

# Privacy Policy RC Services / Koviss Golf EU

valid as from February 27, 2023

## Declaration of Data Protection

Based on Article 13 of the Swiss Federal Constitution and the data protection regulations of the Swiss Confederation (Data Protection Act, DSG) as well as the General Data Protection Regulation, (DSGVO), every natural person is entitled to protection of privacy and misuse of personal data. RCS respects these regulations. Personal data will be treated strictly confidential and is neither sold nor passed on to third parties. RCS protects databases with security measures to the best of its ability against unauthorized access, loss, misuse or falsification. The web-hosting provider has its server location in Switzerland. RCS and Kreativ Media have an ADV agreement (Auftragsdatenverarbeitung, Order data processing DSG & EU DSGVO). By using the RCS websites, you agree to the collection, processing and use of the data according to the following description and specified purposes.

### 1. Scope

The privacy policy applies to all domains, subdomains, online stores and websites of RC Services | Koviss Golf Europe, (hereinafter referred to as "RCS", "we" or "us"), which are listed on the RCS website, respectively on each website, on the bottom, under Family Sites. We reserve the right to update, delete individual pages, and expand websites, domains or subdomains.

## 2. Storage of Personal Data | Type & Purpose of Use

### 2.1 Visit of the Websites

The RCS websites are encrypted by an SSL certificate and can be visited without providing personal data. An SSL certificate ensures the security of data exchange. Generally, our web pages can be visited without providing any personal data. Only data such as the site name, date and time are stored for statistical purposes. These data can not be directly related to a person. Personal data is only collected on RCS websites in the context of an online order, a registration, by completing a form or by sending an email. In case of using such a service, you are requested to provide contact details and information, depending on the request, purpose and reference. These data are treated confidentially and are collected, processed and archived exclusively in the process of an order, for correspondence as well as for the handling of your request. Incoming and outgoing emails are SSL encrypted. Email contact / web shop via contact form, collected, processed and stored data: Name, Email Address, as well as other personal data, if any, that you provide to us as part of your message. It is your own decision whether and which data you provide to RCS for a request. RCS points out that without certain information, inquiries or requested services cannot be answered / fulfilled or only to a limited extent.

### 2.2 Visit Web Store

Session cookies are cookies that last for a session. The session starts when accessing the store websites and ends when leaving the shop or close the browser window. Session cookies contain information that is stored in a temporary memory location. The content of these cookies will be deleted once the order is completed, abandoned or on termination of the session. The purpose of these technically required session cookies enables, e.g. the identification of the shopping cart, to add items into the virtual shopping cart, to memorize the shopping cart contents, to continue browsing / shopping in the web store, to ensure the progress of the process, as well as the language settings or site navigation.

### 2.3 Ordering

By using our web shop and placing an order, we process the necessary personal data, required for the fulfillment of the order, such as (name, address, country, email, items, delivery and payment method), as well as data you provide voluntarily in addition. Such personal data are important for the email confirmation of the order, if necessary, a possible customer contact, type of payment transaction (bank transfer, PayPal, Credit Card), as well as a proper delivery by the post office.

## 2.4 Options

Option A: Order without Registration  
Option B: Login as Registered Customer  
Option C: New Customer Registration

### 2.4.1 Option A: Order without Registration

To shop without registration, simply select the items of interest and add them to the shopping cart. To complete the purchase, enter your personal data into the Billing Address form and if different a Delivery Address. Choose the payment method and the area of destination for the delivery cost. Check the entries and confirm the order. Within the scope of the legal obligation to store data, including unregistered users, the order data will be stored on our server until the end of the retention period, if there is a legal obligation.

### 2.4.2 Customer Account

**Option B:** Registered Customer

As a registered customer, you can login with your email address and personal password before or during the order process.

**Option C:** New Customer Registration

To create a customer account, complete the login settings with your email address and a secure password and confirm the password. In the following enter your personal data in the form Billing Address and if different a Delivery Address. Mandatory fields are marked with an \*, without providing these data, a user account cannot be created.

We save customer data while you are registered with us or until you request deletion. Within the scope of the legal obligation to store data, data remain saved until the expiry of the retention period. In addition, also subsequently in compliance with legal requirements.

### 2.4.3 USER LOGIN

Under USER LOGIN you can sign in and, if necessary, edit billing and shipping address, change password, view previous orders or place a new order. For your safety: In the event, you already added items into the cart and you log out from your account or close the browser, the shopping cart will be emptied.

