notices of those third party websites. In addition, we also cannot guarantee the accuracy and timeliness of these links.

We encourage you to carefully read the terms of use and privacy statements and notices of other websites before submitting any personal data through this website. We are not responsible or liable for the information content and data processing of such third party websites.

15. Right to complain to a supervisory authority

Without prejudice to any other administrative or judicial remedy, you have the right to lodge a complaint or a notification with a supervisory authority, in particular in the state of your residence, your place of work or the place of the alleged infringement (at least insofar as this state is Switzerland or a member of the European Union), if you are of the opinion that the processing of personal data relating to you violates the applicable data protection regulations.

16. Update and modification of the privacy policy

Parts of the privacy policy may be changed or updated by us without prior notice. Please check the privacy policy before you use our offer to be up to date with possible changes or updates.

Privacy policy status: September 2023.