

Privacy Policy

(Status: October 2025)

1. Introduction and Controller

The protection of your personal data is an important concern for Andrea Heckman (Porcelain Chronicles). In this Privacy Policy, we inform you about what data we collect, how we use it, and what rights you have.

This Privacy Policy is based on the **Swiss Federal Data Protection Act (nDSG)** and the **EU General Data Protection Regulation (GDPR)**. The strict EU data protection regulations serve as the foundation for this document.

This Privacy Policy applies to data processing on the website www.porcelain-chronicles.com and in connection with the execution of purchase agreements.

Controller (as defined by GDPR and nDSG):

Porcelain Chronicles

Studio Andrea Heckman (Owner)

Schachenstrasse 123

CH-8906 Bonstetten

Switzerland

E-mail: info@porcelain-chronicles.com

Tel. +41 (0)76 712 80 98

2. Principles of Data Processing

We process your personal data in accordance with the principles of good faith, proportionality, and transparency. Processing only occurs if a legal basis exists.

3. Data Processing When Visiting the Website

When you visit our website, our servers automatically collect temporary information in so-called server log files. This data is not directly traceable to your person:

- **Data Processed:** IP address of the accessing device, date and time of access, name and URL of the retrieved file, website from which access was made (referrer URL), browser and operating system used.
- **Purpose:** Ensuring a smooth connection setup, comfortable use of the website, evaluation of system security and stability.
- **Legal Basis:** Legitimate interest (Art. 6 para. 1 lit. f GDPR).

4. Data Processing During Contract Execution (Online Shop)

For the execution of your order in the online shop and at the studio, we process the following data:

Data Category	Data Processed	Purpose of Processing	Legal Basis
Contact Data	Name, first name, delivery and billing address, email address, telephone number.	Contract performance (order, delivery, communication).	Contract performance (Art. 6 para. 1 lit. b GDPR)
Order Data	Products purchased, purchase price, order date, desired specifications for custom-made items.	Management of the purchase agreement, custom manufacturing.	Contract performance (Art. 6 para. 1 lit. b GDPR)
Payment Data	Chosen payment method. <i>Note: Complete credit card data is not stored by us but is processed directly by our payment service providers (see Section 5).</i>	Processing of payment.	Contract performance (Art. 6 para. 1 lit. b GDPR)

5. Disclosure of Data to Third Parties (Service Providers)

Your personal data will only be disclosed to third parties if this is necessary for the performance of the contract, you have given your consent, or a legal obligation exists.

1. **Hosting Provider:** Our website is hosted by [hostfactory.ch](https://www.hostfactory.ch). They store the server log files and technical data for the provision of the website and the online shop.
2. **Shipping Service Provider:** For the delivery of the goods, we share your name, address, and, if necessary, your telephone number with the **Swiss Post** or specialised transport service providers (as mentioned in the GTC).
3. **Payment Provider:** Payment processing is carried out by external service providers such as **Twint, Stripe, Apple Pay, possibly PayPal, and other credit card providers**. These service providers act as independent controllers and are subject to their own data protection provisions.
 - **Third-Country Transfer (Transfer to the USA)** Payment providers such as **Stripe, Apple Pay, or potentially PayPal** have their headquarters in the USA (third country). The transfer of personal data to the USA is based on the conclusion of so-called **Standard Contractual Clauses (SCC)**, approved by the EU Commission, and/or the existence of an adequacy decision. We ensure through contractual measures that your data is adequately protected even in the third country.

6. Cookies and Analysis Tools

- **Cookies:** We use cookies to optimise the use of our website and enable certain functions. You can prevent the storage of cookies in your browser settings.
- **Analysis Tools: No analysis tools** such as Google Analytics are currently being used.
 - **Future Legal Basis:** Your consent (Art. 6 para. 1 lit. a GDPR) or legitimate interest (Art. 6 para. 1 lit. f GDPR).

7. Newsletter and E-mail Communication

If you subscribe to our newsletter, we use the email address you provide for our own advertising purposes until you unsubscribe.

- **Subscription:** The subscription is carried out using a **double opt-in procedure**.
- **Unsubscription:** You can unsubscribe at any time via the link at the end of every newsletter.
- **Legal Basis:** Your consent (Art. 6 para. 1 lit. a GDPR).

8. Data Security

We implement technical and organisational security measures to protect your data against accidental or intentional manipulation, partial or complete loss, destruction, or against unauthorised access by third parties. This includes the use of **SSL encryption** for the website.

9. Duration of Storage

We store personal data only for as long as it is necessary for the performance of the contract or legal retention obligations (e.g., accounting periods of 10 years). The data will be deleted after these periods have expired.

10. Your Rights (GDPR & nDSG)

As a data subject, you have the right to assert the following rights against us at any time:

- **Right of Access (Art. 15 GDPR):** You have the right to request information about whether and which personal data concerning you we process.
- **Right to Rectification (Art. 16 GDPR):** You can request the correction of inaccurate or the completion of incomplete data.
- **Right to Erasure (Art. 17 GDPR):** You can request the deletion of your data, provided that no legal retention obligations prevent this.
- **Right to Restriction of Processing (Art. 18 GDPR).**
- **Right to Data Portability (Art. 20 GDPR).**
- **Right to Object (Art. 21 GDPR):** You can object to the processing of your data for advertising purposes at any time.
- **Right to Withdraw Consent (Art. 7 para. 3 GDPR):** If processing is based on your consent, you can withdraw it at any time with effect for the future.

To assert your rights, please contact the controller named in Section 1 by email or post.

11. Right to Lodge a Complaint

You have the right to lodge a complaint with the competent supervisory authority.

- **Swiss Supervisory Authority:** Federal Data Protection and Information Commissioner (FDPIC).
- **EU Customers:** The complaint can be lodged with the data protection authority of your country of residence.

12. Validity and Amendments to this Privacy Policy

We reserve the right to amend this Privacy Policy at any time to adapt to changed legal requirements. The current version is always available on our website.
