

Privacy Policy

1. GENERAL PROVISIONS

1.1 Basic principle

Furrer+Frey AG sets great store by the protection of its customers' personal data. Below we set out the principles according to which we collect and process personal data (information that determines your identity or makes it determinable for us; hereinafter also "data") via this website and other websites and applications operated by Furrer+Frey AG (hereinafter also "website"), and for what purposes.

We collect and process your personal data carefully, only for the purposes described in this Privacy Policy and only to the extent necessary for this purpose and within the framework of the applicable legal provisions. We will only store your personal data to the extent that and for as long as it is necessary to do so for the provision of our products, construction work, or services, or if we are required to do so by law.

Section 1 contains general information on data privacy, **Section 2** the provisions regarding data processing in connection with a requested service (products, construction work, or services provided by us), and **Section 3** contains further cases of the application of data processing.

1.2 Use of the website and cookies

We only request personal data where it is necessary for the provision of our own services (products, construction work, or services) and for the processing of business transactions between you and Furrer+Frey AG.

Our system automatically records technical information from the user's computer whenever our website is accessed. The information collected comprises the browser type and version used, the operating system, the internet provider and IP address of the user, the date and time of access, websites from which the user's system accesses our website, and websites that are accessed by the user's system via our website.

Furrer+Frey AG uses "cookies" to simplify the use of its website and other sites and applications operated by Furrer+Frey AG and to obtain input for improving the information and services accessible via the site. The personal data collected in this context are pseudonymised. Our Cookie Policy provides information about the use of cookies and analytics services on the Furrer+Frey AG website.

This data processing is based on Art. 6 para. 1(f) GDPR, as well as 235.1 Federal Act of 25 September 2020 on Data Protection (Data Protection Act, FADP), which was adopted on 25 September 2020, published on 6 September 2022 and entered into force on 1 September 2023. The link below will take you to the Fedlex website, the publication platform for federal law, where you can read or download the Federal Act on Data Protection:

[SR 235.1 – Federal Act of 25 September 2020 on Data Protection \(Data Protection Act, FADP\) \(admin.ch\)](#)

If you have any further questions on the subject of data protection, you can access the Federal Data Protection and Information Commissioner (FDPIK) website via the link below, where you will find the FAQ on data protection:

[FAQ on data protection \(admin.ch\)](#)

1.3 Services from third parties

We use the services of specialised third parties in order to carry out our activities and operations in a sustainable, user-friendly, secure, and reliable manner. Such services enable us to, among other things, embed functions and content in our website. In the context of such embedding, the services used record the internet protocol (IP) addresses of the users at least temporarily for technical reasons.

1.3.1 Services from Google

Providers: Google LLC (USA) / Google Ireland Limited (Ireland) for users in the European Economic Area (EEA) and Switzerland; general information on data protection: [“Privacy and security principles”](#), [Privacy Policy](#), [“We are committed to complying with applicable data protection laws”](#), [“Google product privacy guide”](#), [“How Google uses information from sites or apps that use our services”](#) (information from Google), [“How Google uses cookies”](#), [“My Ad Center”](#) (activation/deactivation/settings).

- **Google Maps** including **Google Maps Platform**: map service; provider: Google; information specific to Google Maps: [“How Google uses location information”](#).
- **Google reCAPTCHA**: spam protection (distinguishing between comments from humans and unwelcome ones from bots, as well as spam); provider: Google; information specific to Google reCAPTCHA: [“What is reCAPTCHA?”](#)
- **Google Tag Manager**: integration and management of other services for performance and reach measurement, as well as other services from Google and third parties; provider: Google; information specific to Google Tag Manager: [“Data collected by Google Tag Manager”](#); for further information on data protection, see the individual services that are integrated and managed.

1.3.2 Hosting

We use the services of specialised third parties to access the digital infrastructure required in connection with our activities and operations.

These include, for example, hosting and storage services from selected providers:

- MiroNet AG
- DV Bern AG

1.3.3 Social media presence

You will find links to social media networks within our online offer that take you to our presence on the following networks:

- X Corp. (Market Square, 1355 Market St suite 900, San Francisco, CA 94103, USA)
- LinkedIn (LinkedIn Ireland Unlimited Company, Attn: Legal Dept. [Privacy Policy and User Agreement] Wilton Plaza, Wilton Place, Dublin 2, Ireland)

When you click on a link to one of our social media profiles, a direct connection is established between your browser and the server of the social network concerned.

