

Privacy Policy of BOTTIMMO

Welcome to the privacy policy of BOTTIMMO. This policy will help you understand what data we collect, why we collect it, and what your rights are in relation to it.

Latest update: July 21, 2026

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Owner and Data Controller

BOTTIMMO AG

Hauptstrasse 66
8280 Kreuzlingen
Schweiz

Vertretungsberechtigte Personen

Yannick Messmer – Geschäftsführer

Handelsregistereintrag

Eingetragener Firmenname: BOTTIMMO AG
Nummer: CH-440.3.032.241-8
Handelsregisteramt: Thurgau
Mehrwertsteuernummer: CHE-224.999.193

Vertreter in der EU gemäß Art. 27 DSGVO

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Datenschutzbeauftragter

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Owner contact email: info@bottimmo.com

Type of Data we collect

Among the types of Personal Data that this Application collects, by itself or through third parties, there are:

- Trackers
- Usage Data

- first name
- last name
- phone number
- email address
- password
- VAT Number
- company name
- country
- website
- billing address
- number of Users
- session statistics
- device information
- browsing history
- clicks
- page views
- session duration
- interaction events
- picture
- IP address
- contents of the email or message
- browser information
- language
- operating systems
- time the message was sent
- date of the message
- username
- profile picture
- various types of Data
- unique device identifiers for advertising (Google Advertiser ID or IDFA, for example)

Complete details on each type of Personal Data collected are provided in the dedicated sections of this privacy policy or by specific explanation texts displayed prior to the Data collection.

Personal Data may be freely provided by the User, or, in case of Usage Data, collected automatically when using this Application. Unless specified otherwise, all Data requested by this Application is mandatory and failure to provide this Data may make it impossible for this Application to provide its services. In cases where this Application specifically states that some Data is not mandatory, Users are free not to communicate this Data without consequences to the availability or the functioning of the Service.

Users who are uncertain about which Personal Data is mandatory are welcome to contact the Owner.

Any use of Cookies – or of other tracking tools — by this Application or by the owners of third-party services used by this Application serves the purpose of providing the Service required by the User, in addition to any other purposes described in the present document and in the Cookie Policy.

Users are responsible for any third-party Personal Data obtained, published or shared through this Application.

Mode and place of processing the Data

Methods of processing

The Owner takes appropriate security measures to prevent unauthorized access, disclosure, modification, or unauthorized destruction of the Data.

The Data processing is carried out using computers and/or IT enabled tools, following organizational procedures and modes strictly related to the purposes indicated. In addition to the Owner, in some cases, the Data may be accessible to certain types of persons in charge, involved with the operation of this Application (administration, sales, marketing, legal, system administration) or external parties (such as third-party technical service providers, mail carriers, hosting providers, IT companies, communications agencies) appointed, if necessary, as Data Processors by the Owner. The updated list of these parties may be requested from the Owner at any time.

Place

The Data is processed at the Owner's operating offices and in any other places where the parties involved in the processing are located.

Depending on the User's location, data transfers may involve transferring the User's Data to a country other than their own. To find out more about the place of processing of such transferred Data, Users can check the section containing details about the processing of Personal Data.

Retention time

Unless specified otherwise in this document, Personal Data shall be processed and stored for as long as required by the purpose they have been collected for and may be retained for longer due to applicable legal obligation or based on the Users' consent.

The purposes of processing

The Data concerning the User is collected to allow the Owner to provide its Service, comply with its legal obligations, respond to enforcement requests, protect its rights and interests (or those of its Users or third parties), detect any malicious or fraudulent activity, as well as the following:

- Registration and authentication provided directly by this Application
- Traffic optimization and distribution
- Advertising
- Analytics
- Displaying content from external platforms
- Tag management
- Heat mapping and session recording
- Hosting and backend infrastructure
- Infrastructure monitoring
- Registration and authentication
- Collection of privacy-related preferences
- Interaction with external social networks and platforms
- Interaction with live chat platforms
- Contacting the User
- Managing contacts and sending messages
- User database management
- Managing support and contact requests
- Data transfer outside the EU
- Remarketing and behavioral targeting
- Managing data collection and online surveys
- Handling finance and accounting

Detailed information on the processing of Personal Data

Advertising

This type of service allows User Data to be utilized for advertising communication purposes. These communications are displayed in the form of banners and other advertisements on this Application, possibly based on User interests. This does not mean that all Personal Data are used for this purpose. Information and conditions of use are shown below. Some of the services listed below may use Trackers to identify Users or they may use the behavioral retargeting technique, i.e. displaying ads tailored to the User's interests and behavior, including those detected outside this Application. For more information, please check the privacy policies of the relevant services. Services of this kind usually allow Users to opt out of such tracking. Users may learn how to opt out of interest-based advertising more generally by visiting the relevant opt-out section in this document.



