

Privacy Policy

This Privacy Policy explains what personal data we process in connection with our activities and operations, for what purposes, how and where. For example, you may use our services, our applications, or visit our website. We also inform you of your data protection rights insofar as we process data that relates to you as an identified or identifiable person.

We may also receive personal data from third parties. This includes, for example, information from public registers and specialised commercial databases, information in connection with administrative and court proceedings, or information published on the internet and in the media.

1. Personal Data We Process to Provide Our Website

You may visit our website and learn about our services without disclosing your identity. When you visit our website, we process only technical data. Such data is necessary to make our website available to you.

As with any connection to a web server, the servers on which we host our website and applications log and store certain technical data. Such data includes, for example, the IP address and operating system of your device, the date and time of access, the last webpage visited in the same browser window (referrer), and the browser (user agent) used to access our website and applications. Insofar as we process personal data in this context, we act in particular on the basis of our legitimate prevailing interest in making the website available, providing you with the best possible user experience, and ensuring the security and stability of our systems.

2. Personal Data We Process for Service Delivery

When you use registration or order forms on our website, or inquire about our services and other offerings by email, telephone, or any other means, we process your contact details and other contract-related personal data. We process this personal data for the

purpose of service delivery and to provide information about our services. This also applies to our social media presence, where we communicate with interested persons. The general terms and conditions, terms of use, privacy policies, and other provisions of the respective operators of such online platforms also apply.

To respond to your enquiries, we typically require your first name, last name, email address, telephone number, and customer number. For the conclusion and performance of contracts relating to the use of paid services (web hosting, domain and ancillary services), we require additional information, in particular your chosen payment method. For certain services, such as domain services, we require additional information mandated by regulatory requirements.

Your payments are processed, except for payment by invoice, by our partner [Worldline Schweiz AG](#). By default, we only receive transaction data from Worldline, such as the transaction amount and a payment confirmation. Your complete credit card details are stored exclusively by Worldline. Further information on data protection can be found in the [Worldline Privacy Policy](#).

We process contact and transaction data to conclude and perform a contract with you or to communicate with you about our services and other offerings. In addition, we process this personal data in particular on the basis of our legitimate prevailing interest in responding to your enquiries in the best possible manner, providing and further developing our services in accordance with the contract, or optimising your user experience. Based on our legitimate prevailing interest in informing you about new developments and services and other offerings from Onlime, we may provide you with relevant commercial information (for example, via newsletter) if you are interested. You may object to receiving such commercial information at any time.

We send newsletters directly via our own mail server infrastructure, without the involvement of external service providers. We also never engage in any tracking for the purpose of measuring success or reach.

3. Personal Data We Store and Provide on Your Behalf

We process personal data on your behalf that you store yourself when you use our hosting services. This processing includes in particular the storage, provision, transmission, and deletion of data in accordance with our contractual agreements with you.

In the course of providing hosting services, we process personal data that you choose to store on the infrastructure we use for service delivery, as well as personal data relating to persons to whom you grant access to your website or applications. This includes in particular data that is typically collected when accessing, executing, and using websites and applications. We describe under **"Storage and Retention of Log Data"** which data this involves. This further includes data entered by your users and any usage data with a personal reference that you collect.

Insofar as we process personal data on your behalf, we act as a data processor in accordance with our data processing agreement. You remain solely responsible for the lawfulness of the processing of the personal data you store, including the permissibility of commissioned and sub-commissioned processing.

Storage and Retention of Log Data

During server operation, various access data is collected. This data serves, among other things, to analyse usage and improve our services, as well as to provide information to our customers regarding websites hosted on our servers.

Raw Logs

The "raw" access data generated when someone visits a website hosted on an Onlime server. This includes the following information:

- IP address of the accessing device
- Access date and time
- Accessed URL
- Access status / HTTP status code
- Referrer (referring page), if available
- Amount of data transferred during access
- Browser identification (browser name and version)

The raw web server logs (`access.log` and `error.log`) can be accessed by our customers at any time and are rotated daily and retained for a period of 90 days.

