privacy policy

Data protection declaration from the Umzugs-shop

Responsible for the data processing that we describe here is:
Umzugs-shop, Defeminis Alessandro, Via Livurcio 14, 6622 Ronco sopra Ascona / info@umzugs-shop.ch
You can inform us of any data protection concerns at the above contact address or email.

1st Principle
In this data protection declaration we, the umzugs-shop, hereinafter referred to as the moving shop, we or us explain how we collect and otherwise process personal data. This is not an exhaustive description; If necessary, other data protection declarations or general terms and conditions, conditions of participation and similar documents regulate specific matters. Personal data refers to all information that relates to a specific or identifiable person. If you provide us with personal data about other people (e.g. family members, data from work colleagues), please ensure that these people are aware of this data protection declaration and only provide us with their personal data if you are allowed to do so and if this personal data is correct. This data protection declaration is designed to meet the requirements of the EU General Data Protection Regulation (“GDPR”), the Swiss Data Protection Act (“DSG”) and the revised Swiss Data Protection Act (“revDSG”). However, whether and to what extent these laws are applicable depends on the individual case.
We use the data you provide exclusively to fulfill and process your order. All customer data is stored and processed by us in compliance with the provisions of the Swiss Data Protection Act (you generally do not have a legal obligation to provide us with data). When you shopping online, we would like to point out that the umzugs-shop stores the customer's IP address using cookies to make shopping easier and for order processing. Furthermore, the following data is stored: name, address, email and telephone number. For business customers, if specified, also their company name and their VAT number. We need this data to fulfill the contract and to further process (ship) your order. Without this data (or the body or person you represent) we cannot conclude the contract. Furthermore, we will not pass on your personal data, including your home address and email address, to third parties without your express consent, which can be revoked at any time. This does not apply to our service partners who require the transmission of data to process the order, for example to the shipping company responsible for the delivery or to the credit institution responsible for processing the payment. In these cases, however, the scope of the data transmitted is only limited to the necessary minimum. We secure the website and other systems through technical and organizational measures against loss, destruction, access, alteration or distribution of your data by unauthorized persons. Access to your customer account is only possible after entering your personal password. You should always keep your access information confidential and close the browser window when you have finished communicating with us, especially if you share the computer with others. The website cannot be used if certain information to ensure data traffic (such as IP address) is not disclosed.

2. Identity credit check
If you choose the payment option of purchase on account from the umzugs-shop, we may obtain credit information from a credit agency based on mathematical and statistical methods to protect our legitimate interests. To do this, we transmit the personal data required for a credit check to a credit agency and use the information received about the statistical probability of non-payment to make a balanced decision about the establishment, implementation or termination of the contractual relationship. If you ask, we will be happy to tell you which credit agencies we contact.
2.1 External payment service providers
If you use an external payment service provider when placing your order, we do not store or collect this data. Umzugs-shop only receives and stores confirmations of accepted or rejected payments. The external payment service providers store and process further necessary data via their platforms that are necessary to process the selected payment method. Depending on the provider, this can be the following data: bank details, credit card number, year, passwords, checksums, TANs and contract data. Depending on the payment method selected, these providers can submit identity and credit checks to credit reference agencies. Further information and their data protection declaration can be found directly from the respective payment service provider.
2.2 CRIF
We would like to point out that payment histories, in particular regarding undisputed claims that are unpaid after the due date, as well as, if applicable, debt collection information and address data are transmitted to CRIF AG in Zürich for legitimate use as a credit reporting agency. CRIF will use the data to check your identity and creditworthiness and disclose it to authorized third parties.

Payment experiences can be analyzed by CRIF based on mathematical-statistical calculation methods for automated decision-making, particularly for assessing a person's creditworthiness. Further information can be found at: https://www.mycrifdata.ch/home/datenschutz/

3. Newsletters
Newsletters are only sent to customers at their express request. Registration for this takes place using the double opt-in procedure. This means that after registering you will receive an email that you must confirm again in order to register. You can unsubscribe from the newsletter at any time and can do so either by sending a message to the contact option described above or via a link provided for this purpose in the newsletter.

4. Contact form
To protect against spam and bots, our request forms are protected by Google reCAPTCHA. Google collects data such as IP address, time of visit, browser and usage information. All of the data you transmit to us from the contact form will only be forwarded, processed and stored by us for the purpose of processing your request. This data is processed in accordance with the legal guidelines of the Data Protection Act and is neither collected nor forwarded.

5. Use of cookies
We use cookies on various pages to make visiting our website attractive and to enable the use of certain functions. These are small text files that are stored on your computer. Most of the cookies we use are deleted from your hard drive at the end of the browser session (so-called session cookies). Other cookies remain on your computer and enable us to recognize your computer the next time you visit (so-called long-term cookies). These cookies are used to greet you with your user name and save you from having to re-enter your password or fill out forms with your data for subsequent orders. Our partner companies are not permitted to collect, process or use personal data via our website using cookies. You can set your browser so that you are informed about the setting of cookies, decide whether to accept them on a case-by-case basis, or generally exclude the acceptance of cookies. If you do not accept cookies, the functionality of our online shop may be restricted.

6. Collection and Use of Information
When you access the portal, various access data (e.g. IP address, date and time of access, name of the file accessed, etc.) is stored. There are no personal evaluations. Data is evaluated anonymously for statistical purposes, for example to determine how many accesses to the portal occur in a day. This data will be treated as strictly confidential and will not be passed on outside of the moving shop or made accessible to other third parties, unless this is required by applicable law and in particular by the responsible law enforcement authority.