Meta ads conversion tracking (Meta pixel)

Company: Meta Platforms, Inc.

Place of processing: United States

Personal Data processed: Trackers +1



Google Ads conversion tracking

Company: Google LLC

Place of processing: United States

Personal Data processed: Trackers +1



Meta Audience Network

Company: Meta Platforms, Inc.

Place of processing: United States

Personal Data processed: Trackers +2



WhatsApp Business Direktmarketing .

Company: this Application

Analytics

The services contained in this section enable the Owner to monitor and analyze web traffic and can be used to keep track of User behavior.



Google Analytics 4

Company: Google LLC

Place of processing: United States

Personal Data processed: number of Users +3



Matomo Cloud

Company: InnoCraft

Place of processing: New Zealand

Personal Data processed: device information +2



Meta Events Manager

Company: Meta Platforms, Inc.

Place of processing: United States

Personal Data processed: browsing history +4



Cloudflare Web Analytics

Company: Cloudflare, Inc.

Place of processing: United States

Personal Data processed: device information +2



Heap Analytics

Company: Heap Inc.

Place of processing: United States

Personal Data processed: Trackers +1

Collection of privacy-related preferences

This type of service allows this Application to collect and store Users' preferences related to the collection, use, and processing of their personal information, as requested by the applicable privacy legislation.



iubenda Privacy Controls and Cookie Solution

Company: iubenda srl

Place of processing: Italy

Personal Data processed: IP address +1

Contacting the User



Mailing list or newsletter

Personal Data processed: email address +2



Phone contact

Personal Data processed: phone number

Displaying content from external platforms

This type of service allows you to view content hosted on external platforms directly from the pages of this Application and interact with them. Such services are often referred to as widgets, which are small elements placed on a website or app. They provide specific information or perform a particular function and often allow for user interaction. This type of service might still collect web traffic data for the pages where the service is installed, even when Users do not use it.



Google Fonts

Company: Google LLC

Place of processing: United States

Personal Data processed: Trackers +1



Google Maps Widget

Company: Google LLC

Place of processing: United States

Personal Data processed: Trackers +1



YouTube Video Widget

Company: Google LLC

Place of processing: United States

Personal Data processed: Trackers +1

Handling finance and accounting



Billwerk

Heat mapping and session recording

Heat mapping services are used to display the areas of this Application that Users interact with most frequently. This shows where the points of interest are. These services make it possible to monitor and analyze web traffic and keep track of User behavior.

Some of these services may record sessions and make them available for later visual playback.





Microsoft Clarity

Company: Microsoft Corporation

Place of processing: United States

Personal Data processed: clicks +4

Hosting and backend infrastructure

This type of service has the purpose of hosting Data and files that enable this Application to run and be distributed or to provide a ready-made infrastructure to run specific features or parts of this Application.

Some services among those listed below, if any, may work through geographically distributed servers, making it difficult to determine the actual location where the Personal Data are stored.



Netlify

Company: Netlify, Inc.

Place of processing: United States

Personal Data processed: Usage Data



Amazon S3

Company: Amazon Web Services, Inc.

Place of processing: United States

Personal Data processed: Usage Data



OpenAI API

Company: OpenAI, L.L.C.

Place of processing: United States

Personal Data processed: Trackers +1



scalingo





MongoDB Cloud

Company: MongoDB, Inc.

Place of processing: United States

Personal Data processed: Usage Data

Infrastructure monitoring

This type of service allows this Application to monitor the use and behavior of its components so its performance, operation, maintenance and troubleshooting can be improved.

Which Personal Data are processed depends on the characteristics and mode of implementation of these services, whose function is to filter the activities of this Application.



Sentry

Company: Functional Software, Inc.

Place of processing: European Union

Personal Data processed: various types of Data as specified in the privacy policy of the service



New Relic

Interaction with external social networks and platforms

This type of service allows interaction with social networks or other external platforms directly from the pages of this Application.

The interaction and information obtained through this Application are always subject to the User's privacy settings for each social network.

This type of service might still collect traffic data for the pages where the service is installed, even when Users do not use it.

It is recommended to log out from the respective services in order to make sure that the processed data on this Application isn't being connected back to the User's profile.



LinkedIn Button and Social Widgets

Company: LinkedIn Corporation

Place of processing: United States

Personal Data processed: Trackers +1



Facebook Like Button and Social Widgets

Company: Meta Platforms, Inc.

Place of processing: United States

Personal Data processed: Trackers +1

Interaction with live chat platforms

This type of service allows Users to interact with third-party live chat platforms directly from the pages of this Application, in order to contact and be contacted by this Application's support service.

