

SwissRhino Privacy Policy

This privacy policy will explain how SwissRhino uses the personal data we collect from you when you contact us, place an order, or ask for technical support.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- Cookies related to our website
- Privacy policies of other websites
- How to contact us
- Updates to our privacy policy

What data do we collect?

SwissRhino collects the following data:

- Personal identification information (Name, email address, postal address, etc.)
- If an order is placed, the order information – dates, quantities, prices etc. on the invoice and the delivery documents.

How do we collect your data?

You provide SwissRhino directly with all of the data we collect. We collect data when you:

- Make an inquiry or place an order by e-mail for any of our products or services.

SwissRhino may also receive your data indirectly from the following sources:

- Referrals from our suppliers in Europe or the USA concerning sales or support questions.

How will we use your data?

SwissRhino collects your data so that we can:

- Process your order and keep track of your purchase history.
- Provide pre-sales advice, after-sales service and technical support.

SwissRhino will not share your data with anyone else - *with the following exceptions:*

1. If you have a support question we cannot answer, and you expressly agree to allow us to send support files directly to the vendors of the various software we sell.
We will never send files or other any other data related to your company or inquiry to any of our suppliers without your express written permission.

2. When SwissRhino processes your order for Rhinoceros or other software licenses, **we are required to send the following data to our software vendors:**

- Full name of person/company ordering
- Postal address
- E-mail address
- Telephone number (in some cases)
- Types of licenses and quantities ordered
- For educational licenses, proof of educational status (if asked for by the vendor)

This is necessary for the use of the electronic delivery systems in place at the different vendors of software we represent. The software vendors will store the data listed above on their servers, most of which are located outside of Switzerland.

If this does not work for you, we will be unable to sell you licenses.

How do we store your data?

SwissRhino securely stores the following data obtained from you on our local server:

- E-mail communications (also stored on our e-mail service provider's server)
- Offers, orders and invoices.

The above information is kept indefinitely for accounting and records purposes. While we do our best to assure your data is secure and safe at all times, we cannot guarantee against the risk of compromise due to cyberattacks or other types of intrusions.

Marketing

SwissRhino does not do direct marketing. If you have downloaded evaluation versions or bought licenses from the software vendors we represent, **they** may send marketing and product promotions to your e-mail address – you may also opt out directly with them. We may send you e-mails from time to time if we think there is something important you should be informed about.

What are your data protection rights?

SwissRhino would like to make sure you are fully aware of your data protection rights. Every user is entitled to the following:

- The right to access - You have the right to request SwissRhino for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification - You have the right to request that SwissRhino correct any information you believe is inaccurate. You also have the right to request SwissRhino to complete information you believe is incomplete.
- The right to erasure — You have the right to request that SwissRhino delete your locally stored personal data, under certain conditions.
- The right to data portability - You have the right to request that SwissRhino transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we will endeavor to respond to you as quickly as possible, at the latest within one month. If you would like to exercise any of these rights, please contact us via e-mail, phone, or in writing at the coordinates listed below and on our website.

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. ***The SwissRhino website is not set up to track you with cookies and we do not collect any information from your site visit.*** Your browser may remember if you visited our website via its history, but SwissRhino does not collect or store any visitor records.

Privacy policies of other websites

The SwissRhino website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

How to contact us

If you have any questions about SwissRhino's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email: info@swissrhino.com

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SwissRhino

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Updates to our privacy policy

SwissRhino keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 30 January 2024.