



Semantic Hub Privacy Policy

for its Research-as-a-Service platform

Semantic Hub (hereinafter – Company, Our Company) is registered in the Swiss Commercial Register under the number CHE-214.324.680 and is located at Avenue D'Ouchy 4, 1006, Lausanne, Switzerland. This privacy policy will explain how our Company uses the personal data we collect from you when you use our website. This privacy policy follows the requirements of GDPR (General Data Protection Regulation of the European Union) and the FADP (Swiss Data Protection Act).

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
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What data do we collect?

Our Company collects the following data:

- Personal identification information: email address
- Name and address of the organization you work for

How do we collect your data?

You directly provide Our Company with the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.

How will we use your data?

Our Company collects your data so that we can:

- Process your order, manage your account.
- Send you emails regarding the details of your order and next steps, as well as special offers on other products and services we think you might like.

How do we store your data?

Our Company securely stores your data using certified cloud / storage providers who follow the highest standards of data protection, e.g. Hetzner Online GmbH (Industriestr. 25; 91710 Gunzenhausen; Germany).

Switzerland has an adequate level of data protection according to the EU data protection legislation, so transfers can occur without additional safeguards under specific conditions.

Our Company will keep your email for 3 years. Once this time period has expired, we will delete your data by removing it from our system, unless you place new orders / continue cooperating with us in any other manner during this period – in such case, the data storage period will be extended taking into account the last date of any such interaction.

Marketing

Our Company would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing materials, you may always opt out at a later date.

You have the right at any time to stop Our Company from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please send a request to: ad@semantic-hub.com.

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.

The right to erasure – You have the right to request that Our Company erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Our Company's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: ad@semantic-hub.com.

Should you have any questions, requests or concerns or would like to exercise your rights related to personal data and data protection in any other way, please contact our Data Protection Officer: ad@semantic-hub.com.

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit websites, they may collect information from you automatically through cookies or similar technology. At this point, we do not use cookies at our website. However, we may start using cookies in future, in this case we'll update this privacy policy accordingly.

For further information, visit allaboutcookies.org.

Privacy policies of other websites

The Our Company website and the deliverables you may receive as the result of our services may contain links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 17 November 2025.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us by email: ad@semantic-hub.com.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your

concern in a satisfactory manner, you may contact the Information Commissioner's Office, please find the contact details following this link: <https://www.edoeb.admin.ch/en>.