

# INTECHFLOOR

## Personal Data Processing Policy

*In accordance with GDPR, DPA and LPrD*

Current version — 29 April 2026

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### Introduction

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#### Dear Customer,

In order to provide you with the information you may request about Intechfloor products, to perform the contracts we conclude with you, and to comply with laws and regulations, we need to collect and process certain personal data.

The processing of personal data of our Customers will in all cases be based on the principles of fairness, lawfulness, transparency and protection of the confidentiality and rights of the data subject, in accordance with the provisions of the DPA, LPrD and GDPR, as well as any applicable national legislation.

One of our main obligations is to inform you (the 'data subject') about the processing of your personal data. In accordance with Regulation (EU) 2016/679 (GDPR), the Federal Act on Data Protection (DPA) of 19 June 1992, and the Vaud Canton Act on Personal Data Protection (LPrD) of 11 September 2007, we provide you with this information notice.

- processing of data collected in connection with your request for a quotation for our products;
- performance of a contract with you;
- use of Intechfloor applications operating with our flooring systems;
- provision of installation and customer support services.

### 1. Data Controller and Contact Details

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The data controller is:

<b>Company</b>	Intechfloor SA
<b>Registered office</b>	Avenue de la Gare 4, 1003 Lausanne
<b>Legal form</b>	SA
<b>Data protection email</b>	dataprotection@intechfloor.com

**Data Protection Officer (DPO)**

JS Moinier

**DPO email**

dataprotection@intechfloor.com

The data controller can be contacted for any question regarding the processing of personal data at the email address indicated above, or by registered mail to the registered office, for the attention of the Data Protection Office.

## 2. Data Recipients

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Your personal data are, or may be, disclosed to the following recipients:

- Intechfloor staff.
- Third parties responsible for maintenance and repair of software, databases and applications, insofar as such disclosure is necessary for the exercise of their activities.
- Sales agents, retailers, distributors, etc. tasked by the controller with responding to your requests or assisting in the performance of contracts.
- Third parties responsible for the delivery and/or installation of products (logistics services, shipping companies, specialised labour, etc.).
- Third parties responsible for technical operations required to provide quotations, feasibility studies, measurements, etc.
- Third parties responsible for administrative tasks (issuing invoices, preparing documentation for tax authorities, etc.).
- Third parties providing communication, data storage, data sharing, newsletter, cloud storage services, etc.
- External lawyers and consultants, only where their assistance may be required for concluding contracts or in case of disputes.
- Any other category of recipients to whom the controller must communicate personal data in order to fulfil obligations or comply with legal requirements.

## 3. Categories of Personal Data Processed

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### 3.1 Common data

- First and last names
- Company names
- Postal addresses
- Email addresses
- Phone and fax numbers
- Invoice and payment data

### 3.2 Sensitive data

In principle, the controller does not collect or process special categories of sensitive data (racial or ethnic origin, political opinions, religious beliefs, biometric data, health data, etc.).

## 4. Purposes and Lawfulness of Processing

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Personal data are processed on the following legal bases:

- The data subject's consent for one or more specific purposes (newsletter, targeted advertising, surveys, etc.).
- The necessity of processing for the performance of a contract or for pre-contractual measures at the data subject's request.
- The necessity of processing to ensure the proper functioning of products provided by Intechfloor.
- The necessity of processing to comply with a legal obligation (issuing and retaining invoices, etc.).
- The necessity of processing for the legitimate interests pursued by the controller, unless overridden by the fundamental rights of the data subject.

## 5. Processing Methods

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Personal data are processed by automated and non-automated means for the duration strictly necessary to achieve the purposes for which they were collected.

Specific security measures are observed to prevent data loss, unlawful or incorrect use, and unauthorised access.

No transmission of data over the internet can be considered 100% secure. The controller undertakes to implement reasonable means to protect personal data, but cannot guarantee the total security of exchanged information.

## 6. Data Retention Period

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Personal data will be retained for the period strictly necessary. In particular:

Processing category	Retention period
Performance of a contract (including application data)	Duration of the contract + applicable limitation period
Pre-contractual requests	Period necessary to respond + 24 months
Legal obligations or authority orders	Period set by law or authority

Legitimate interest of the controller	As long as the legitimate interest persists
Consent-based processing	Until the data subject withdraws consent

Withdrawal of consent does not affect the lawfulness of processing carried out before such withdrawal.

## 7. Rights of Data Subjects

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At any time, data subjects whose personal data have been collected by the controller have the right to:

- request access to their personal data;
- obtain their rectification or erasure;
- restrict the purposes of processing or object to processing;
- obtain data portability.

Where processing is based on consent, the data subject may withdraw consent at any time without affecting the lawfulness of prior processing.

These rights may be exercised by sending a specific request to:

**Data protection email**

[dataprotection@intechfloor.com](mailto:dataprotection@intechfloor.com)

### 7.1 Right to lodge a complaint with a supervisory authority

The data subject may also lodge a complaint with a supervisory authority, in particular:

- In Switzerland: Federal Data Protection and Information Commissioner (FDPIC) — [edoeb.admin.ch](mailto:edoeb.admin.ch)
- In the Canton of Vaud: Rue Saint-Martin 6, PO Box 5485, 1002 Lausanne — [info.ppdi@vd.ch](mailto:info.ppdi@vd.ch)
- For EU Member States: [edpb.europa.eu](http://edpb.europa.eu)

## 8. Mandatory or Optional Nature of Data

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For data required to fulfil legal obligations or contractual commitments, providing the data is **MANDATORY**. Refusal may result in the controller being unable to provide the requested information, services or products.

For consent-based processing (e.g. newsletter subscription), consent is **OPTIONAL** and may be withdrawn at any time by contacting: [dataprotection@intechfloor.com](mailto:dataprotection@intechfloor.com).

## 9. Transfer to Third Countries

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Personal data provided to and processed by the controller are not transferred to third countries (i.e. outside Switzerland and the European Union).

## 10. Additional Information

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Full text of the referenced legislation:

- [DPA – Federal Act on Data Protection \(Switzerland, 1992\)](#)
- [LPrD – Canton of Vaud Personal Data Protection Act \(2007\)](#)
- [GDPR – EU Regulation 2016/679](#)