

Data protection

1. Data protection

1.1. Syntax Translations Ltd (hereinafter referred to as "Syntax") takes the protection of your privacy and the security of your personal data very seriously. These data protection regulations, together with our General Terms & Conditions, form the basis for the processing of personal data that we receive through your use of this website (hereinafter referred to as the "website") and explain which cookies we use. Your personal data is always processed in accordance with the applicable data protection legislation and for the purposes for which the data was provided. Please read the following regulations carefully so that you understand our position and the procedure we use to process your personal data, what we do with it and how we use cookies.

2. Types of data collected

2.1. We may collect and process the following data about you:

2.1.1. Information that you provide by filling out forms on this website. This includes information that you provide when registering to use our website, logging on to our job processing system, ordering specific documents or enquiring about services. We may also ask you for information if you take part in events or advertising campaigns organized by us or if you report a problem with our website or job processing system.

2.1.2. If you contact us, we may store records of correspondence or conversations.

2.1.3. We may further ask you to take part in surveys for research purposes. However, participation in such surveys is voluntary.

2.1.4. Individual details about your visits to our website. If you use our digital offerings, even without providing any information, our web server technology automatically records general technical visitor information in log files.

3. Where your personal data is stored

3.1. All data that you provide us with is stored on our secure servers. If you receive a password from us or create one yourself in order to access specific areas of our website, you are responsible for keeping this password confidential. We will never ask you to disclose your password.

3.2. Unfortunately, data transfer over the Internet is not completely secure. Although we do our utmost to protect your personal data, we cannot guarantee the security of data that you transfer to this website. All data transfer is at your own risk. Once we have received your data, we employ strict procedures and security functions to prevent unauthorized access to this data.

4. How data is used

4.1. Stored data about you is used by us in the following manner:

4.1.1. To ensure that the content on this website is presented in a way that is as effective as possible for you and your computer.

4.1.2. To provide information and services that you request or that we believe you may be interested in, on condition that you have consented to be contacted for such purposes.

4.1.3. To fulfil our obligations under any agreements that we have concluded with you.

4.1.4. To enable you to benefit from interactive services, should you so desire.

4.1.5. To notify you about changes to our services.

4.1.6. To create and manage your personal account.

4.1.7. To test and improve the systems via which our services are provided.

4.1.8. To prevent misuse or non-compliant use of our services.

4.1.9. To send you surveys (either ourselves or via third parties acting on our behalf) regarding your satisfaction with our services and your general impressions of Syntax.

4.2. Existing contacts of Syntax are regularly informed electronically (e.g. by e-mail or newsletter) about services and the company Syntax Translations Ltd. You may unsubscribe to this newsletter at any time at the click of a button.

4.3. We pass on your personal data only if you have expressly consented to it, if there is a legal obligation to do so or if this is necessary to assert our rights, especially to press claims arising out of contractual relations.

We also pass on your data to third parties if this is required for contractual fulfilment. To this end, we give the required data to subsidiaries, transport companies, banks and other service providers. These service providers use your data exclusively for contractual fulfilment, but not for any other purposes.

4.4. When you use this website, we may also collect specific information about your use of the site, although this information cannot be used to identify you personally. This information is generally collected as "traffic" data and may be collected and stored automatically whenever you interact with this website. This data includes, for example, the IP address and host name of your computer, browser information and the domain name of the reference site. This data is stored every time you visit our website and may be used to gain insight into visitor numbers and behaviour on this website. However, this information never contains any data that could be used to identify you personally. It is used for analytical purposes and to improve this website so that it can be made as user-friendly as possible for our customers. Please read the section about cookies and spyware for further information about our use of cookies and when we ask for your consent.

5. Data disclosure

5.1. We may disclose your personal data to third parties in the following cases:

- 5.1.1.** To provide our services to natural persons or legal entities that manage our website (e.g. our Internet service providers) or to offer services you have requested. Any third parties commissioned by us are obliged to provide the same level of security as Syntax with regard to the protection of your personal data.
- 5.1.2.** To provide services commissioned by us and in our name, for example, to process orders, send e-mails, manage databases, analyse data, provide marketing support, conduct and analyse surveys, provide personalized advertising, evaluate search queries and provide support. The third parties that undertake such work have access only to the personal data required to perform their duties. They are obliged not to use the data for any other purposes. They are further obliged to process personal data within the framework of these data protection regulations and in accordance with the applicable data protection legislation.
- 5.1.3.** If Syntax is acquired by a third party. In this case, the personal data about customers shall constitute part of the transferred assets.
- 5.1.4.** If we are required to disclose or pass on your personal data because we are legally obliged to do so, to press or assert our conditions of use or other agreements or to protect the rights, property or security of Syntax, our customers or others. This shall also include exchanging information with other companies and organizations to combat fraud and limit credit risk.