If one of these services is installed, it may collect browsing and Usage Data in the pages where it is installed, even if the Users do not actively use the service. Moreover, live chat conversations may be logged.



Zoho SalesIQ messaging

Company: Zoho Corporation

Place of processing: United States

Personal Data processed: browser information +8

Managing contacts and sending messages

This type of service makes it possible to manage a database of email contacts, phone contacts or any other contact information to communicate with the User.

These services may also collect data concerning the date and time when the message was viewed by the User, as well as when the User interacted with it, such as by clicking on links included in the message.



GetResponse

Company: Implex Sp. z o.o.

Place of processing: Poland

Personal Data processed: email address +2



Postmark

Company: Wildbit LLC

Place of processing: United States

Personal Data processed: email address +3

Managing data collection and online surveys

This type of service allows this Application to manage the creation, deployment, administration, distribution and analysis of online forms and surveys in order to collect, save and reuse Data from any responding Users.

The Personal Data collected depend on the information asked and provided by the Users in the corresponding online form.

These services may be integrated with a wide range of third-party services to enable the Owner to take subsequent steps with the Data processed - e.g. managing contacts, sending messages, analytics, advertising and payment processing.



Meta lead ads

Company: Meta Platforms, Inc.

Place of processing: United States

Personal Data processed: email address +2

Managing support and contact requests

This type of service allows this Application to manage support and contact requests received via email or by other means, such as the contact form.

The Personal Data processed depend on the information provided by the User in the messages and the means used for communication (e.g. email address).



ZOHO CRM Email

Company: Zoho Corporation Pvt. Ltd.

Place of processing: United States

Personal Data processed: email address +4



productfruits



WhatsApp Business Customer Support .

Registration and authentication

By registering or authenticating, Users allow this Application to identify them and give them access to dedicated services. Depending on what is described below, third parties may provide registration and authentication services. In this case, this Application will be able to access some Data, stored by these third-party services, for registration or identification purposes. Some of the services listed below may also collect Personal Data for targeting and profiling purposes; to find out more, please refer to the description of each service.



Auth0

Company: Auth0, Inc

Place of processing: United States

Personal Data processed: email address +6

Registration and authentication provided directly by this Application

By registering or authenticating, Users allow this Application to identify them and give them access to dedicated services. The Personal Data is collected and stored for registration or identification purposes only. The Data collected are only those necessary for the provision of the service requested by the Users.



Direct registration

Personal Data processed: billing address +11

Remarketing and behavioral targeting

This type of service allows this Application and its partners to inform, optimize and serve advertising based on past use of this Application by the User.

This activity is facilitated by tracking Usage Data and by using Trackers to collect information which is then transferred to the partners that manage the remarketing and behavioral targeting activity.

Some services offer a remarketing option based on email address lists.

Services of this kind usually allow Users to opt out of such tracking. Users may learn how to opt out of interest-based advertising more generally by visiting the relevant opt-out section in this document.



Meta Custom Audience

Company: Meta Platforms, Inc.

Place of processing: United States

Personal Data processed: email address +1

Tag management

This type of service helps the Owner to manage the tags or scripts needed on this Application in a centralized fashion.

This results in the Users' Data flowing through these services, potentially resulting in the retention of this Data.



Google Tag Manager

Company: Google LLC

Place of processing: United States

Personal Data processed: Trackers +1

Traffic optimization and distribution

This type of service allows this Application to distribute their content using servers located across different countries and to optimize their performance.

Which Personal Data are processed depends on the characteristics and the way these services are implemented. Their function is to filter communications between this Application and the User's browser.

Considering the widespread distribution of this system, it is difficult to determine the locations to which the contents that may contain Personal Information of the User are transferred.



Cloudflare

Company: Cloudflare, Inc.

Place of processing: United States

Personal Data processed: Trackers +1



jsDelivr CDN

Company: Prospect One Sp. z o.o. sp. k.

Place of processing: Poland

Personal Data processed: Usage Data



Cloudflare DNS

Company: Cloudflare, Inc.

Place of processing: United States

Personal Data processed: Usage Data

User database management

This type of service allows the Owner to build user profiles by starting from an email address, a personal name, or other information that the User provides to this Application, as well as to track User activities through analytics features. This Personal Data may also be matched with publicly available information about the User (such as social networks' profiles) and used to build private profiles that the Owner can display and use for improving this Application.

Some of these services may also enable the sending of timed messages to the User, such as emails based on specific actions performed on this Application.



ZOHO CRM

Company: Zoho Corporation Pvt. Ltd.

Place of processing: United States

Personal Data processed: email address +4

Information on opting out of interest-based advertising

In addition to any opt-out feature provided by any of the services listed in this document, Users may learn more on how to generally opt out of interest-based advertising within the dedicated section of the Cookie Policy.

