

Privacy policy

1. Privacy Policy according to GDPR and FADP

The protection of your personal data during your visit to our homepage is a very serious concern for us. All information about you, such as name, address, telephone number, e-mail address, account number, etc., as well as all information that can be traced back to you, is referred to as personal data. This also includes the IP address that is automatically transmitted by your visit to a website. This is technically mandatory.

We want you to know if and when we collect which data and how we use it. We have taken technical and organizational measures to ensure that the regulations on data protection are observed both by us and by possible external service providers. In particular, we take into account the General Data Protection Regulation (GDPR) of the European Union (EU), which has been implemented since 25.05.2018, and the Swiss National Data Protection Act (FADP).

In principle, personal data on this website is only collected to the extent necessary for the purposes listed below. We provide you with information about what data is collected during your visit to the homepage and how it is used.

If you wish to assert your rights (see below), please contact us as the data controller on this website. You can find our contact details in the [imprint](#). In the case of written communication, please include the keyword "data protection" so that we can assign this internally.

If you have any fundamental questions or concerns regarding data protection or this privacy policy, please contact our central external contact person for data protection issues by e-mail at dsb@elementum-services.ch. Since he works for several companies of the Elementum Group, please include our company name "Elementum Services AG" in the subject line so that he can assign your request.

1.1. Legal bases

Personal data may only be "processed" if there is a valid legal basis for doing so. The processing is tied to a specific purpose. We process personal data that we may collect from you via this website on the basis of the following legal bases:

1.1.1. Balancing of interests in accordance with Art. 6 (1) (f) GDPR and Art. 31 (1) FADP

In the case of the possible use of tools that have the goal of making our website more customer-friendly, efficient and secure, this can be done as part of a balancing of interests, as the profiling of user behavior is not carried out and the visitor's IP address is only stored in a non-anonymized form for a short time.

Information that you provide to us for the purpose of a possible or existing business relationship (B2B relationship) is also processed as part of a balancing of interests.

1.1.2. Contractual relationship pursuant to Art. 6 (1) (b) GDPR or Art. 31 (1) FADP

If you as a private individual provide us with your personal information (e.g. as part of an application or product enquiry), we process this data as part of the initiation of a contract or for the processing of the contractual relationship with you.

1.1.3. Legal requirement according to Art. 6 para. 1 lit. c GDPR or Art. 31 para. 1 FADP

To the extent that we are subject to legal requirements to comply with which we are required to use your personal data, this will be done within the framework of this legal basis.

1.1.4. Consent in accordance with Art. 6 (1) (a) GDPR or Art. 31 (1) FADP

In rare cases, we may wish to use personal information you provide for a purpose other than what was intended. If this should occur and no other legal basis exists, we will need your voluntary and explicit consent – which can be revoked at any time for the future – which we will then ask you for separately.

1.2. Website Access

When you visit our website, your IP address, which is technically necessary for communication, is stored for the duration of the session, and other information is automatically transmitted. We log every access to our homepage as well as every possible retrieval of a file stored on the homepage.

The following are recorded:

- Name of the retrieved file,
- the date and time of retrieval,
- Amount of data transferred,
- Successful retrieval and web browser message.
- IP address

For reasons of security and the availability of the website, the IP address will also be logged for a short period of time of no more than 7 days. This protocol is accessed for the above reasons, in particular for the purpose of clarifying security incidents and, on the basis of existing legal bases, for disclosure to law enforcement authorities for criminal prosecution. It is not possible for us to assign the data to a specific person. We do not merge this data with other data sources.

The basis for this processing is Art. 6 (1) (f) GDPR ("balancing of interests") or Art. 31 (1) FADP.

1.3. Information obligations pursuant to Art. 13 GDPR and Art. 19 FADP

With the General Data Protection Regulation (GDPR) and the Swiss Data Protection Act (FADP), we are obliged to provide appropriate information whenever personal data is collected directly from the data subject. We collect personal data from you as part of our website and would therefore like to inform you accordingly. This survey exists when, for example, we

- Collect your IP address for the technical provision of the website
- use a tracking tool that uses the IP address
- Receive your input in a contact module to communicate with us.

Basic procedure:

If you have provided us with personal data, we will only use it to answer your inquiries and for technical administration. As an exception, the anonymized IP address can be used for statistical evaluation. If the IP address is to be used further, this is listed below.

Your personal data will only be passed on to third parties or otherwise transmitted if this is necessary for the purpose of contract processing – in particular the transfer of order data to suppliers – if this is necessary for billing purposes, if we are legally obliged to do so, if we are obliged to do so in the context of order processing by subcontractors or if you have given your prior consent. You have the right to revoke your consent at any time with effect for the future.

The stored personal data will be deleted if you revoke your consent to its storage, if its knowledge is no longer necessary to fulfil the purpose pursued with the storage, i.e. if the process has been completed and this is not precluded by statutory deletion periods, or if its storage is inadmissible for other legal reasons. In addition, your objection to processing may lead to the deletion of the stored data.

