



Privacy Policy

Effective Date: 1st Jan 2024

Last Updated: 19 th May 2026

At **nu glass SA**, we are committed to protecting your privacy and ensuring the security of your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website, in strict compliance with the **Swiss Federal Act on Data Protection (FADP / LPD)** and, where applicable, the **EU General Data Protection Regulation (GDPR)**.

1. Data Controller (Responsible du traitement)

The entity responsible for processing your personal data is:

- **Company Name:** nu glass SA
- **Postal Address:** Route de Champ Colin 2A, 1260 Nyon
- **Email:** contact@nu.glass

2. Information We Collect and Purposes

We collect and process your personal data for specific and limited purposes:

- **A. Contact Data (Personal Information)**
 - **What we collect:** Name, email address, phone number, and any information you voluntarily provide through our contact form.
 - **Purpose:** To respond to your inquiries, provide customer support, and fulfill your requests.
 - **Lawful Basis (GDPR/FADP):** Your explicit consent or our legitimate interest in handling customer inquiries.
- **B. Technical & Usage Data**
 - **What we collect:** IP address, browser type, operating system, referring URLs, and your interactions with our website.
 - **Purpose:** To analyze website performance, optimize user experience, and maintain IT security (detecting fraud or cyberattacks).
 - **Lawful Basis (GDPR/FADP):** Our legitimate interest to secure and improve our website, or your consent for tracking cookies.

nu glass SA

Route de Champ Colin 2a

1260 Nyon, Switzerland

hr@nu.glass - +41 78 335 45 96

3. Data Retention Period (Durée de conservation)

We will only store your personal data for as long as necessary to fulfill the purposes for which it was collected or to comply with Swiss legal retention obligations (e.g., commercial or tax laws):

- **Contact inquiries:** Data is stored for a maximum period of **3 years** from the date of our last interaction with you.
- **Technical logs and cookies:** Analytical data and cookies are stored for a maximum of **13 months**.

4. Data Security

We implement appropriate technical and organizational security measures (including SSL/TLS encryption for data transmission, restricted access, and secure hosting) to protect your personal data against unauthorized access, alteration, disclosure, or destruction.

5. Data Disclosure and International Transfers (Lieu de stockage)

We do not sell, rent, or trade your personal data. Your data is primarily processed and stored on secure servers located in **Switzerland** or within the **European Economic Area (EEA)**.

If any of our trusted service providers (processors) transfer or store data outside of Switzerland or the EEA (for instance, in the United States), we ensure that an adequate level of data protection is guaranteed, notably through the use of Standard Contractual Clauses (SCCs) approved by the Swiss Federal Data Protection and Information Commissioner (FDPIC) and the European Commission.

6. Your Rights

Under the Swiss FADP and the EU GDPR, you have the following rights regarding your personal data:

- **Right of Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request that we correct inaccurate or incomplete data.
- **Right to Erasure ("Right to be Forgotten"):** You can request the deletion of your personal data.
- **Right to Restrict or Object to Processing:** You can object to or restrict how we use your data.
- **Right to Data Portability:** You can request a copy of your data in a structured, machine-readable format.
- **Right to Withdraw Consent:** Where processing is based on your consent, you can withdraw it at any time.

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To exercise any of these rights, please contact us at: contact@nu.glass. We will respond to your request within 30 days.

7. Right to Lodge a Complaint

If you are dissatisfied with how we handle your data, you have the right to contact the competent supervisory authority:

- **In Switzerland:** The Federal Data Protection and Information Commissioner (**FDPIC / PFPDT**) (www.edoeb.admin.ch).
- **In the EU:** Your local national data protection authority (e.g., the CNIL in France).

8. Changes to This Policy

We reserve the right to update this Privacy Policy at any time to reflect changes in our practices or legal obligations. Any updates will be published on this page with a revised "Last Updated" date.