7. Rights of the data subject
Within the framework of the data protection law applicable to you and to the extent provided for therein (such as in the case of the GDPR), you have the right to information, correction, deletion, the right to restrict data processing and otherwise to object to our data processing, in particular that for direct marketing purposes , profiling carried out for direct advertising and other legitimate interests in processing as well as the release of certain personal data for the purpose of transferring it to another location (so-called data portability). Please note, however, that we reserve the right to enforce the restrictions provided for by law, for example if we are obliged to store or process certain data, have an overriding interest in doing so (to the extent that we are entitled to rely on this) or use them for the assertion of requirements. If you incur any costs, we will inform you in advance. We have already provided information about the possibility of revoking your consent under Contact person for data protection. Please note that exercising these rights may conflict with contractual agreements and this may have consequences such as early termination of the contract or cost implications. We will inform you in advance if this is not already contractually stipulated. The exercise of such rights generally requires that you provide clear proof of your identity (e.g. by providing a copy of your ID, where your identity is otherwise not clear or cannot be verified). To assert your rights, you can contact us at the address given in Section 1. Every data subject also has the right to enforce their claims in court or to file a complaint with the responsible data protection authority. The responsible data protection authority in Switzerland is the Federal Data Protection and Information Commissioner (http://www.edoeb.admin.ch).

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8. Google Analytics with anonymized IP addresses

“Our website uses Google Analytics, a web analysis service provided by Google Inc. (“Google”). Google Analytics uses so-called “cookies”, text files that are stored on your computer and that enable your use of the website to be analyzed. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. However, if IP anonymization is activated on this website, your IP address will be shortened beforehand by Google within member states of the European Union or in other contracting states to the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and shortened there. On behalf of the operator of this website, Google will use this information to evaluate your use of the website, to compile reports on website activity and to provide other services related to website activity and internet usage to the website operator. The IP address transmitted by your browser as part of Google Analytics is not combined with other Google data. You can prevent the storage of cookies by setting your browser software accordingly; However, we would like to point out that in this case you may not be able to use all functions of this website to their full extent. You can also prevent Google from collecting the data generated by the cookie and relating to your use of the website (including your IP address) and from processing this data by Google by downloading the browser plug-in available under the following link and install [insert link here. The current link is http://tools.google.com/dlpage/gaoptout?hl=de].”

8.1 Social plugins from Facebook and Instagram So-called social plugins from the social networks Facebook and Instagram are used on our website. These services are offered by the companies Facebook Inc. and Google Inc. (“Providers”). Facebook is operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA ("Facebook"). Instagram is operated by Meta Platforms Ireland Ltd., 4 Grand Canal Square, Grand Canal Harbour, Dublin 2 Ireland (Instagram). You can find an overview of the plugins and their appearance here: http://developers.facebook.com/plugins or https://developers.google.com/+/plugins

If you access a page on our website that contains such a plugin, your browser establishes a direct connection to the Google, Facebook or Instagram servers. The content of the plugin is transmitted directly to your browser by the respective provider and integrated into the page. By integrating the plugins, the providers receive the information that your browser has accessed the corresponding page on our website, even if you do not have a profile on the relevant social network or are not currently logged in. This information (including your IP address) is transmitted from your browser directly to a server of the respective provider in the USA and stored there. If you are logged in to one of the social networks, the providers can directly assign your visit to our website to your profile on Facebook. If you interact with the plugins, for example by clicking the “Like” button or the “+1” button, the corresponding information is also transmitted directly to a server of the provider and stored there. The information is also published on the social network and shown to your contacts there. The purpose and scope of data collection and the further processing and use of the data by the providers as well as your related rights and setting options to protect your privacy can be found in the providers' data protection information.

Facebook data protection information: http://www.facebook.com/policy.php

Data protection information from Google: https://policies.google.com/privacy?hl=de

Data protection information from Instagram: https://help.instagram.com/519522125107875/?helpref=hc_fnav

If you do not want Facebook, Google or Instagram to directly assign the data collected via our website to your profile in the respective social network, you must log out of the relevant network before visiting our website.

8.2 Links to YouTube videos

We use videos from our YouTube channel to provide a simple explanation of the structure of our products. Since YouTube is a subsidiary of Google, Google's privacy policy applies. Information about the data protection guidelines for YouTube videos can be found under the following link: YouTube (Google) data protection information: https://policies.google.com/privacy?hl=de

9. Product Reviews

Reviews submitted in our shop are only possible for customers who have purchased the product being reviewed from us. In this way, we ensure that reviews can only be submitted by customers who have purchased the product. Before we publish reviews, we check them. Your name, if provided, will only be published for the respective product review.

10. Data Security

We take appropriate technical and organizational security precautions to protect your personal data from unauthorized access and misuse, such as issuing instructions, IT and network security solutions, access controls and restrictions, encryption of data carriers and transmissions, pseudonymization, controls.

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11. Right of withdrawal

In Switzerland there is no legally binding right of withdrawal for online shops. For this reason, we generally do not offer a right of withdrawal or return. However, we always strive to provide good customer service and decide on a case-by-case basis in order to be able to offer our customers the best possible service.

12. Changes

We may amend this privacy policy at any time without prior notice. The current version published on our website applies. To the extent that the Privacy Policy is part of an agreement with you, if we update it, we will inform you of the change by email or other appropriate means.

Date 14.06.2024