Computer Controls AG & Group

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GDPR FAQs

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Subsidiary: Computer Controls AG | Industriestrasse 53 | CH – 8112 Otelfingen
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General Data Protection Regulation (GDPR) FAQ's

Computer Controls is in compliance with the General Data Protection Regulation (GDPR).

We want to be as transparent as possible about the customer data we store and how we use it, so please have a look below for a brief overview.

Common Questions:

What kind of Personal Data does Computer Controls store?

Computer Controls stores your information if it is relevant to our business. Specifically, this includes:

1. Name, company address, country, phone, mobile, email (which our customers give to us)
2. Company Industry Code
3. Salutation (and therefore, gender)
4. Any interactions we have had with you – emails (marketing and others), phone calls (currently we do not record our phone calls, but we may record that we have had a call with you), Customer Care Case information, Order information, Quote information, etc.
5. Cookies, IP Addresses, Geo Tags, User Sessions (All specific to our website and used to keep our website functioning properly and safely)
6. Order and quote history – which products you have purchased and enquired about previously.

What does Computer Controls do with my data?

Computer Controls uses your data for the purpose of doing business with you. This could mean your contact details so that we can give you a call from time to time to find out about any upcoming projects that we could help with. It may mean an email address which our marketing team uses to send you relevant emails. We also use some data to try to improve our services to you. An example of this is the data we store on our website. Computer Controls also uses some data for the purposes of ensuring our systems are secure from attackers.

How does Computer Controls store my data?

Your data is stored in our business systems including our ERP (Enterprise Resource Planning), CRM (Customer Relationship Management) and Finance tools. Our website also keeps a record some basic information (like Geo tags and IP address) which is used to help us optimize our website and give our customers an even better online experience.

How is my data kept safe by Computer Controls?

Computer Controls maintains a high level of security when it comes to personal data. The systems we use are all password-protected and data is only available to the relevant Computer Controls staff.

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How does Computer Controls manage communications to me?

We value our customers' privacy and will not contact you if you have decided to opt-out of receiving communications from us. We aim to get your consent before contacting you. We manage this process carefully and do our best to ensure that we only contact you with relevant information and in a way that is non-intrusive. This applies to phone, email and direct mail. In addition, every marketing email from Computer Controls includes a link to our email preference center where you can update the type of emails you receive or opt-out at any time. We make this process simple and easy.

I would like to find out more about the personal data that Computer Controls holds on me. How do I do this?

You can request a copy of the personal data that we hold by filling out a Subject Access Request (SAR) form and sending it to our Data Protection Officer at dpo@ccontrols.net. Please download a copy of the form here. Please note that any SARs will be handled within 30-60 days of SAR form submission, depending on the complexity of the request.

I would like Computer Controls to delete my personal data from their system

Under GDPR, you have the 'Right to be Forgotten' if you would like. To do this, please fill out a Right to be Forgotten Request form and send it to our Data Protection Officer at dpo@ccontrols.net. Please download a copy of the form here. Please note that a request to be forgotten will be handled within 30 days of form submission. Also please note that there are some types of information that we are required to keep by law.

For any questions about your data, please contact the Computer Controls Data Protection Officer at dpo@ccontrols.net.

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