Further information about the processing of Personal Data

Nutzung von über Google APIs erhaltenen Daten

Daten, die wir über Google-APIs erhalten (insbesondere Kalendereinträge aus Google Calendar), verwenden wir ausschließlich, um die für Sie sichtbaren Kernfunktionen der BOTTIMMO-App bereitzustellen und zu verbessern (z. B. Terminsynchronisation). Diese Daten werden nicht für Werbung, Remarketing, Behavioral Targeting, den Aufbau von Nutzerprofilen bei Drittanbietern oder das Training generischer/generalisierter KI-Modelle verwendet. Eine Weitergabe an Dritte erfolgt nur, soweit dies zur Bereitstellung der App-Funktion notwendig, gesetzlich vorgeschrieben, oder im Rahmen einer Unternehmensübertragung (mit Offenlegung) erfolgt. Die Nutzung und Übertragung von Daten, die wir über Google-APIs erhalten (einschließlich abgeleiteter Daten), entspricht der [Google API Services User Data Policy](#), einschließlich der Limited Use-Anforderungen (eingeschränkte Nutzung).

Cookie Policy

This Application uses Trackers. To learn more, Users may consult the [Cookie Policy](#).

Further Information for Users in the European Union

This section applies to all Users in the European Union, according to the General Data Protection Regulation (the “GDPR”), and, for such Users, supersedes any other possibly divergent or conflicting information contained in the privacy policy. Further details regarding the categories of Data processed, the purposes of processing, the categories of recipients of the Personal Data, if any, and further information about Personal Data can be found in **the section titled “Detailed information on the processing of Personal Data” within this document**.

Legal basis of processing

The Owner may process Personal Data relating to Users if one of the following applies:

- Users have given their consent for one or more specific purposes.
- provision of Data is necessary for the performance of an agreement with the User and/or for any pre-contractual obligations thereof;
- processing is necessary for compliance with a legal obligation to which the Owner is subject;
- processing is related to a task that is carried out in the public interest or in the exercise of official authority vested in the Owner;
- processing is necessary for the purposes of the legitimate interests pursued by the Owner or by a third party.

In any case, the Owner will gladly help to clarify the specific legal basis that applies to the processing, and in particular whether the provision of Personal Data is a statutory or contractual requirement, or a requirement necessary to enter into a contract.

Further information about retention time

Unless specified otherwise in this document, Personal Data shall be processed and stored for as long as required by the purpose they have been collected for and may be retained for longer due to applicable legal obligation or based on the Users’ consent.

Therefore:

- Personal Data collected for purposes related to the performance of a contract between the Owner and the User shall be retained until such contract has been fully performed.
- Personal Data collected for the purposes of the Owner’s legitimate interests shall be retained as long as needed to fulfill such purposes. Users may find specific information regarding the legitimate interests pursued by the Owner within the relevant sections of this document or by contacting the Owner.

The Owner may be allowed to retain Personal Data for a longer period whenever the User has given consent to such processing, as long as such consent is not withdrawn. Furthermore, the Owner may be obliged to retain Personal Data for a longer period whenever required to fulfil a legal obligation or upon order of an authority.

Once the retention period expires, Personal Data shall be deleted. Therefore, the right of access, the right to erasure, the right to rectification and the right to data portability cannot be enforced after expiration of the retention period.

The rights of Users based on the General Data Protection Regulation (GDPR)

Users may exercise certain rights regarding their Data processed by the Owner.

In particular, Users have the right to do the following, to the extent permitted by law:

- **Withdraw their consent at any time.** Users have the right to withdraw consent where they have previously given their consent to the processing of their Personal Data.
- **Object to processing of their Data.** Users have the right to object to the processing of their Data if the processing is carried out on a legal basis other than consent.
- **Access their Data.** Users have the right to learn if Data is being processed by the Owner, obtain disclosure regarding certain aspects of the processing and obtain a copy of the Data undergoing processing.
- **Verify and seek rectification.** Users have the right to verify the accuracy of their Data and ask for it to be updated or corrected.
- **Restrict the processing of their Data.** Users have the right to restrict the processing of their Data. In this case, the Owner will not process their Data for any purpose other than storing it.
- **Have their Personal Data deleted or otherwise removed.** Users have the right to obtain the erasure of their Data from the Owner.
- **Receive their Data and have it transferred to another controller.** Users have the right to receive their Data in a structured, commonly used and machine readable format and, if technically feasible, to have it transmitted to another controller without any hindrance.
- **Lodge a complaint.** Users have the right to bring a claim before their competent data protection authority.

