

# Data Security and Privacy Policy

## 1. Introduction

This Data Security and Privacy Policy outlines the measures taken by Plunge Language Courses registered as Olga Kravchenko Einzelunternehmen ("we", "us", "our") to protect the personal data of users visiting and transacting on our website, located at [www.plunge-languages.ch](http://www.plunge-languages.ch). Our operations are governed by Swiss data protection laws, including the Federal Act on Data Protection (FADP) and the General Data Protection Regulation (GDPR) where applicable.

## 2. Data Controller

The data controller responsible for the processing of your personal data is:

### **Olga Kravchenko Einzelunternehmen**

Bahnhofstrasse 7,

6340 Baar, Switzerland.

Email: [hello@plunge-languages.ch](mailto:hello@plunge-languages.ch)

Phone: +41 79 430 55 29

## 3. Types of Data Collected

We collect the following types of personal data:

- **Personal Identification Information:** Name, email address, postal address, phone number.
- **Payment Information:** Credit card details or other payment method details.
- **Profile Information:** Username, password, and course history for users who create a personal profile.
- **Transaction Data:** Records of purchases, course subscriptions, and referral program participation.
- **Technical Data:** IP address, browser type, operating system, and access times.

## 4. Purpose of Data Collection

We collect and process personal data for the following purposes:

- **Providing Services:** To manage and deliver our language courses, including online purchases and subscription management.
- **User Accounts:** To create and manage user profiles, enabling access to course materials and subscription details.
- **Payment Processing:** To process payments securely and maintain transaction records.

- **Referral Program Management:** To manage participation in our referral program, including tracking and rewarding referrals.
- **Communication:** To communicate with users about their accounts, subscriptions, and any updates or promotions.
- **Legal Compliance:** To comply with Swiss law and other applicable regulations.

## 5. Legal Basis for Data Processing

Our processing of your personal data is based on the following legal grounds:

- **Consent:** When you create a user profile or subscribe to our services, you provide consent for us to process your personal data.
- **Contractual Necessity:** Processing is necessary for the performance of the contract between you and us, especially regarding course purchases and subscriptions.
- **Legal Obligation:** We process data to fulfill legal obligations under Swiss law.

## 6. Data Storage and Security

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, loss, or destruction. These measures include:

- **Encryption:** All sensitive data, including payment information, is encrypted during transmission.
- **Access Controls:** Access to personal data is restricted to authorized personnel only.
- **Data Retention:** Personal data is retained only as long as necessary for the purposes outlined in this policy or as required by law.

## 7. Third-Party Data Sharing

We do not share your personal data with third parties, except in the following cases:

- **Payment Processors:** We may share payment information with third-party payment processors to facilitate transactions.
- **Legal Requirements:** If required by law, we may disclose personal data to governmental authorities or other legal entities.
- **Service Providers:** We may engage third-party service providers to perform certain functions, such as hosting our website or managing our referral program, under strict confidentiality agreements.

## 8. User Rights

Under Swiss data protection law and the GDPR, you have the following rights:

- **Access:** You can request a copy of the personal data we hold about you.
- **Rectification:** You can request corrections to any inaccurate or incomplete personal data.
- **Erasure:** You can request the deletion of your personal data, subject to certain legal conditions.
- **Data Portability:** You can request the transfer of your data to another service provider.
- **Withdraw Consent:** You can withdraw your consent to data processing at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

To exercise these rights, please contact us at [hello@plunge-languages.com](mailto:hello@plunge-languages.com).

## 9. Cookies

Our website uses cookies to enhance the user experience and collect data on website usage. You can manage your cookie preferences through your browser settings.

## 10. International Data Transfers

We store and process data in Switzerland. If data is transferred outside Switzerland, we ensure it is protected under the same standards as within Switzerland, in compliance with applicable laws.

## 11. Changes to This Policy

We may update this policy from time to time. Any changes will be posted on this page, and we will notify users of significant changes via email or through the website.

## 12. Contact Us

If you have any questions or concerns about this Data Security and Privacy Policy, please contact us at:

### **Olga Kravchenko Einzelunternehmen**

Bahnhofstrasse 7,

6340 Baar, Switzerland.

Email: [hello@plunge-languages.ch](mailto:hello@plunge-languages.ch)

Phone: +41 79 430 55 29

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