1.4 Storage of customer data

Furrer+Frey AG generally retains personal data collected from customers for ten years following the last processing stage for accounting reasons. We store other data for as long as this is necessary for the performance of the contract and to protect our rights. The length of time is subject to longer legal and operational storage obligations/reasons.

Personal data collected for marketing purposes are usually deleted as soon as the relevant purpose has been fulfilled.

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If you have any further questions on the subject of data protection, you can access the Federal Data Protection and Information Commissioner (FDPIC) website via the link below, where you will find the FAQ on data protection:

[FAQ on data protection \(admin.ch\)](#)

1.5 Data protection

We protect your personal data through appropriate technical and organisational security measures and store them exclusively on secure servers. The website is secured against loss, destruction, and manipulation, as well as against access, modification, or distribution by unauthorised persons through measures that correspond to the current state of the art. Sensitive data in particular, such as contact details including e-mail addresses or information on business transactions, are encrypted (SSL) when transmitted via the internet.

However, Furrer+Frey AG does not guarantee the backup of your data – it is your responsibility to always make an up-to-date backup of the data transmitted in relation to completed business transactions, and to store it independently of the website.

1.6 Rights of customers

You have the right of access to your data, the right to the rectification, erasure, and portability of your data, and also the right to restrict the processing of your data.

These rights are subject to Section 1.4, “Storage of customer data”, and other legal exceptions.

You have the right to object to the processing of your personal data. This objection applies only to the future and does not affect the processing carried out to date. If Furrer+Frey AG is no longer able to provide the services contractually agreed with you as a result of your objection, this objection shall be deemed to be a breach of contract by the customer, and Furrer+Frey AG shall be entitled to terminate the contract with you without notice. Contractually entered payment obligations on the part of the customer shall continue to apply.

To exercise these rights, you can contact Furrer+Frey AG at the address given in Section 1.7 or use the contact form for data protection.

Should Furrer+Frey AG fail to comply with applicable data protection law, you have the right to lodge a complaint with the competent supervisory authority.

1.7 Contact

If you have any questions about this Privacy Policy or data protection at Furrer+Frey AG, please contact:

Furrer+Frey AG

Data Protection Officer
Thunstrasse 35
P.O. Box 182
3000 Bern 6
Switzerland
datenschutz@furrerfrey.ch

We would like to point out that only enquiries relevant to data protection will be answered. For questions concerning our offering (products, construction work, or services) or for complaints, please contact our customer service staff at schweiz@furrerfrey.ch.

1.8 Representation in the European Union (EU)

Furrer+Frey AG is represented via three national subsidiaries in the European Union (EU):

Furrer+Frey Deutschland GmbH

Gerhard-Sedlmayr-Strasse 25
12487 Berlin
Germany
Tel.: +49 30 322 93 15 13
Mobile: +49 151 1886 2121
E-mail: deutschland@furrerfrey.de
<https://www.furrerfrey.de/>

Furrer+Frey Italia s.r.l.

Piazza S. Leonardo
da Porto Maurizio 16
00125 Rome
Italy
Tel.: +39 06 98 93 70 98
Fax: +39 06 98 93 70 97
Mobile: +39 34 86 89 96 85
E-mail italia@furrerfrey.it

Furrer+Frey GB Ltd

Overhead Contact Lines
39 Evelyn Street
Beeston
Nottingham NG9 2EU
United Kingdom (UK)
Tel.: +44 20 3740 5455
Mobile: +44 78 2525 8397
E-mail gb@furrerfrey.co.uk

1.9 Updates

We review our Privacy Policy on a regular basis and will update it as necessary. We will inform you about significant changes (e.g. on our website).

2. PROCESSING OF PERSONAL DATA IN CONNECTION WITH THE EXECUTION OF BUSINESS TRANSACTIONS

2.1 Purpose of data processing

In particular, Furrer+Frey AG processes the personal data of its customers for the purpose of executing business transactions that include, comprise or concern

- the purchase of our products,
- the use of our planning and engineering services,
- the receipt of our assembly and construction services, or
- the receipt of our consulting and IT services.

