

# Privacy statement

of Language Box GmbH – March 2026

Language Box takes the protection of your privacy and the security of your personal data very seriously. This Privacy Policy explains how, for what purposes and to what extent we process personal data.

The processing of personal data is carried out in accordance with the revised Swiss Federal Act on Data Protection (FADP). Where applicable, we also take the EU General Data Protection Regulation (GDPR) into account.

## 1. What personal data do we process?

We process the following categories of personal data in particular:

### 1.1 Technical data

- IP address
- Domain name of your Internet service provider
- Operating system, browser and interface
- Date and time of your website visit
- Navigation data relating to your visit (referrer and exit information)

### 1.2 Contact data

- Title (form of address)
- First and last name
- Address
- Phone number
- E-mail address

### 1.3 Professional data

- Professional title
- Place of employment
- Education and training
- Professional competencies
- Field of activity and industry

This data is obtained in particular in the course of business relationships, when you contact us (e.g. via forms or newsletter subscription), and from publicly accessible sources (e.g. websites).

## 2. For what purposes do we process your personal data?

Your personal data is processed for the following purposes:

- Ensuring the technical operation and security of our website
- Analysing and improving our online presence
- Carrying out pre-contractual measures
- Performing contractual obligations
- Maintaining professional contacts and acquiring new clients
- Sending information and newsletters

We do not process particularly sensitive personal data and do not create comprehensive personal profiles.

## 3. How long do we store your personal data?

We store personal data only for as long as necessary for the respective purpose or as required by law.

- Website usage data: maximum 14 months
- Contractual and business data: in accordance with statutory retention obligations

## 4. How is your website visit recorded?

### 4.1 Server log files

When you visit our website, technical access data is automatically recorded and analysed for statistical purposes. This processing serves to ensure information security, system stability and the optimisation of our website.

Log files are deleted after a maximum of 2 months.

### 4.2 Google Analytics

Our website uses Google Analytics to analyse website usage. Cookies are used for this purpose. IP addresses are anonymised before transmission so that no direct identification is possible.

The data may be processed in third countries (e.g. the USA). In such cases, we ensure that appropriate data protection safeguards are in place.

You can deactivate Google Analytics at any time: <http://tools.google.com/dlpage/gaoptout>.

### 4.3 Web forms

There are different options on our website to get in contact with Language Box GmbH using forms. In the following you can find more information on the processing of data through the [Contact form](#), the [Consultation form](#), and the [Newsletter form](#).

#### a) Contact form and consultation form

Contact details transmitted via the contact form or the consultation form as well as other data (e.g. message box) are stored in order to be able to process your inquiry as well as further follow-up issues.

We will retain the data transmitted through the contact form or the consultation form until such time as you request its deletion or revoke your consent to its storage or the necessity for its storage no longer exists. Any mandatory statutory provisions, especially those regarding mandatory data retention periods, remain unaffected by this provision.

#### **b) Newsletter form**

Contact details transmitted via the newsletter form are stored and used exclusively for mailing our "Language Box News" newsletter. Additional data is not required for receiving the newsletter; providing additional data is voluntary.

Data entered to set up the subscription of the newsletter will be deleted once you unsubscribe. In case this data was transmitted to us for different purposes and in a different way, we will continue to retain the data until such time as you request its deletion or revoke your consent to its storage or the necessity for its storage no longer exists. Any mandatory statutory provisions, especially those regarding mandatory data retention periods, remain unaffected by this provision.

## **5. With whom do we share your personal data?**

We work with selected service providers who process personal data exclusively on our behalf, including:

- Metanet AG (website hosting)
- Microsoft 365 including Microsoft 365 Copilot (productivity and AI services)
- Mailchimp (newsletter distribution)
- Google Analytics (web analytics)

All service providers are bound by data processing agreements in accordance with Art. 9 FADP.

## **6. Use of Microsoft 365 Copilot**

We use Microsoft 365 Copilot within our organisation. Microsoft 365 Copilot is an AI-based assistant provided by Microsoft and integrated into Microsoft 365 applications (e.g. Outlook, Word, Excel, PowerPoint, Teams).

### **6.1 Categories of processed data**

In the course of using Microsoft 365 Copilot, personal data may be processed insofar as such data is contained in the Microsoft 365 services we use or is processed through user inputs (prompts).

### **6.2 Purpose of processing**

Processing is carried out exclusively to support internal work processes, to increase efficiency, and for the creation and editing of content.

### **6.3 Role of Microsoft**

Microsoft acts as a data processor within the meaning of Art. 9 FADP. Data processing is based on the contractually agreed data protection provisions (Microsoft Customer Agreement including the Data Protection Addendum).

## 6.4 No use for AI training

Inputs, content and outputs generated through Microsoft 365 Copilot are not used for the development or training of generic AI models.

## 6.5 Location of data processing

Data processing generally takes place in data centres located within the European Union. Microsoft has also announced that the processing of Copilot interactions will be possible in Switzerland from 2026 in order to support national data protection and compliance requirements.

## 6.6 Data security

Microsoft 365 Copilot is subject to the existing security, compliance and data protection measures of Microsoft 365, including access restrictions, encryption and role-based permissions.

## 7. Where is your data being processed?

Your personal data may be processed in Switzerland, within the European Union and – depending on the service provider used – also in other countries. If personal data is disclosed abroad, we ensure that an adequate level of data protection is in place or that appropriate safeguards are provided in accordance with Art. 16 et seq. FADP (e.g. contractual data protection clauses).

## 8. What rights do you have?

You have the right to request information about the processing of your personal data, to have inaccurate data corrected, and, under the applicable legal conditions, to request the deletion or restriction of processing. Where applicable, you may also be entitled to further rights under the GDPR.

To exercise the above-mentioned rights, an informal request by email or by post to our data protection contact person or to [info@languagebox.ch](mailto:info@languagebox.ch) is sufficient. For identification purposes, a copy of an identity document may be requested (any information not required may be redacted).

## 9. Data security

We have implemented an internal policy to protect your privacy, which is strictly observed by our employees. This policy includes, in particular, data minimisation and purpose limitation, access restrictions, fixed and as short as possible retention periods, anonymisation and pseudonymisation, as well as password protection and restricted access to personal data.

## 10. Contact

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