## 2.5 Billing Address (\* Mandatory Fields)

- Email-Address \*
- Title \*
- Company
- First Name \*
- Last Name \*
- Post Office Box POB
- Address
- Zip Code \*
- City | State \*
- Country \*
- Phone-Number

### 2.5.1 Delivery Address - optional

- Title
- Company
- First Name
- Last Name
- Post Office Box POB
- Delivery Address
- Zip Code
- City | State
- Country
- Phone-Number

### 2.5.2 Additional Information

- VAT Identification Number
- Remarks

## 2.6 Payment Service Provider

The processing of personal data is used exclusively to fulfill the order, such as a selected online transaction. When an order is placed and one of the following payment methods is selected, we transmit the personal data required to process the transaction in question to one of the following payment service providers:

### 2.6.1 Paypal

After completing the order, a link to PayPal appears online. After your login, the required data of the order process (Name, first name, email, total order amount) will be automatically forwarded to PayPal for payment

transaction. Paypal provides the complex encryption of the input. ( [PayPal Privacy Policy EN](#) | [PayPal Privacy Policy select Location CH](#) )

### 2.6.2 Credit Card

Once the order has been placed, RCS electronically submits a request to the payment provider to authorize the transaction and debit your Credit Card account. These websites use https with 256-bit encryption and SSL certificates to ensure the highest requirements in the field of security and data protection.

( [Stripe Privacy Policy EN DE](#) | [Stripe Privacy Policy EN CH](#) )

### 2.7 Dispatch

For the delivery of the order, your name and address will be given to the shipping service provider in order to transport and deliver the order.

In the case of an order that is delivered as parcel or that includes an trackable Auxiliary Services, you may choose to provide the consent to submit your email address electronically to the delivery service provider for the purpose of parcel notification or not. (Shopping Cart Process: Order Summary)

### 3. Your Data

Personal data will be used exclusively for the handling of the order. The data are stored and processed within the fulfillment of the order or for a specified purpose. This applies also to the legally mandated archiving time limit and retention requirement for correspondence, regardless of the medium (paper, electronic or any other form), the content of which is reflected in any form in the balance sheet.

Without an explicit consent or a legal base, personal data will not be sold, transferred to third parties or used for any purpose other than the fulfillment of the order. We reserve the right to disclose such information, if a legal obligation would apply or in order to enforce rights, in particular in the case of claims arising from a legal contractual agreement with you, if this is necessary.

#### 3.1 Personal Data

are all information and details that relate to a natural person or allow conclusions to be drawn about the person. These are, for example, name, first name, address data, telephone number, email address, order data, etc.

#### 3.2 Non-Personal Data

are all information and data that have been previously anonymized and do not allow any conclusions to be drawn. RCS does not create personal user profiles.

### 4. Newsletter

With your explicit consent, we use your email address and personal information to send you our newsletter. Apart from the email address, this information is only used to personalize the newsletter. At the end of each newsletter, you will find an [Email Link](#) that allows you to unsubscribe from the newsletter. Please use the same email address as you used for your registration, or be sure to enter it for cancellation.

#### 4.1 Product Recommendation by Email

As an RCS customer you may also receive email product recommendations/news. You will receive these recommendations regardless of whether you subscribe to the newsletter (Legal Basis Art. 6 Para. 1 S. 1 lit. f DSGVO). The used email address we received from you during the process of your purchase in our online store. Legal basis allowing the sending of recommendations by email even without explicit consent is §7 Abs. 3 UWG. At the end of each recommendations/news mail, you will find an [Email Link](#) that allows you to unsubscribe. Use the same email address as you used during purchase, or be sure to specify it for deletion.

### 5. Information

Any person may request from a data owner, information about the stored data and has a right to rectification, blocking or deletion of such data free of charge; subject to the legal requirement to retain data resp. retention times and/or other legal obligations. Further information [Email](mailto:info@rc-services.org) info <at> rc-services.org

### 6. Cookies

Cookies are small text files that are stored by a visited website on the computer's hard drive or in the browser. Cookies from websites are usually stored or cached in the browser. Game cookies rather on the hard disk, among

other things, to save the game score. Cookie preferences may be set in web browser settings. The most common cookies are Technically Essential Cookies, Functionality Cookies, Performance Cookies and Third Party Cookies. These cookies do not damage the hard drive, nor are personal data transmitted.

Cookie Functions and Intended Use:

- **Session Cookies**

The purpose of these technically required session cookies enables, e.g. the identification of the shopping cart, to add items into the virtual shopping cart, to memorize the shopping cart contents, to continue browsing / shopping in the web store, to ensure the progress of the process, as well as the language settings or site navigation. The content of this cookie will be deleted once the order is completed, abandoned or on termination of the session.

- **Functional Cookies**

These cookies enable the user of websites to save inputs, data and settings (e.g. user name, language) and to use these settings the next time the user visits the website.

- **Performance Cookies**

These performance cookies are used for anonymous information about the use of the websites and verification of any errors, in order to optimize the user experience of the websites and improve the browsing experience.

- **Analytic Cookies**

These cookies collect anonymous information about user behavior on the website. In consideration of privacy and data protection (IP masking), anonymous user profiles, such as usage statistics and usage behavior of the websites are created.