Website statistics are generated from the raw logs and processed using the statistics tool **GoAccess**. This tool runs exclusively on the respective local web server and does not transmit any data to other servers or to the "cloud".

The raw logs cannot be deactivated, as we require them for the stable operation of our infrastructure. However, website statistics can be deleted or disabled at your request at any time, directly via our **Control Panel**.

Email Log

When an email is sent via our servers (outgoing mail server `smtp.onlime.ch`) or a message is received on an email account at Onlime (incoming mail server `imap.onlime.ch`), the delivery is recorded in a log file. This log enables us to identify and resolve any issues. These mail logs are stored exclusively on the respective mail servers and are not analysed.

Backups

We create daily backups of the data that our customers store on our servers. We retain these backups for a period of 6 months.

If your data backup has not been successful, we are happy to provide you with data from one of our backups. Please note that, for data protection reasons, we can only hand over backup data to a person who is the primary contact or technical contact of a product.

Additional Logs

For the secure operation of our individual services, the respectively necessary data is collected and stored temporarily. This data includes, for example, data relating to server connections for email, FTP, SSH, or our **Control Panel**, as well as further access and error logs. We can only grant access to these logs in exceptional cases.

4. How and What We Use Cookies For

Cookies are data that are stored on or read from your device when you visit a website or use an application. Certain cookies, in particular so-called session cookies, are necessary to enable you to use specific functions you have requested (for example, selecting your preferred language, accessing the **Control Panel** and **Webmail**, or saving the progress of an order).

Cookies can be fully or partially disabled and deleted at any time in your browser settings. If required cookies are disabled or deleted, not all of the functions you have requested may be available.

We do not use any cookies for tracking or marketing purposes. For this reason, you will not find a cookie banner on our website. Please refer to our blog post "[Where is the cookie banner?](#)" for further details.

5. Data We Process to Analyse and Improve the Use of Our Website

We use **Pirsch** by **Emvi Software GmbH**, based in Rheda-Wiedenbrück, Germany, on our website to evaluate the use of our website in a data-minimising manner and to obtain information for the purpose of improving our services. We have a legitimate prevailing interest in doing so.

Pirsch is a privacy-friendly web analytics solution, developed and hosted in Germany, that operates without cookies and is fully compliant with the GDPR, CCPA, and PECR.

Pirsch applies IP anonymisation by default. As a result, IP addresses are processed in truncated form and a direct identification of individuals is precluded.

6. How We Process and Protect Your Personal Data; How Long We Retain It

We process your personal data with care and responsibility, as described in this Privacy Policy and in accordance with applicable data protection law. We store your personal data only for as long as and to the extent necessary for the purposes described, to safeguard our interests, or for legal and regulatory reasons.

In most cases, the provisions of the Swiss Federal Act on Data Protection (Datenschutzgesetz, DSG) and the associated Ordinance on Data Protection (Datenschutzverordnung, DSV) apply to our processing of personal data.

For the processing of data of persons in the European Economic Area (EEA) and elsewhere abroad, the provisions of the General Data Protection Regulation (GDPR) and other potentially applicable foreign data protection legislation may apply. Within the scope of the GDPR, the legal bases for the processing of personal data are the performance of a contract and the implementation of pre-contractual measures (Art. 6(1)(b)

GDPR), the safeguarding of our legitimate prevailing interests (Art. 6(1)(f) GDPR), the consent of the data subject (Art. 6(1)(a) GDPR), and the fulfilment of legal obligations (Art. 6(1)(c) GDPR). Our legitimate prevailing interest includes in particular compliance with applicable Swiss law.

In the interest of the integrity, traceability, availability, and confidentiality of the personal data processed, we take appropriate technical and organisational measures to ensure a level of data security commensurate with the risk. In accordance with our risk assessment, we implement in particular access controls and procedures for the regular review and evaluation of the effectiveness of the measures taken.

7. To Whom We Disclose Your Personal Data

For the performance of contracts, the safeguarding of our interests, or compliance with legal and regulatory requirements, it may be necessary for us to disclose your personal data in particular to the following categories of recipients: service providers, authorities and courts, domain registries and registration partners, escrow service providers, and SSL providers.

