

Privacy Policy

Data protection

The protection of your personal data is very important to us. For this reason, we handle your personal data with great care and in accordance with the applicable statutory data protection provisions.

In this Privacy Policy, we inform you about our data processing methods and explain which data is handled by us upon you visiting this website.

Who is the owner of the collected data?

The owner of the collected data is Rail & Road AG Kanalservice, Leberngasse 7, 4603 Olten.

Which data do we collect?

In principle, it is possible to use our website without being required to disclose personal data. In accordance with general practice, certain data, such as IP addresses and other usage information, is automatically collected, anonymised, analysed and processed by our web analytics software. By using our digital presence, you provide your consent to the collection, utilisation and disclosure of such data in accordance with the provisions of this Privacy Policy.

Automatic logging

Our web servers automatically log every visit in a temporary log file. User-specific data (e.g. the IP address of the requesting computer, identification data of the used browser, the operating system of the requesting computer, the volume of data transferred, the name of the Internet service provider, the date and time of access) and technical data (e.g. the name and URL of the referring website if the website was accessed via a link and, additionally, the search term if it was accessed via a search engine) are logged and analysed on an anonymous basis. First and foremost, this data is required to enable the use of our content (connection set-up) and is also used for system-related purposes, including technical administration and system security.

We do not use your data for any other purposes, unless you have also provided your express consent to additional data processing when using certain services.

Additional data processing

We only process personal data if you send it to us (e.g. by completing an online form or sending us a message via one of our contact forms).

In such cases, we will only ask you to provide the personal data that we require to perform the offered services. The information you provide us with is recorded in our IT systems.

How do we use your data?

Collecting data helps us to develop and improve our digital presence and to optimise our range of services. We use the collected data for the following purposes:

- To enable you to use our digital presence (establishment of a connection).
- For the internal management of the website (e.g. technical administration and the maintenance of system security).
- To optimise user-friendliness, we collect statistics about user behaviour on our websites. This data is analysed on an anonymous basis.
- To tailor our website to specific target groups (with targeted content or information on the website that may be of interest to you).
- To prevent fraud and improve the website's security.
- Other purposes in accordance with a contractual agreement and the associated Conditions of Participation or General Terms and Conditions.

Cookie policy

What is a cookie?

A cookie is a text file with short data sequences (a sequence of letters and numbers) that by itself cannot perform any operations. This text file is transferred to your browser by the web server when you visit a website. The cookie is stored on your local computer. There are two different types of cookies: temporary cookies and permanent cookies.

We use both temporary cookies, which are automatically deleted from your mobile end device or computer at the end of the browser session, and permanent cookies, which remain on your computer or mobile end device for up to ten years after the browser session. These are deactivated automatically after the programmed time.

How safe is it to enable cookies?

It is safe to enable cookies. When using a third-party computer, however, we recommend deleting the cookies and your browser history to prevent subsequent users from being able to see your surfing behaviour.

How do we use cookies?

We use cookies to carry out an anonymous analysis of general user behaviour. Our objective is to optimise our digital presence, make it easier to use, make finding content more intuitive and allow for it to be developed and structured more clearly. It is important to us to make our digital presence user-friendly and tailor it to your needs. This allows us to optimise the website with targeted content or information that may be of interest to you.

Web analytics service

The web analytics service uses cookies, which evaluate the use of our digital presence to obtain information in order to improve our services and carry out a statistical analysis of our visitor traffic. It is not possible to trace the identity of individuals. You can prevent cookies from being stored by adjusting the settings of your browser software accordingly.

How can I prevent the use of cookies and web analytics tools?

Most web browsers accept cookies automatically. You can, however, instruct your browser not to accept cookies or to prompt you before accepting a cookie from a website you visit. You can also delete cookies on your computer or mobile end device using the applicable feature in your browser.

To enable or disable cookies in your web browser:

Check which web browser you are using and then select the relevant link below. On the page you are taken to, you will find instructions on how to enable or disable cookies in your web browser.

- [Google Chrome](#)
- [Firefox](#)
- [Internet Explorer](#)
- [Safari](#)

If you opt not to accept our cookies or cookies and tools from our partner companies, you will not be able to see certain information on our websites or use some features that improve your visit.

Further information on the use of cookies can be found at www.allaboutcookies.org

Will we disclose your data to anyone else?

Should Rail & Road call on third parties for the provision of services, it shall be authorised to make the required data available to them for this purpose. These third parties are subject to the same obligations with regard to data protection as Rail & Road itself. Apart from this, personal data is not disclosed to third parties or otherwise transmitted without your express consent. We retain your information for no longer than necessary and treat it as confidential.

Your rights

Right to access and information

Should you have any questions regarding the processing of your data, you can contact us on +41 61 717 17 95.

If you would like to contact us via e-mail, please note that e-mails are not encrypted and are thus exposed to the security risks typical for this communication type.

Amendment, blocking and deletion/withdrawal of consent

If you would like any data to be amended, blocked or deleted, you can apply in writing together with a copy of your passport or ID to the following address: Rail & Road AG Kanalservice, Leberngasse 7, 4603 Olten. If the deletion of such data is not permitted for statutory or contractual reasons or under tax law, in particular with a view to statutory retention periods, the data will be blocked instead of deleted.

How secure is your data?

The data we collect and save is handled confidentially and protected against loss and manipulation as well as against unauthorised access by third parties using appropriate technical and organisational precautions. The information exchanged between your hardware (end devices and browser) and us is encrypted. We do not accept liability for any unauthorised access or the loss of personal data that is beyond our control. Our digital presence may contain links to other digital solutions which are outside our control and thus not subject to the Privacy Policy. If you access other digital solutions using the links provided, the operators of these digital solutions may collect information from you which will be used by these operators in accordance with their own privacy policies, which may differ from our own.

Changes to the Privacy Policy

Changes to this Privacy Policy may be required from time to time, for example due to the further development of our digital presence or as a result of changes in legislation. Rail & Road therefore reserves the right to amend the Privacy Policy at any time with effect from a future date. We thus recommend that you read this Privacy Policy on a regular basis. This Privacy Policy was last updated on: 20 July 2018.

Other conditions of use

Legal conditions and validity

Individuals who access information on this website when using services offered online accept the following conditions. The aforementioned offers are hereinafter referred to as the “digital presence”.

Should you have any questions on matters relating to data protection, please refer to this Privacy Policy.