6. Your rights

- 6.1.** Consent you have given to process your data may be revoked by you at any time with effect for the future by contacting us by e-mail or post. You may request information at any time about the personal data about you stored by us as well as the purpose of the storage thereof. Within the framework of the legal regulations, you also have the right to the correction, blocking or deletion of your data. To exercise your rights or if you have any other questions, please write to the following address: Syntax Translations Ltd, Flüelastrasse 27, 8047 Zurich, Switzerland, or mail@syntax.ch
- 6.2.** You have the right to reject our use of specific cookies. For further information about this, please consult the section on cookies.
- 6.3.** Now and again, this website may contain links to or from the websites of partner networks, advertising partners and associated companies. If you follow the links to these websites, please note that these websites have their own data protection regulations and that we cannot be held liable or responsible for these regulations. Please read the relevant data protection regulations before providing personal data on these websites.

7. Cookies and spyware

7.1. Use of cookies and spyware

- 7.1.1.** We never install spyware on your computer, nor do we use any spyware to gain access to data on your computer.
- 7.1.2.** Like many other website operators, we use what are known as cookies. These are files that are saved on your computer's hard drive via your browser to collect and store specific information about you.
- 7.1.3.** Most browsers accept cookies automatically, but enable users to block the use of cookies. The help menu of most browsers contains information about how to set your browser to prevent it accepting new cookies, how the browser notifies you when you receive a new cookie and how you can deactivate cookies completely. You can also delete or deactivate cookies that you have previously accepted.
- 7.1.4.** We recommend leaving cookies "activated" so that you can make optimal use of the website. If you have set your browser to block all cookies (even those that are absolutely necessary), you may not be able to access some parts of the website.
- 7.1.5.** We have stored certain cookies on your device and recommend that you agree to the use thereof. If not, although you will be able to continue using the website, some parts may not work either at all or to the full extent.

7.2. We use the following cookies

- 7.2.1.** Amongst other things, we use Google Analytics, a service of Google, Inc. (Google) to analyse your use of the website. The data generated by Google Analytics is subject to the data protection regulations of Google, transferred to Google and stored on Google servers in the United States. Before being transferred, the data is anonymized by removing the last eight digits of your IP address. The data is then processed by Google on our behalf to analyse your use of the website, create reports about website activity and enable other services associated with Internet use to be offered. Google does not associate your IP address with other data stored by Google. You may refuse the use of cookies for the aforementioned purposes by making the relevant setting in your browser. However, this may prevent the website from being fully functional. You can also opt out of the collection and processing of your user data (and your IP address) by downloading an add-on for your current browser from <http://tools.google.com/dlpage/gaoptout?hl=en> and then installing it. For further information about how Google uses your data, please consult <http://www.google.com/analytics/learn/privacy.html>.
- 7.2.2.** For visitors accessing our website from the People's Republic of China (PRC), we may use the Site Monitor services of the provider Miaozen Ltd., Beijing, PRC, whose servers are located in the PRC, instead of Google Analytics for the same purposes and with the same restrictions. To deactivate the Site Monitor services, go to http://i.miaozen.com/cookie_opt.html.
- 7.2.3.** Cookies for social media. These cookies enable you to share the content of this website on social media platforms (e.g. Facebook and LinkedIn). We have no control over these cookies because they are stored by these social media platforms themselves.

7.2.4. Advertising cookies. These cookies enable us to use the interest you have shown in our products and services by visiting our website in order to display advertising tailored to you on the websites of third parties. These cookies only collect anonymous data that does not enable you to be identified personally.

7.2.5. We use interest-based advertising on our website. This also includes the retargeting and remarketing technologies of third parties, for example:

DoubleClick: <https://code.google.com/archive/p/google-opt-out-plugin/>

Google Analytics Advertising Features: <https://tools.google.com/dlpage/gaoptout/>

Facebook: <https://www.facebook.com/help/164968693837950>

Gonnado: <https://gonnado.com/en/>

7.2.6. The non-personal data collected via Google Analytics Advertising Features may be used to generate demographic, interest and network-impression reports.

8. Changes to our data protection regulations

8.1. Any changes we may make to our data protection regulations in the future will be announced on this page. Existing customers will be notified about the change.

9. Contact

9.1. Should you have any questions about our data protection regulations, please write to mail@syntax.ch

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