Users are also entitled to learn about the legal basis for Data transfers abroad including to any international organization governed by public international law or set up by two or more countries, such as the UN, and about the security measures taken by the Owner to safeguard their Data.

Details about the right to object to processing

Where Personal Data is processed for a public interest, in the exercise of an official authority vested in the Owner or for the purposes of the legitimate interests pursued by the Owner, Users may object to such processing by providing a ground related to their particular situation to justify the objection.

Users must know that, however, should their Personal Data be processed for direct marketing purposes, they can object to that processing at any time, free of charge and without providing any justification. Where the User objects to processing for direct marketing purposes, the Personal Data will no longer be processed for such purposes. To learn whether the Owner is processing Personal Data for direct marketing purposes, Users may refer to the relevant sections of this document.

How to exercise these rights

Any requests to exercise User rights can be directed to the Owner through the contact details provided in this document. Such requests are free of charge and will be answered by the Owner as early as possible and always within one month, providing Users with the information required by law. Any rectification or erasure of Personal Data or restriction of processing will be communicated by the Owner to each recipient, if any, to whom the Personal Data has been disclosed unless this proves impossible or involves disproportionate effort. At the Users' request, the Owner will inform them about those recipients.

Transfer of Personal Data outside of the European Union

Data transfer to countries that guarantee European standards

If this is the condition for Data transfer, the transfer of Personal Data from the EU to third countries is carried out according to an adequacy decision of the European Commission. The European Commission adopts adequacy decisions for specific countries whenever it considers that country to possess and provide Personal Data protection standards comparable to those set forth by EU data protection legislation. Users can find an updated list of all adequacy decisions issued on the European Commission's website.

Further information for Users in the United States

This part of the document integrates with and supplements the information contained in the rest of the privacy policy and is provided by the business running this Application and, if the case may be, its parent, subsidiaries and affiliates (for the purposes of this section referred to collectively as “we”, “us”, “our”).

The information contained in this section applies to all Users (Users are referred to below, simply as “you”, “your”, “yours”), who are residents in the following states: **California, Virginia, Colorado, Connecticut, Utah, Texas, Oregon, Nevada, Delaware, Iowa, New Hampshire, New Jersey, Nebraska, Tennessee, Minnesota, Maryland, Indiana, Kentucky, Rhode Island and Montana.**

For such Users, this information supersedes any other possibly divergent or conflicting provisions contained in the privacy policy. This part of the document uses the term Personal Information (and Sensitive Personal Information).

Notice at collection

The following Notice at collection provides you with timely notice about the **categories of Personal Information collected or disclosed in the past 12 months** so that you can exercise meaningful control over our use of that Information.

While such categorization of Personal Information is mainly based on California privacy laws, it can also be helpful for anyone who is not a California resident to get a general idea of what types of Personal Information are collected.

Identifiers

Personal Data processed: Trackers; Usage data; First name; Last name + 16

Personal Information collected or disclosed:

- Trackers
- Usage Data
- first name
- last name
- phone number
- email address
- company name
- country
- website
- billing address
- various types of Data as specified in the privacy policy of the service
- picture
- browser information
- language
- operating systems
- time the message was sent
- date of the message
- profile picture
- various types of Data
- unique device identifiers for advertising (Google Advertiser ID or IDFA, for example)

Sensitive Personal Information collected or disclosed password, VAT Number, contents of the email or message, username

Purposes:

- Registration and authentication provided directly by this Application
- Traffic optimization and distribution
- Infrastructure monitoring
- Registration and authentication
- Interaction with live chat platforms
- Contacting the User
- Managing contacts and sending messages
- User database management
- Managing support and contact requests
- Data transfer outside the EU
- Remarketing and behavioral targeting
- Advertising
- Managing data collection and online surveys

Retention period: for the time necessary to fulfill the purpose

Sold or Shared: No

Targeted Advertising: No

Third-parties: Cloudflare, Inc., Functional Software, Inc. , Auth0, Inc, Zoho Corporation, Implix Sp. z o.o., Wildbit LLC, Zoho Corporation Pvt. Ltd., Meta Platforms, Inc.

