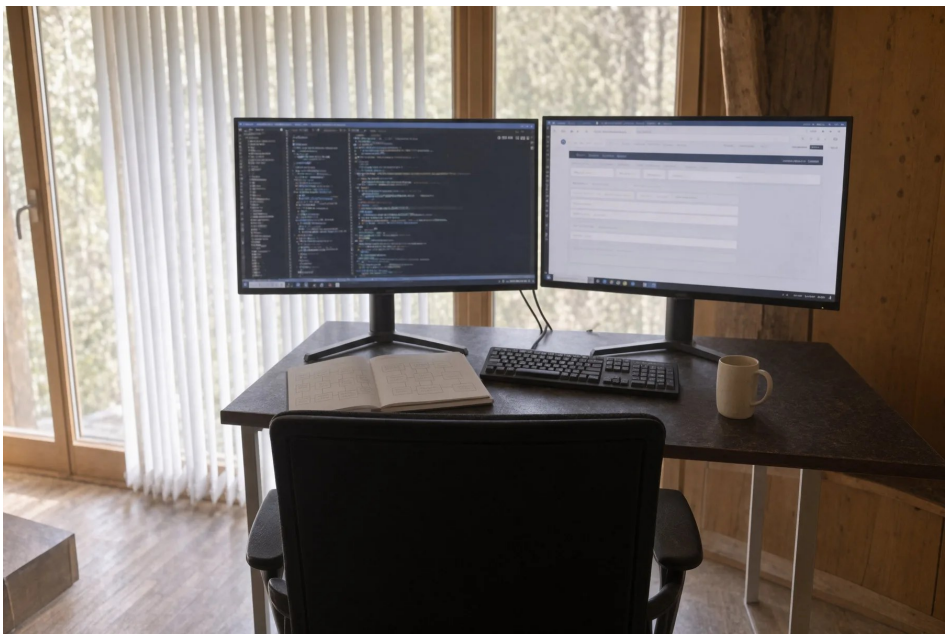
CONTACT

Contacting Karbonic

The information you need to contact Karbonic and to understand how a request sent through this website is handled.

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Karbonic Sàrl, Le Locle, Switzerland, is responsible for handling the requests addressed to it. For a question about your data, write to info@karbonic.net or call +41 32 931 07 44.

The information requested

The form asks for a name, an email address and a message so that we can reply. Company, telephone and project area are optional. This information is used to understand your request, prepare a reply and follow up the exchange.

A first description is enough. Do not send passwords, forensic data or confidential documents through this form. A suitable way of exchanging them can be agreed afterwards.

How the request is transmitted

On the public website, the message is passed to Karbonic's mailbox over an encrypted SMTP connection. The hosting provider and the email provider are involved in the technical processing. Karbonic can tell you which services are used to handle your request.

Messages are kept to handle the request and to follow up the relationship. How long depends on the nature of the exchange and on the obligations that apply. You can ask Karbonic for details on how information concerning you is retained.

Browsing and form protection

This website contains no advertising trackers and no third-party analytics tools. Fonts and images are loaded from the site itself. No external captcha is used.

A temporary technical cookie is used when the form is submitted, to protect the request. The mechanism also limits repeated submissions. It does not keep the content

of messages in its rate-limiting log. The hosting service may produce its own technical access and security logs.

Your requests concerning your data

You can contact Karbonic to ask for access to, correction of or deletion of the information concerning you, subject to the retention obligations that apply. If identity verification is needed, the relevant evidence will be agreed with you.

Images

The photographs showing situations of use are generated illustrations. They are not photographs of Karbonic’s clients, staff or installations. Software screenshots and archive documents are identified in their captions.