

Privacy policy e-communications: RMail, RSign

Responsible for data processing

The responsible body for data processing in terms of data protection is FRAMA:

Frama Communications AG
Dorfstrasse 6
3438 Lauperswil
Switzerland

The following company (the PROCESSOR) acts as data processor on behalf of FRAMA:

RPost UK Limited
The Glades, Festival Way, Festival Park
Stoke on Trent ST1 5SQ
United Kingdom

Scope of application

This privacy policy applies exclusively to the use of the services of e-communications: RMail, RSign.

Data collection and purpose

FRAMA collects only the information provided by you at the contract conclusion: Last name, first name, company, phone, email address, country and if applicable also account data.

When you use the SERVICES, FRAMA and the PROCESSOR will maximally store the following data:

- a. Name and addresses of the Customer and its administrator
- b. Name and email address of the Sender;
- c. Email address of the intended recipient;
- d. Size of the message content sent;
- e. Passwords associated with the message content;
- f. Information listed on the subject field and headers of the messages;
- g. Server transmission metadata including log files and IP addresses associated with each transmission.

This information will be used internally by FRAMA and the PROCESSOR for billing purposes, providing the SERVICES, and in pseudonymized / anonymized form for internal analyzes to improve the offers. FRAMA and the PROCESSOR do not use this data for profiling or advertising.

Data recipients

FRAMA and the PROCESSOR do not disclose your data, with one only exception:

- In case of billing by credit card to the appropriate service provider
- In the case of a statutory, regulatory or court order to an authority or court

Data transfer to third countries

The data storage for the provision of the service is performed only in a country of the European Union. Within operational and maintenance tasks on the servers and for providing support to FRAMA and their customers, the PROCESSOR will only access these servers by administrators from RPost UK Limited, The Glades, Festival Way, Festival Park, Stoke on Trent ST1 5SQ.

Third Parties

FRAMA and the PROCESSOR do not involve any further third party except Amazon Web Services (Region EU-Central-1) for service providing and data storage purposes. Contact concerning data protection is Amazon Web Services EMEA SARL, 38 Avenue John F. Kennedy, L-1855 Luxemburg.

Duration of data retention

The data listed under „data collection and purpose“ will be deleted in order to:

Data for billing purposes to any active service account will not be deleted

Data collected to service providing purposes will be deleted or anonymized by masking as configured by customer.

Rights of access, rectification and erasure

At all times, you have the right to claim from FRAMA free information about the collected data and rectification of inaccurate data. FRAMA examines requests for erasure in each individual case as for ensuring the SERVICES and deletes all erasable data. Corresponding requests should be addressed as clearly and detailed as possible to: datenschutz@frama.com

Right to object

If you wish to object to the collection of personal data listed under "data collection and purpose" FRAMA asks you to refrain from using the SERVICES, as data collection is directly linked to the provision of the services.

Complaint possibilities

According to the EU General Data Protection Regulation Art 13 para. 2 (d) you have the right to lodge a complaint with the supervisory authority in your country.