For invoicing and accounts receivable management, we use the accounting software Bexio by **bexio AG**, Rapperswil, Switzerland. For this purpose, the personal data required for invoicing is processed in Bexio. This includes in particular name, address, email address, and the service and payment data associated with the respective order. bexio AG acts as a data processor and processes the data exclusively in accordance with our instructions. The data is hosted in Switzerland.

In the provision of domain services, it is necessary for contract performance and for legal and regulatory reasons that we disclose personal data to our domain registration partner **INWX GmbH** in Germany. Our registration partner will transmit the data to the competent registries and may make it accessible via a WHOIS service. Depending on the relevant top-level domain, this may include: name, full address, and telephone number of the domain holder, if applicable the names of natural persons entrusted with representing the holder, the full address including the email address of the billing, administrative, and technical contacts, the technical data of the registration of the relevant domain and the last modification of such registration, and the IP addresses of the activated DNS servers. As an ICANN-accredited registrar, INWX GmbH is

required to deposit domain holder data in escrow. The deposit is made in accordance with ICANN regulations. For this purpose, personal data is disclosed to the escrow agents engaged by INWX GmbH.

In the provision of SSL services, it is necessary for contract performance that we disclose the relevant domain to the SSL provider.

To the extent we are required to do so by authorities or courts and are legally obligated, we will disclose your personal data to them or to other authorised third parties.

We may transfer data to any country in the world. In the case of international organisations and countries whose legislation does not ensure an adequate level of data protection, we ensure appropriate data protection in accordance with the requirements of applicable data protection law. For example, we agree upon approved standard data protection clauses or apply other suitable safeguards.

8. Your Rights Regarding Your Personal Data

Under applicable data protection law, in particular the DSGVO, you have various data protection claims and rights with respect to personal data that relates to you as an identified or identifiable person.

In particular, you have the right to request information as to whether we process personal data about you and, if so, which personal data. You will also receive from us the information necessary to assert your data protection rights and to ensure transparency. This includes the personal data processed as such, but also, among other things, information on the processing purpose, the retention period, any disclosure to other countries, and the origin of the personal data.

You further have the right to have inaccurate personal data rectified, incomplete data completed, and the processing of your data restricted.

You also have the right to have personal data deleted ("right to be forgotten") and to object to the processing of your personal data with effect for the future.

Finally, you have the right to request the release of your personal data or the transfer of your data to another controller. Data that we process on your behalf may be retrieved by you at any time via our [Control Panel](#), independently of this right.

You may enforce your data protection rights through legal proceedings or file a complaint with a competent data protection supervisory authority. The supervisory authority for private controllers in Switzerland is the [Federal Data Protection and Information Commissioner \(FDPIC\)](#).

We may defer, restrict, or refuse the exercise of your data protection rights to the extent permitted by law. We may inform you of any conditions that must be met for the exercise of your data protection rights. For example, we may refuse to provide information in whole or in part with reference to trade secrets or the protection of other persons. Similarly, we may refuse to delete personal data in whole or in part with reference to statutory retention obligations.

In exceptional cases, we may charge a fee for the exercise of your data protection rights. We will inform you in advance of any such fees.

We are obliged to identify you by appropriate means when you assert data protection rights. You are required to cooperate in this process.

If you wish to assert data protection rights as a user of websites or applications of our customers, please contact the respective controllers directly. In this regard, we act solely as a data processor. You will find the details of the respective controllers in the published privacy policy of the websites or applications.

9. How to Contact Us

The operational data protection officer can be reached at:

Onlime GmbH
Management
Glaubtenstrasse 89
CH-8046 Zürich

Imprint

You may contact us for general enquiries about our services at info@onlime.ch.

If you wish to assert your applicable data protection rights or have general questions about data protection at Onlime, please contact privacy@onlime.ch.

10. How We May Amend This Privacy Policy

shall apply at all times.

Version 2.0, 02.04.2026

We may update or otherwise amend this Privacy Policy at any time. The Privacy Policy published on our website