This includes the receipt of personal data from third parties, insofar as such data are provided by the customer and are considered a necessary prerequisite for the processing of business cases. The relevant data concern third parties whose involvement is necessary for a given business transaction (e.g. subcontractors, engineering offices, and/or consortia, as well as representatives commissioned by the customer to handle the transaction [e.g. customer representatives, overall site management, and accompanying third parties]).

This data processing is based on Art. 6 para. 1(f) GDPR, as well as 235.1 Federal Act of 25 September 2020 on Data Protection (Data Protection Act, FADP), which was adopted on 25 September 2020, published on 6 September 2022 and entered into force on 1 September 2023.

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2.2 Disclosure of data to authorities in Switzerland and abroad

Furrer+Frey AG is subject to statutory disclosure and accountability obligations, as well as obligations to provide proof to authorities to the extent provided for and permitted by the respective laws in specific cases.

If there is sufficient need on the part of the authorities to create a legal requirement for the disclosure and/or transfer of data, Furrer+Frey AG will transfer such data to the authorities to the extent permitted by law.

Furrer+Frey AG will not pass on any data to official bodies on its own initiative without a sufficiently legitimate official request.

2.3 Data processing by third parties in Switzerland and abroad

Furrer+Frey AG also arranges for personal data to be processed by third parties in Switzerland and/or abroad (including countries whose legislation does not guarantee adequate data protection) for the purpose of operating the website and fulfilling the purposes stated in this Privacy Policy. In the case of countries whose legislation does not guarantee adequate data protection, processing is carried out by the following Furrer+Frey AG national subsidiaries or states of domicile:

CHINA

FurrerFrey Electrification (Guangzhou) Limited

Room 604, Jinhai Cultural and Creative Centre
142 Yuhe Road
Shunde District, Foshan
People's Republic of China
Postal Code: 528315

INDIA

Furrer&Frey India Private Ltd

C-585, Basement Suite Z-136
Defence Colony
New Delhi, South Delhi
Delhi, India

This allows Furrer+Frey AG to ensure that, in the case of data transfer to countries without adequate data protection, the necessary measures (usually the conclusion of recognised data protection agreements, e.g. based on EU standard contractual clauses) are taken to protect the personal data in accordance with the applicable data protection law.

Furthermore, Furrer+Frey AG does not transfer any data generated by business transactions in Switzerland or the EU to any other countries, i.e. to China, India, or other non-EU countries.

The external recipients of personal data comprise:

- service providers involved in the operation of websites and IT solutions;
- transport companies responsible for the transport of materials;
- customs authorities for the customs clearance of material in international traffic;
- insurance companies in the arrangement of transport insurance services;
- banks in the arrangement of letters of credit in business transactions;
- government agencies and authorities, insofar as the legal requirements for this are fulfilled (see Section 2.2).

3. CASES OF APPLICATION

3.1 Service providers involved in websites and IT solutions

Furrer+Frey AG allows third parties it commissions and who are responsible for operation, security, and updating, as well as further development of the website and IT tools, to access data to the extent necessary in order to be able to perform the relevant work properly. These third parties must comply fully with all legal data protection requirements and also provide proof of the security of their data-handling activities.

3.2 Transport and customs clearance

If a business transaction is concluded in which, for example, the customer purchases material from Furrer+Frey AG and is domiciled abroad (place of delivery), Furrer+Frey AG shall forward all necessary data to the company (freight forwarder, airline, sea freight, etc.) responsible for transport (preparation of consignment note).

If material is transported across a national border and declaration or customs clearance is required for the material, Furrer+Frey AG shall forward all data required for customs clearance to the customs authorities and/or the third party commissioned with the customs clearance.

3.3 **Insurance companies and banks**

If transport, storage, or assembly insurance is taken out as part of a business transaction, or if such insurance cover is requested by the customer, Furrer+Frey AG shall forward all data required for the conclusion of the insurance cover to the insurance carriers.

If letters of credit are arranged with a bank as part of a business transaction, or if such letters are requested by the customer, Furrer+Frey AG shall forward all data for the conclusion of such letters of credit to the relevant bank.

Last updated: 13 March 2023