

# AKTS Privacy Policy

## Introduction

This privacy policy explains how AKTS is collecting and treating your personal data.

We are committed to the responsible handling of your personal data. We therefore consider it a matter of course to comply with the legal requirements of the Swiss Federal Data Protection Act (FDPA), the Ordinance on the Federal Data Protection Act (OFDPA) and the General Data Protection Regulation of the European Union (GDPR).

Please note that the following information may be checked and changed from time to time. We therefore recommend that you consult this Privacy Policy on a regular basis.

## What we collect

### Personal data

When you contact us by phone, e-mail or by filling our online contact form, we collect the following information in order to respond to your request:

- Name
- E-mail address
- Phone / Fax number
- Company name and address

### Technical data

When you activate any AKTS software, we collect the following information in order to generate the software license:

- Anonymized information concerning the hardware of your computer
- For online software activation: the IP address used for the activation

### Browsing data

When you are browsing our website, the following data are automatically collected for anonymous usage statistics:

- Provider
- Country of origin

This data is collected by our hosting service based in Switzerland. For more information about the privacy policy of our hosting service, please visit:

<https://www.infomaniak.com/en/legal/confidentiality-policy>



## How we use your data

### **Usual business and customer support**

Your personal contact information is used in the usual business relation in order to answer your requests, send you documents (e.g. quotes and invoices) and provide support.

### **Software license**

For registered customers, your technical data (anonymized information of the hardware of your computer and your IP address) is used to create software license and to process activation and maintenance.

### **Newsletter**

Your e-mail address is used to inform you through newsletters about the release of new software versions, new published papers and other important information.

You have a right at any time to stop us from contacting you. To opt out please email: [info@akts.com](mailto:info@akts.com).

## If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of an agreement we have with you and you fail to provide that data when requested, we may not be able to perform the agreement we have or are trying to enter into with you. In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

## For how long do we keep your data?

We will hold your data as long as is reasonably necessary for the purposes described in this Privacy Policy, or as required by law, whichever is the longer.

## Your rights

At any moment you have the right to:

- Know exactly what information we hold about you and how it is processed
- Rectify your personal data if it is incorrect or incomplete
- Delete your personal data without the need of a specific reason if the data is no longer necessary
- Block the processing of your personal data



- Retain and reuse your personal data for your own purpose
- Be informed within 72 hours in case an intrusion is detected in our system

## How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By e-mail: [info@akts.com](mailto:info@akts.com)
- By phone: +41 848 800 221
- Or write to us at AKTS AG, TECHNOArk 1, 3960 Siders, Switzerland

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