If the data cannot be deleted for technical reasons, we will anonymize it so that a personal reference can no longer be established in the future.

All surveys and processing of this website are the responsibility of our company.

Additional detailed information can be found in the following points.

1.4. Contact

We have not used a contact form for the classic contact with us. Instead, we ask that you use the contact details provided by us on our website.

The legal basis for the processing of the information provided by you for the purpose of use in the context of a possible initiation or fulfilment of a business relationship with you or your employer is Art. 6 (1) (b) GDPR (business relationship with you) or Art. 6 (1) (f) GDPR (processing of interests in order to process your request) (Switzerland: Art. 31 (1) FADP).

1.4.1 Registration on the waiting list for the Elementum Debit Card

On the associated landing page, we have set up the option for you to register for the Elementum DEBIT Card, which we want to issue in the course of 2025. This does not mean that you are entering into a contractual relationship, but that you are declaring your fundamental interest in the DEBIT-Card. In the first step, this will be reserved for existing Elementum customers and will later be possible for all interested persons.

We would like to contact registered customers from different countries by e-mail and/or telephone afterwards in order to personally continue the further steps of the process.

If you would like to register, we need from you:

- Last name, first name
- Storage location no. (for clear identification)
- E-mail-Address
- Phone Number

We transmit this data unencrypted by e-mail to the responsible internal employees.

1.5. Cookies

Cookies are small text files that can be stored on your computer for different purposes. Cookies can have various functions. For example, some cookies allow the user to use the website more comfortably, others log user behaviour or help identify users when they return to a website.

Our website does not use cookies.

1.6. Use of web analysis programs

We do not use web analysis programs.

1.7. Display of videos

We have not directly integrated any tools for displaying videos on our website. However, it is possible that we offer you content via a link to an external service provider (e.g. YouTube). If you use this link, you will leave our website and are subject to the regulations of the external provider.

Please read our explanation below under "Links to other websites", because we have no influence on the behaviour of the pages on YouTube.

1.8. Links to other websites

Our offer may contain links to external websites of third parties, the content of which we have no influence on. Therefore, we cannot assume any liability for this third-party content. The respective provider or operator of the pages is always responsible for the content of the linked pages. The linked pages were checked for possible violations of the law at the time of linking. Illegal content was not recognizable at the time of linking. However, a permanent control of the content of the linked pages is not reasonable without concrete indications of a violation of the law. If we become aware of violations of the law, we will remove such links immediately. Please refer to the privacy policy of the third party to whose page the link leads.

Please note that when you call up a link, in some cases the third party (e.g. Facebook, Kununu, Xing, YouTube) analyzes the route you took to get to it. It can determine the bounce address (our website), your IP address and other data. If you also have your own account there and are logged in, the third party can assign this information to your account.

If you do not wish this, please do not use the link above our website. Please note the privacy policies of the third parties to whose website the link leads.

1.9. Your rights – rights of the data subject under the GDPR and FADP

Art. 12 – 23 GDPR and Art. 25-29 FADP (and others) govern the rights of the data subject, i.e. Your rights regarding the handling of your personal data. These are essentially:

- Right to information at the latest at the time of collection in accordance with Art. 13 GDPR or Art. 19 FADP, which we comply with through this data protection declaration.
- Right to information according to Art. 15 GDPR or Art. 25-26 FADP
- Right to erasure in accordance with Art. 17 GDPR or Art. 32 FADP
- Right to restriction of processing in accordance with Art. 18 GDPR or Art. 32 FADP
- Right to object according to Art. 21 GDPR or Art. 30 para. 2 (b) FADP
- Where applicable: Right to data portability according to Art. 20 GDPR or Art. 28-29 FADP

We will support you in asserting your rights in accordance with the applicable law (GDPR or FADP).

For inquiries regarding the exercise of your rights, please contact the office of our company indicated above. Please understand that in the interest of the rights of other persons, we can only provide personal information if you can identify yourself appropriately.

You also have the right to lodge a complaint with a supervisory authority of your choice. A selection of EU data protection authorities can be found here:

https://www.bfdi.bund.de/DE/Infothek/Anschriften_Links/anschriften_links-node.html

The competent supervisory authority in Switzerland is the Federal Data Protection and Information Commissioner (FDPIC). Contact details and further information can be found at the following link:

<https://www.edoeb.admin.ch/de>

1.10.Security

We make every effort to store your personal data by taking all technical and organisational means in such a way that it is not accessible to third parties. In the case of communication via an unencrypted e-mail, we cannot guarantee complete data security, so we recommend that you use an encrypted route or the postal route for confidential information.

1.11. SSL or TLS encryption

This site uses SSL or TLS encryption for security reasons and to protect the transmission of confidential content, such as orders or inquiries that you send to us as the site operator. You can recognize an encrypted connection by the fact that the address bar of the browser changes from http:// to https:// and by the lock symbol in the browser line.

If SSL or TLS encryption is activated, the data you transmit to us cannot be read by third parties.