Service providers or contractors: this Application

Commercial information

Personal Data processed: Trackers; Usage data; First name; Last name + 6

Personal Information collected or disclosed:

- Trackers
- Usage Data
- first name
- last name
- phone number
- email address
- company name
- country
- website
- billing address

Sensitive Personal Information collected or disclosed password, VAT Number

Purposes:

- Registration and authentication provided directly by this Application

Retention period: for the time necessary to fulfill the purpose

Sold or Shared: No

Targeted Advertising: No

Internet or other electronic network activity information

Personal Data processed: Trackers; Usage data; First name; Last name + 24

Personal Information collected or disclosed:

- Trackers
- Usage Data
- first name
- last name
- phone number
- email address
- company name
- country
- website
- billing address
- various types of Data as specified in the privacy policy of the service
- number of Users
- session statistics
- device information
- browsing history
- clicks
- page views
- session duration
- interaction events
- picture
- IP address
- browser information
- language
- operating systems
- time the message was sent
- date of the message
- profile picture
- unique device identifiers for advertising (Google Advertiser ID or IDFA, for example)

Sensitive Personal Information collected or disclosed password, VAT Number, contents of the email or message, username

Purposes:

- Registration and authentication provided directly by this Application
- Traffic optimization and distribution
- Advertising

- Analytics
- Displaying content from external platforms
- Tag management
- Heat mapping and session recording
- Hosting and backend infrastructure
- Registration and authentication
- Collection of privacy-related preferences
- Interaction with external social networks and platforms
- Interaction with live chat platforms
- Contacting the User
- Managing contacts and sending messages
- User database management
- Managing support and contact requests
- Remarketing and behavioral targeting
- Managing data collection and online surveys

Retention period: for the time necessary to fulfill the purpose

Sold or Shared: No

Targeted Advertising: No

Third-parties: Cloudflare, Inc., Meta Platforms, Inc., Google LLC, Prospect One Sp. z o.o. sp. k., InnoCraft, Microsoft Corporation, Netlify, Inc., Auth0, Inc, iubenda srl, Amazon Web Services, Inc., OpenAI, L.L.C., LinkedIn Corporation, Zoho Corporation, Implix Sp. z o.o., Wildbit LLC, Zoho Corporation Pvt. Ltd., MongoDB, Inc., Heap Inc.

Audio, electronic, visual, thermal, olfactory, or similar information

Personal Data processed: Email address; First name; Last name; Various types of data as specified in the privacy policy of the service + 8

Personal Information collected or disclosed:

- email address
- first name
- last name
- various types of Data as specified in the privacy policy of the service
- picture
- Trackers
- browser information
- language
- operating systems
- time the message was sent
- date of the message
- profile picture

Sensitive Personal Information collected or disclosed password, contents of the email or message, username

Purposes:

- Registration and authentication
- Interaction with live chat platforms

Retention period: for the time necessary to fulfill the purpose

Sold or Shared: No

Targeted Advertising: No

Third-parties: Auth0, Inc, Zoho Corporation

Inferences drawn from other personal information

Personal Data processed: Browser information; Language; Operating systems; Trackers + 5

Personal Information collected or disclosed:

- browser information
- language

- operating systems
- Trackers
- time the message was sent
- date of the message
- profile picture
- Usage Data
- device information

Sensitive Personal Information collected or disclosed contents of the email or message, username

Purposes:

- Interaction with live chat platforms
- Analytics

Retention period: for the time necessary to fulfill the purpose

Sold or Shared: No

Targeted Advertising: No

Third-parties: Zoho Corporation, Cloudflare, Inc.

 You can read the definitions of these concepts inside the “[Definitions and legal references section](#)” of the privacy policy.

To know more about your rights to limit the use of your sensitive personal information (“Limit the Use of My Sensitive Personal Information”) you can refer to the “[Your privacy rights under US state laws](#)” section of our privacy policy.

For more details on the collection of Personal Information, please read the section “[Detailed information on the processing of Personal Data](#)” of our privacy policy.

We won’t process your Information for unexpected purposes, or for purposes that are not reasonably necessary to and compatible with the purposes originally disclosed, without your consent.

What are the sources of the Personal Information we collect?

We collect the above-mentioned categories of Personal Information, either directly or indirectly, from you when you use this Application.

For example, you directly provide your Personal Information when you submit requests via any forms on this Application. You also provide Personal Information indirectly when you navigate this Application, as Personal Information about you is automatically observed and collected.

Finally, we may collect your Personal Information from third parties that work with us in connection with the Service or with the functioning of this Application and features thereof.

Your privacy rights under US state laws

You may exercise certain rights regarding your Personal Information. In particular, to the extent permitted by applicable law, you have:

- **the right to access Personal Information: the right to know.** You have the right to request that we confirm whether or not we are processing your Personal Information. You also have the right to access such Personal Information;
- **the right to correct inaccurate Personal Information.** You have the right to request that we correct any inaccurate Personal Information we maintain about you;
- **the right to request the deletion of your Personal Information.** You have the right to request that we delete any of your Personal Information;
- **the right to obtain a copy of your Personal Information.** We will provide your Personal Information in a portable and usable format that allows you to transfer data easily to another entity – provided that this is technically feasible;
- **the right to opt out from the Sale of your Personal Information;** We will not discriminate against you for exercising your privacy rights.
- **the right to non-discrimination.**

Additional rights for Users residing in California

In addition to the rights listed above common to all Users in the United States, as a User residing in California, you have:

- **The right to opt out of the Sharing of your Personal Information** for cross-context behavioral advertising;

- **The right to request to limit our use or disclosure of your Sensitive Personal Information** to only that which is necessary to perform the services or provide the goods, as is reasonably expected by an average consumer. Please note that certain exceptions outlined in the law may apply, such as, when the collection and processing of Sensitive Personal Information is necessary to verify or maintain the quality or safety of our service.

