

PRIVACY POLICY

Version 1.5 · 15 October 2026

ESSENSACIONES GmbH

CHE-247.196.101 · Commercial Register: CH-160.4.006.530-2

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www.essensaciones.com

1. Data controller

ESSENSACIONES GmbH is responsible for the processing of personal data. Its contact details appear at the beginning of this Privacy Policy.

2. Applicable legislation and scope

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

This Policy applies to our website and online shop, customer accounts and registrations, the B2B professional area, order requests, quotations, restaurant services, catering and events, commercial and service communications, and our relationships with suppliers and other professional contacts of Essensaciones.

3. Personal data we may process

We may process identification and contact details (first name, surname, company, address, telephone number and email address); usernames and access credentials; information relating to orders, quotations, invoices, payments, deliveries and returns; correspondence, complaints and enquiries; supplier contact details; and technical, browsing and preference data necessary to provide our services. The particular data processed depend on the transaction and the channel used.

B2B website registration may require a username, first and last name, company, telephone number and email address. Information supplied for order requests and quotations is limited to what is needed to manage the commercial relationship.

4. Purposes of processing

We process data to create and manage accounts; provide professional access to B2B price lists; respond to enquiries; prepare, receive, review and confirm order requests and quotations; manage sales, catering and events; issue receipts and invoices; handle payments, deliveries and returns; manage suppliers; address incidents and complaints; comply with legal, tax and accounting obligations; and safeguard our systems and operations.

Where permitted by applicable law and supported by an appropriate legal justification, we may send commercial communications from Essensaciones. Recipients may object or withdraw consent where applicable. Privacy information and acceptance of commercial terms are handled separately.

5. B2B order requests and forms

Professional customers register on the website to access the B2B area and consult price lists reserved for professionals. Registration takes place automatically, and Essensaciones receives an email notification containing the details supplied. Price-list documents and the Excel order request form may be made available through Microsoft OneDrive. Completed requests are sent to Essensaciones by email and may be printed for processing. There are no plans to store completed requests automatically in an additional website database or a separate OneDrive archive. Emails and attachments may remain on the email provider's systems. A request does not, by itself, constitute a confirmed order.

Privacy information must be accessible during B2B registration. Registered individuals may amend their details or request deletion of their account, subject to statutory retention requirements. Privacy information is separate from acceptance of the General Terms and Conditions (GTC). Once the GTC acceptance procedure is implemented in the B2B request form, the information needed to demonstrate the accepted version and

acceptance date may be retained. Catering and event quotations may be handled using spreadsheets, email and printed documentation.

6. Online shop and payments

In our WooCommerce-powered online shop, we process the data necessary for shopping baskets, accounts, orders, invoicing, payment and delivery. Stripe, SumUp, TWINT and PayPal may be involved in online purchases, depending on the payment method selected. SumUp and TWINT are used for in-person market sales. For certain course and experience bookings, payments and ticket issuance take place through Infomaniak Ticketing, which processes the data needed to provide that service. Payment providers process the data required to carry out transactions according to their respective roles and terms; Essensaciones does not need to store complete payment card details where payment is processed directly by those providers. Loyverse is used at the point of sale to issue receipts and, where relevant, record customer details for personalised receipts, accounting or gift vouchers.

7. Service providers and processors

We use external providers for hosting, email, storage, business management, accounting, payments and logistics. According to confirmation from our technical administrator, the website and WooCommerce are hosted by Infomaniak in Switzerland. Systems used include WooCommerce, Infomaniak Ticketing, Gestor de Cocina en Cloud, Loyverse, GastroSocial and the payment providers Stripe, SumUp, TWINT and PayPal. Each provider is involved only as needed for its role and under the applicable terms.

We also use Microsoft 365 and OneDrive for office work, email and document management. Accessing B2B documents hosted on OneDrive from the website involves an external service distinct from the website hosting. Our external accounting and tax adviser has authorised access, using their own credentials, to Gestor de Cocina en Cloud, Loyverse, GastroSocial, SumUp and Stripe to carry out professional duties. Such access must be limited to what each role requires and comply with applicable confidentiality and data protection obligations.

8. Disclosures and international transfers

We may disclose data to technology providers, payment and transport companies, accounting or tax advisers, and competent authorities where necessary to provide a service, manage a contractual relationship, comply with legal obligations or on another valid basis. The legal status of each recipient depends on its actual role: some providers process data on behalf of Essensaciones, while others may act as independent controllers.

According to our technical administrator, the website and WooCommerce are hosted by Infomaniak in Switzerland, and no other external providers with administrative access to WooCommerce customer data have been identified. This does not rule out processing by other services used by Essensaciones, including Microsoft 365 and OneDrive, Infomaniak Ticketing, payment platforms and business tools, which may involve access to or processing of data from other countries. Where required by applicable law, international transfers will rely on appropriate safeguards or another legally permitted mechanism.

9. Retention

Data are retained for as long as necessary for the relevant purposes and thereafter where a legal obligation or another valid justification applies. Under Swiss law, accounting records and supporting documents are generally retained for ten years after the end of the financial year. WooCommerce account data are not deleted automatically but require action by the user or administrator. Deleting an account does not necessarily entail deletion of invoices or other records subject to legal retention duties. Records may be kept in paper form, email and external platforms.

10. Security

We adopt technical and organisational measures to protect data against unauthorised access, loss, alteration or improper disclosure. The WordPress environment receives maintenance updates, uses Solid Security and has additional protection and server-configuration measures. Access to systems requires credentials; certain authorised external professionals, such as accounting advisers, use their own login details. These measures are reviewed and may be strengthened as necessary. No transmission or storage system offers absolute security.

11. Cookies, logs and web technologies

According to our technical administrator, the website currently uses only cookies necessary for its operation. Google Analytics has been removed, and the WooCommerce order attribution feature that generated an additional cookie has been disabled. We do not describe those features as active. The possible embedding of third-party content, such as YouTube videos, may involve processing by those providers when users interact with that content. Details of the cookies actually used are set out in the Cookie Policy. This Privacy Policy does not replace that specific information.

12. Rights of data subjects

Individuals may exercise the rights available under applicable law, including, where relevant, rights to information, access, rectification, deletion and disclosure or portability of data. They may also object to certain processing or withdraw consent where applicable, without affecting the lawfulness of prior processing. Registered users may amend their details or delete their account; they may also contact Essensaciones directly. Deletion may be limited by statutory retention requirements, including tax and accounting obligations.

Requests may be sent to essensaciones@essensaciones.com. We may request reasonable information to verify identity before handling a request. Where applicable, individuals may also contact the competent data protection authority.

13. Third-party links and services

Our website may contain links to or integrations with third-party websites, social networks, payment platforms and other external services. When users access third-party services directly, processing undertaken by those providers under their own responsibility is governed by their respective privacy policies. We recommend reviewing them before supplying personal data.

14. Changes to this Policy

We may update this Policy when our services, providers, processes or legal requirements change. The current version is the one published on the Essensaciones website.

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