



Data Privacy Policy

24 ASAP GmbH

Küsnacht, 25th March 2020

1. General

The protection of your personal or company data during the collection, processing and use on the occasion of your visit to our website and other IT services within the framework of the legal regulations is an important issue for us. The responsible body in terms of the data protection law is 24 ASAP GmbH, Bergstrasse 15, CH – 8700 Küsnacht (hereafter 24 ASAP).

In the following chapters you will find information about what data is collected during your visit and use of the 24 ASAP website and other IT services and how it is used. At any time you have the right of information about the data stored concerning your person or company, their origin, recipient and the purpose of the storage.

2. Which personal data are collected and why

When you access our website and other IT services (for example NextCloudIT24, Ticketing system, etc.), information of a general nature is automatically collected. This information is recorded in the server log file and includes the type of web browser, the operating system used, the domain name of your Internet service provider, your IP address and similar. This for the following reasons:

- Ensure a trouble-free connection to the website or NextCloudIT24, Ticketing system, etc.
- Ensure a smooth use of our IT services
- Evaluation of system security and stability for technical purposes

Your data will not be used to draw conclusions about your person. Information of this kind is only evaluated statistically in order to optimize our Internet presence and the technology behind it for further IT services.

3. Duration of storage

For users who register on our website, we also store the personal information they provide in their user profiles. All users can view, change or delete their personal information at any time (the user name cannot be changed). Website administrators can also view and modify this information.

The data are deleted as soon as they are no longer relevant for the purpose of the collection. This is generally the case for the data used to provide the website, if the respective session / connection is terminated.

If you write a comment / support message (e.g. ticket), it will be saved indefinitely, including Meta data. This way we can automatically detect and release follow-up comments instead of keeping them in a moderation queue.

4. Contact forms / Support (Ticketing)

The data entered by you will be stored for the purpose of individual communication (with you). For this purpose, the specification of a valid e-mail address and your name is required. This is used to assign the request and the subsequent response to a support message. Further data is optional.

5. Contact Information

For data protection-related concerns, please contact:
Jörg Müller, CEO: joerg.mueller@24asap.ch

6. Cookies

The 24 ASAP website uses so-called cookies in several places. They serve to make the 24 ASAP website more user-friendly, effective and secure, as well as faster in the opening of the desired links (websites, Next-CloudIT24, Ticketing). Cookies are small text files that are stored on your computer and saved by your browser. Most of the cookies we use are so-called „Session-Cookies“. They are automatically deleted at the end of your visit. Cookies do not damage your computer and do not contain viruses.

7. Security advice

24 ASAP as well as the employees contracted by it make every effort by using all technical and organizational possibilities to store personal and company-related data in such a way that they are not accessible to third parties. Third parties in this sense do not include the bodies from which you obtain information or to which you transmit information.

When communicating by e-mail, complete data security cannot be guaranteed by 24 ASAP. We recommend that you use the postal service for confidential information.

Please remember that whenever you voluntarily disclose personal information online (e.g. by e-mail), it may be collected and used by others (intelligence services, etc.). So you could receive unwanted messages if you provide personal information in areas with public access. Always act cautiously and responsibly online and take care to keep sensitive data such as your password and/or other personal information confidential.

8. How we protect your data (SSL-encryption)

To protect the security of your data during transmission, we use state-of-the-art encryption methods (e.g. SSL) via HTTPS.

9. What rights you have to your data

When you own an account on our website, Next-CloudIT24, Ticketing System and others, or have written comments, you can request an export of your personal data from us, including all data you have provided us with. Furthermore, you can request the deletion of all personal data that is stored. This does not include the data we have to keep due to administrative, legal or security needs.

10. Changes

24 ASAP may modify this Privacy Policy at any time without notice. The current version published on our website applies.

11. Questions to the Supervisor

If you have any questions about data protection, please send us an e-mail or contact directly the person responsible for data protection listed at the beginning of this privacy statement (chapter 5) in our organization.