Additional rights for Users residing in Virginia, Colorado, Connecticut, Texas, Oregon, Nevada, Delaware, Iowa, New Hampshire, New Jersey, Nebraska, Tennessee, Minnesota, Maryland, Indiana, Kentucky, Rhode Island and Montana

In addition to the rights listed above common to all Users in the United States, as a User residing in Virginia, Colorado, Connecticut, Texas, Oregon, Nevada, Delaware, Iowa, New Hampshire, New Jersey, Nebraska, Tennessee, Minnesota, Maryland, Indiana, Kentucky, Rhode Island and Montana you have

- **The right to opt out of** the processing of your personal information for **Targeted Advertising or profiling** in furtherance of decisions that produce legal or similarly significant effects concerning you;
- **The right to freely give, deny or withdraw your consent for the processing of your Sensitive Personal Information.** Please note that certain exceptions outlined in the law may apply, such as, but not limited to, when the collection and processing of Sensitive Personal Information is necessary for the provision of a product or service specifically requested by the consumer. In Maryland, your Sensitive Personal Information will be collected or processed only if strictly necessary to provide or maintain a specific product or service requested by you.

In Minnesota and Maryland Users also have the right to obtain a list of the specific third parties to which the controller has disclosed the consumer's personal data

* Note that in some states like Minnesota you have the following specific rights connected to profiling:

- The right to question the results of the profiling;
- The right to be informed of the reason that the profiling resulted in the decision; if feasible
- The right to be informed of what actions the consumer might have taken to secure a different decision and the actions that the consumer might take to secure a different decision in the future;
- The right to review personal data used in the profiling;
- If inaccurate, the right to have the data corrected and the profiling decision reevaluated based on the corrected data;

Additional rights for users residing in Utah and Iowa

In addition to the rights listed above common to all Users in the United States, as a User residing in Utah and Iowa, you have:

- **The right to opt out of** the processing of your Personal Information for **Targeted Advertising**;
- **The right to opt out of the processing of your Sensitive Personal Information.** Please note that certain exceptions outlined in the law may apply, such as, but not limited to, when the collection and processing of Sensitive Personal Information is necessary for the provision of a product or service specifically requested by the consumer.

How to exercise your privacy rights under US state laws

To exercise the rights described above, you need to submit your request to us by contacting us via the contact details provided in this document.

For us to respond to your request, we must know who you are. We will not respond to any request if we are unable to verify your identity and therefore confirm the Personal Information in our possession relates to you. You are not required to create an account with us to submit your request. We will use any Personal Information collected from you in connection with the verification of your request solely for verification and shall not further disclose the Personal Information, retain it longer than necessary for purposes of verification, or use it for unrelated purposes.

If you are an adult, you can make a request on behalf of a child under your parental authority.

How to exercise your rights to opt out

In addition to what is stated above, to exercise your right to opt-out of Sale or Sharing and Targeted Advertising you can also use the privacy choices link provided on this Application.

If you want to submit requests to opt out of Sale or Sharing and Targeted Advertising activities via a user-enabled **global privacy control**, such as for example the Global Privacy Control ("[GPC](#)"), you are free to do so and we will abide by such request in a frictionless manner.

How and when we are expected to handle your request

We will respond to your request without undue delay, but in all cases within the timeframe required by applicable law. Should we need more time, we will explain to you the reasons why, and how much more time we need.

Should we deny your request, we will explain to you the reasons behind our denial (where envisaged by applicable law you may then contact the relevant authority to submit a complaint).

We do not charge a fee to process or respond to your request unless such request is manifestly unfounded or excessive and in all other cases where it is permitted by the applicable law. In such cases, we may charge a reasonable fee or refuse to act on the request. In either case, we will communicate our choices and explain the reasons behind them.

Additional information about Data collection and processing

Legal action

The User's Personal Data may be used for legal purposes by the Owner in Court or in the stages leading to possible legal action arising from improper use of this Application or the related Services.

The User declares to be aware that the Owner may be required to reveal personal data upon request of public authorities.

Additional information about User's Personal Data

In addition to the information contained in this privacy policy, this Application may provide the User with additional and contextual information concerning particular Services or the collection and processing of Personal Data upon request.

