

## **PVSYST SA**

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# Data Protection Policy

## **PVsyst SA**

*Updated : 11th November 2023*

### **1. Purpose/Overview**

PVsyst SA (hereinafter referred to as the "**Company**") considers the protection and confidentiality of its customers, suppliers, and employee's data to be of the utmost importance.

This Data Protection Policy reflects our desire to ensure compliance with the rules applicable to data protection in Switzerland (Data Protection Act) and in Europe (General Data Protection Regulation).

More specifically, this policy aims to provide information on how and why data is processed as part of the services provided.

If you have any queries regarding the processing of data by our services, please contact us by e-mail at [dpo@pvsyst.com](mailto:dpo@pvsyst.com)

### **2. Parties concerned**

This Policy applies to the Company's website visitors (\*.pvsyst.com), including holders of a web user account on the online sales website ([www.pvsyst.com/shop](http://www.pvsyst.com/shop)), as well as users of the Company's forum ([forum.pvsyst.com](http://forum.pvsyst.com))

This Policy applies to adults; minors are not authorised to use the Company's services without the prior authorisation of the person holding parental authority.

### **3. Purpose of data processing**

As part of the services provided, the Company is inevitably required to process personal data for the following reasons:

- Access to services: creating an account, placing an order, generating a quote or an invoice, etc.
- Automated e-mail communication: newsletters, licence expiry reminders, etc.
- Contact via contact forms on the website or by email
- Consulting services organisational process: making contact, scheduling, and implementing sessions, etc

The Company undertakes to process personal data for the sole purposes described above and guarantees that none of the data will ever be sold to a partner or a third party. On the other hand, whenever information is voluntarily published on the Company's website services (e.g. forum) by a user, the latter acknowledges that he/she is entirely responsible for any personal information transmitted, whatever the nature and origin of the information provided.

#### **4. Type of data collected and retention period**

The collected data and retention period are as follows:

- Professional identification and contact data (e.g. surname, first name, e-mail address, delivery address, invoicing address, telephone number, etc.) kept for the entire duration of the provision of the service, plus the statutory limitation period, which is generally 5 years. For accounts that have been inactive for more than 10 years, the personal information (email address, contact person) stored in the account is deleted.
- Web user account data is deleted if no connection is made for more than 2 years. A reminder will be sent to the user 3 months before the expiry date.
- Connection data (e.g. logs, anonymous IP address, etc.) are kept for a duration of 1 year
- Customer project data provided by email as part of a technical support request or for project support/consulting are kept for a duration of 2 years.

Only company employees providing technical or administrative support have access to the data.

Once the retention periods detailed above have expired, all personal data is deleted to guarantee confidentiality for future years.

The deletion of personal data is irreversible and does not allow it to be subsequently communicated. Anonymous data may be kept for statistical purposes.

In the event of a dispute, the Company is required to retain all data for as long as the case is ongoing, even after the retention periods described above have expired.

#### **5. Concerned Parties data protection rights**

The applicable data protection laws grant specific rights to concerned parties, which they can exercise at any time and free of charge, to control the use that is being made of their data.

These rights are:

- The right to access and copy personal data provided as long as this request does not conflict with business secrecy, confidentiality or the private nature of any communications.
- The right to correct personal data that is incorrect, obsolete, or incomplete.
- The right to object to the processing of personal data.
- The right to erasure ("right to oblivion") of personal data that is not essential to the proper functioning of the services.
- The right to restrict personal data, allowing its usage to be photographed in the event of a dispute over the lawfulness of its processing.
- The right to data portability, which allows part of the personal data to be retrieved so that it can be easily stored or transferred from one information system to another.

The Company is entitled to refuse to respond to any excessive or unjustified requests, particularly in view of their repetitive nature.

#### **6. Data access and dissemination**

The Company only communicates data internally to its employees who are duly authorised to process it to provide the required services. This may include staff responsible for implementing the service, accounting, or technical support.

The Company does not disclose any personal data relating to its customers and users to its suppliers or any external service providers.

During exchanges with clients, all the data transferred (logs, projects, components, simulation data, etc.) via the forms on the website and via the e-mail addresses [support@pvsyst.com](mailto:support@pvsyst.com) and [admin@pvsyst.com](mailto:admin@pvsyst.com), is solely used for the purpose of providing support to PVsyst software users and to the Company's customers. No data collected in this way is passed on to third parties or service providers.

## **7. Data protection**

The Company implements all the required technical and organisational means to guarantee data security on a day-to-day basis, specifically, to fight any risk of unauthorised destruction, loss, alteration, or disclosure of data.

## **8. Data localisation**

All collected data is stored on Swiss and European soil. The Company undertakes never to transfer this data outside these geographical areas.

## **9. Contact Details**

The Company's Data Protection Officer ("DPO") is available to explain in more detail how the Company processes data and to answer any questions on the subject, at the following address: [dpo@pvsyst.com](mailto:dpo@pvsyst.com)

The competent supervisory authority in the European Union is the CNIL ("*Commission nationale de l'informatique et des libertés*"), which can be contacted at the following address:

- By post : Service des plaintes de la CNIL, 3 place de Fontenoy – TSA 80751, 75334 Paris Cedex 07
- By phone : +33 (0) 1 53 73 22 22

The competent supervisory authority in Switzerland, and specifically for the canton of Geneva, is the *Préposé cantonal à la protection des données et à la transparence* (PPDT), who can be contacted at the following address:

- By post : Boulevard Helvétique 27, 1207 Genève – Suisse
- By email: [ppdt@etat.ge.ch](mailto:ppdt@etat.ge.ch)
- By phone : +41 (0) 22 546 52 40

## **10. Policy amendments**

This Policy may be amended at any time with a view to adapting it to new legal requirements or new processing operations that may be implemented in the future.