

PRIVACY POLICY

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ESSENSACIONES GmbH

CHE-247.196.101 · Commercial Register No.: CH-160.4.006.530-2

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1. Data controller

The controller responsible for processing personal data is ESSENSACIONES GmbH, using the contact details shown at the beginning of this Privacy Policy.

2. Legal framework and scope

We process personal data in accordance with the Swiss Federal Act on Data Protection (FADP) and its implementing rules. Where applicable because of the data subject, the offering or the processing activity, we also take account of the European Union General Data Protection Regulation (GDPR).

This Privacy Policy applies to the website, online shop, customer accounts, service and business communications, B2C and B2B orders, forms, enquiries, events and other business relationships of Essensaciones.

3. Personal data we may process

We may process identification and contact details (for example name, company, address, telephone number and email address); account and access data; order, billing, payment, delivery, return and complaint data; messages and comments supplied by customers; technical and browsing data; language preferences; and other information voluntarily supplied where necessary for the relevant purpose.

For B2B forms, we aim to request only the information needed to identify the customer, process the order and communicate with the customer.

4. Purposes of processing

We use personal data to manage registrations and customer accounts; answer enquiries; prepare, confirm, fulfil and document orders; invoice and collect payments; organise deliveries; provide customer service; manage incidents, returns and complaints; comply with legal, tax and accounting obligations; protect our systems and prevent misuse; and improve our services and user experience.

Where valid consent or another sufficient legal basis exists, we may send information about Essensaciones products and services. Data subjects may object or withdraw consent where applicable.

5. B2B orders and forms

Business customers may access price lists and, once enabled, order forms through the B2B area or links supplied by Essensaciones. Information entered in the form will be used to process the order, contact the customer, send confirmations and maintain the business records that are reasonably required.

The form may include a link to this Privacy Policy and a confirmation that it has been read before submission. This confirmation documents that the privacy information was made available. Where a specific processing activity requires consent, that consent will be requested separately.

6. Online shop and payments

In the online shop, we process the data needed to manage the cart, customer account, order, payment, invoicing and delivery. Payments may be processed by external payment service providers. Essensaciones does not need to retain full card details where payment is processed directly by the relevant payment provider.

7. Service providers and processors

We may use external providers for web hosting, technical maintenance, email, cloud storage and collaboration, forms, automation, logistics, accounting, payments and other necessary services. Such providers should process personal data only to the extent required to provide their services and in accordance with applicable contractual and legal requirements.

Where Microsoft 365, OneDrive, Forms or Power Automate are used for internal processes or B2B ordering, personal data may be processed by Microsoft and its subprocessors in accordance with the configuration and terms applicable to Essensaciones' business account.

8. Disclosure and international transfers

Personal data may be disclosed to service providers, advisers, authorities or other third parties where necessary to perform a contract, comply with a legal obligation, protect legitimate interests or where another valid justification applies.

If data are disclosed to a country that does not provide an adequate level of protection under Swiss law, the required safeguards will be used, such as recognised contractual clauses, unless a statutory exception applies.

9. Retention

We retain personal data for as long as necessary for the purposes for which it was collected and thereafter for periods required by legal, tax, accounting or contractual obligations or for the establishment, exercise or defence of legal claims. Data that is no longer required will be deleted or anonymised where appropriate.

10. Security

We apply appropriate technical and organisational measures to protect personal data against loss, unauthorised access, alteration, disclosure or misuse. However, no Internet transmission or storage method can guarantee absolute security.

11. Cookies, logs and web technologies

The website may use cookies and similar technologies required for its operation and, where applicable, for statistics, preferences or additional services. Details of the cookies used and the available choices should be consulted in the current Cookie Policy on the website.

12. Rights of data subjects

Under applicable law, data subjects may request information about the processing of their personal data and, where provided, access, correction, delivery or portability, deletion, restriction or objection. Consent may be withdrawn for the future where processing is based on consent.

Requests may be sent to essensaciones@essensaciones.com. We may request reasonable information to verify the identity of the person making the request before acting on it.

13. Third-party links and services

Our website may contain links to third-party websites or services. Their privacy practices are the responsibility of their respective operators. We recommend reviewing their privacy policies before providing personal data.

14. Changes to this Privacy Policy

We may update this Privacy Policy when our services, providers, processes or legal requirements change. The current version is the version published on the Essensaciones website. Version date: 25 August 2026.