System logs and maintenance

For operation and maintenance purposes, this Application and any third-party services may collect files that record interaction with this Application (System logs) or use other Personal Data (such as the IP Address) for this purpose.

Information not contained in this policy

More details concerning the collection or processing of Personal Data may be requested from the Owner at any time. Please see the contact information at the beginning of this document.

Changes to this privacy policy

The Owner reserves the right to make changes to this privacy policy at any time by notifying its Users on this page and possibly within this Application and/or - as far as technically and legally feasible - sending a notice to Users via any contact information available to the Owner. It is strongly recommended to check this page often, referring to the date of the last modification listed at the bottom.

Should the changes affect processing activities performed on the basis of the User's consent, the Owner shall collect new consent from the User, where required.

Definitions and legal references

Personal Data (or Data) / Personal Information (or Information)

Any information that directly, indirectly, or in connection with other information — including a personal identification number — allows for the identification or identifiability of a natural person.

Sensitive Personal Information

Sensitive Personal Information means any Personal Information that is not publicly available and reveals information considered sensitive according to the applicable privacy law.

Usage Data

Information collected automatically through this Application (or third-party services employed in this Application), which can include: the IP addresses or domain names of the computers utilized by the Users who use this Application, the URI addresses (Uniform Resource Identifier), the time of the request, the method utilized to submit the request to the server, the size of the file received in response, the numerical code indicating the status of the server's answer (successful outcome, error, etc.), the country of origin, the features of the browser and the operating system utilized by the User, the various time details per visit (e.g., the time spent on each page within the Application) and the details about the path followed within the Application with special reference to the sequence of pages visited, and other parameters about the device operating system and/or the User's IT environment.

User

The individual using this Application who, unless otherwise specified, coincides with the Data Subject.

Data Subject

The natural person to whom the Personal Data refers.

Data Processor (or Processor)

The natural or legal person, public authority, agency or other body which processes Personal Data on behalf of the Controller, as described in this privacy policy.

Data Controller (or Owner)

The natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of Personal Data, including the security measures concerning the operation and use of this Application. The Data Controller, unless otherwise specified, is the Owner of this Application.

This Application

The means by which the Personal Data of the User is collected and processed.

Service

The service provided by this Application as described in the relative terms (if available) and on this site/application.

Sale

Sale means any exchange of Personal Information by the Owner to a **third party, for monetary or other valuable consideration**, as defined by the applicable privacy US state law. Please note that the exchange of Personal Information with a service provider pursuant to a written contract that meets the requirements set by the applicable law, does not constitute a Sale of your Personal Information.

Sharing

Sharing means any sharing, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, a consumer's Personal Information by the business to a **third party for cross-context behavioral advertising**, whether for monetary or other valuable consideration, including transactions between a business and a third party for cross-context behavioral advertising for the benefit of a business in which no money is exchanged, as defined by the California privacy laws. Please note that the exchange of Personal Information with a service provider pursuant to a written contract that meets the requirements set by the California privacy laws, does not constitute sharing of your Personal Information.

Targeted advertising

Targeted advertising means displaying advertisements to a consumer where the advertisement is selected based on Personal Information obtained from that consumer's activities over time and across nonaffiliated websites or online applications to predict such consumer's preferences or interests, as defined by the applicable privacy US state law.

European Union (or EU)

Unless otherwise specified, all references made within this document to the European Union include all current member states to the European Union and the European Economic Area.

Cookie

Cookies are Trackers consisting of small sets of data stored in the User's browser.

Tracker

Tracker indicates any technology - e.g Cookies, unique identifiers, web beacons, embedded scripts, e-tags and fingerprinting - that enables the tracking of Users, for example by accessing or storing information on the User's device.

Legal information

This policy has been prepared based on provisions of multiple legislations.

This policy relates solely to this Application, if not stated otherwise within this document.

How can we help?

What you can do

Your data

- [Ask us to know and access the information we hold on you](#)
- [Ask us to correct information we hold on you](#)
- [Ask us to be forgotten \(delete the information we hold on you\)](#)
- [Ask to port your data to another service](#)

In case of issues

While we strive to create a positive user experience, we understand that issues may occasionally arise between us and our users. If this is the case, please feel free to contact us.

[Contact us](#)

Footer

BOTTIMMO

BOTTIMMO AG

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8280 Kreuzlingen
Schweiz

Vertretungsberechtigte Personen

Yannick Messmer – Geschäftsführer

Handelsregistereintrag

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Downloadable documents

- [Privacy Policy](#)
Latest update: July 21, 2026

- [Cookie Policy](#)
Latest update: July 21, 2026
- [Terms and Conditions](#)
Latest update: January 29, 2026

Privacy Policy  by **iubenda**

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