#### 6.1 Use of Cookies

RCS uses functionality cookies, analytical cookies as well as session cookies to identify the shopping cart. Necessarily required and essential cookies are technically mandatory to provide the site and its functions; they should not be excluded. Performance, analysis or statistics cookies are not necessary for the use of the sites, but helps to improve sites and services. By using the site, you agree to all cookies, with «ok accept» or you choose opt-out to accept only the essential cookies. You can delete and manage cookies as well from your browser.

RCS uses cookies on the websites to obtain anonymous statistical data about users' patterns of use when visiting the sites in order to improve services and optimize the sites. RCS does not collect any personal data or information, nor draw any conclusions or allocations to a specific person by such cookies.

The RCS online web shop uses required session cookies to enable the order process. These cookies will be deleted after the order is completed or when closing the browser. Registered Customer: you agree the use of the required session cookies. See also point 2.2

#### 6.2 Matomo (formerly Piwik)

Matomo is a web analytics program that we self-host and operate locally. This allows to collect anonymous user traffic and statistics. With this analysis tool, RCS can evaluate website activity by anonymized visitor profiles in order to improve and optimize its websites. The only data stored is the name of the accessed pages, date and time for statistical purposes. These data cannot be directly related to a person.

These anonymous data are not stored, shared or evaluated by third-parties. The collected and anonymized information remains on our server in Switzerland.

#### 6.3 Google Analytics

Google Analytics is a web analytics service provided by Google Inc ("Google") that provides website operators with anonymous user profiles, usage statistics and visitor usage patterns. This analysis tool evaluates the information of the websites, compiles an anonymized usage profile of the website activities and thus enables RCS to improve the websites. For this purpose, Google Analytics uses so-called cookies (text files), which are stored on your computer to enable an analysis of the website. Google uses the information to evaluate the use of the websites, to compile reports on website activities and to provide other possible services related to website and internet use. The collected information will be transferred and stored to a Google server in the USA. The data transmission is realized by an extended data protection compliant use of Google Analytics to ensure an anonymized collection of IP addresses (so called IP masking). However, in exceptional cases, the full IP address is transmitted to a Google server and shortened there. The IP address transmitted from your browser as part of Google Analytics is not merged with other data from Google.

The use of [Google Analytics Opt-out Browser Add-on](#) can prevent Google Analytics from using data.

Google Analytics Terms of Service Language Index: [Google Analytics](#) resp. [Google Privacy Policy & Terms of Services](#)

#### 6.4 Software/Add-on & Browser Configuration

Website visitors have the right by opting out, to disagree with the collection of the data. Visitors to websites generally have the possibility to configure or completely block the privacy and security settings as well as the browsing history in the browser they are using. At most, however, this impairs the usability of website. Internet users can install a software / add-on that monitors the websites while browsing, detects hidden scripts, points them out or blocks them if desired. RCS points out that deactivation or blocking of all cookies will result in functional and/or usage limitations. Essential functions as well as the full use of websites cannot be guaranteed. ([E.g. enable, disable, view, or delete cookies](#))

#### 7. Security Measures and Data Protection

Personal data provided to RCS are treated confidentially and protected within the scope of appropriate technical security measures. The measures are reviewed regularly and adapted to the latest available technological progress.

#### 8. Content Disclaimer

RCS has created the web pages with the utmost care. Changes in content and products are updated as fast as possible. RCS expressly reserves the right to change, supplement, delete or temporarily or permanently cease publication in whole or in parts without prior notice. Offers and prices are subject to changes. Any liability claims against RCS for material or immaterial damage arising from access to or use or non-use of the published information, misuse of the connection or technical faults are excluded.

##### 8.1 Disclaimer Links

All domain links under rc-services.org resp. Family Sites are governed by our Terms of Use and this Privacy Policy. RCS sites have also references and hyperlinks to third party websites (e.g. specialized trade/resellers). By activating/clicking on these links, you will be redirected to the particular website. Despite a careful check of these links, RCS has no influence on these sites, nor are these Privacy Policies within the responsibility of RCS.

#### 9. Copyrights

The copyright and all other rights to the content, images, photos or other files on the websites belong exclusively to RCS or the legal owners. For reproduction of any elements, the written consent of the copyright holders must be obtained in advance.

#### 10. Updates

We reserve the right to modify the privacy policy due to required modifications, website developments or legal provisions.

In case of contradiction, the German version shall prevail. Other languages are for information purposes only.

<b>Contact</b> RC Services   Koviss Golf Europe Pfaendwiesenstr. 2a 8152 Opfikon-Zurich Schweiz   Suisse   Svizzera   Switzerland info „at“ rc-services.org info „at“ koviss-eu.com	<b>Authorized Representatives</b> Albrecht Patrick Messer Eliane  <b>Value Added Tax Numbers</b> CH: VAT Reg Nr. CHE-113.620.081 (RC Services) EU: VAT Reg Nr. DE - 248.346.570 (Koviss Golf)
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