



KLARA

A Post member company.

General Terms and Conditions for KLARA

1. General

The following General Terms and Conditions (GTC) of KLARA Business Ltd apply to KLARA's offers and services.

By accepting these GTC, the user agrees, in particular, to the processing of data collected about him/her in the manner and for the purposes described herein.

These GTC shall apply to all KLARA offers and services. Separate, supplementary terms and conditions may apply to the use of individual modules. In the event of any discrepancies, the applicable supplementary terms and conditions shall take precedence.

2. Scope of deliverables

KLARA provides private customers and companies with the facility to handle administrative and business-relevant processes electronically, in a largely automated way, in the areas of communications, payment transactions, personnel administration, financial accounting and online marketing. The deliverables and functionalities are described in detail on the KLARA websites.

KLARA is entitled to enlist third-party assistance in providing its services and customer support.

KLARA retains all rights to the software, brand and processes relating to its offers and services. The user is entitled to usufruct in accordance with these GTC.

3. Registration

The user must create an account to use KLARA. The registration process enables users to authenticate themselves to affiliated third parties in conjunction with an application. For certain applications, KLARA may require additional identification steps.

When registering and performing other actions associated with using the service, the user shall be obliged to provide complete and accurate information, to keep all information up to date (particularly e-mail and physical delivery addresses), and to correct amendments and errors immediately. The user confirms at the time of application that he/she has the legal capacity to act or is an authorized representative and acts with the consent of any relevant legal representative.

KLARA reserves the right to reject any applications for registration without giving reasons for doing so.

4. System requirements

To use KLARA, the user requires access to the Internet as well as a web-compatible device such as a computer or smartphone with a current-generation browser (Chrome, Firefox, Safari, etc.) or the relevant application.

Users are strongly advised to install the necessary software updates on their devices and to choose secure passwords.

5. Support

During office hours, users can access support by telephone and online. E-mail support is also available outside of office hours.

6. Costs

Generally, the use of KLARA basic services does not entail any costs for the user. Charges shall apply to any additional services.

Depending on the device used and on the contractual relationship with the Internet service provider, data traffic costs may be incurred when accessing KLARA services. This also applies to access from foreign countries.

7. Modules for which charges apply

Individual modules for which charges apply are available to purchase or on subscription. The corresponding supplementary terms and conditions for each module shall apply in addition to these GTC.

All prices can be found on the KLARA website or in the Widget Store.

KLARA has the right to adjust the prices, with effect from the next possible cancellation date in each case, by notifying the user of the adjustment. Such changes to services may be based on reasons such as, in particular, technological advances and the further development of the services being provided. KLARA carries out an audit of company-related and personal data.

All prices are given in CHF, excluding VAT unless it is explicitly indicated that VAT is included. Invoices from KLARA are payable within 10 days of the invoice date.

If the user is in arrears with the payment, default interest of 5% per annum shall be charged. Reminders due to outstanding payments, along with further payment collection costs, shall be charged to the user at CHF 20 per reminder. KLARA reserves the right to assign unpaid invoice amounts to a debt collection company after sending a reminder without reply.

If payment deadlines are not met, KLARA may, after issuing one reminder and without giving advance notice, restrict or stop the provision of the corresponding service, temporarily block the user's access to the application, or terminate the contract with the user without notice or compensation. KLARA has the right to make the payment of the arrears, in particular, a condition for releasing saved data or unblocking access.

The user's debts cannot be offset against counterclaims from KLARA.

Delivered goods shall remain the property of KLARA until payment has been made in full. If instalment payments have been agreed for a service and the user defaults on an instalment, the instalment payment agreement shall become void and the remaining amount shall be due immediately in full.

If third-party providers have been commissioned to process payments, their terms and conditions shall apply.

8. Data protection

When handling personal data, KLARA respects data privacy legislation. In particular, KLARA is bound by the following principles:

Accumulated data and data processing purpose:

KLARA collects, stores and processes data needed for rendering its services, for managing and nurturing customer relationships, as well as specifically for ensuring a high level of service quality, for the reliability of operations and infrastructure, and for invoicing purposes (user data).

KLARA can view data supplied by users (supplied data) only if this is necessary for rendering services and if the user explicitly approves this use (e.g. support).

Use and forwarding of data

User data is used in the rendering of individual services and for communicating with the user. To the extent that subcontractors are enlisted, KLARA shall ensure that they use the data exclusively for rendering the respective services.

If this necessarily involves the transfer of data to third parties (e.g. for reporting wage and salary data to old-age and survivors' insurance (OASI) agencies or other insurers), users are notified by the system before the function is activated.

If an application is provided jointly with a third party or the user accesses third-party services via KLARA and the user wishes to make use of these services, KLARA may forward the necessary data to such third parties (e.g. physical postal deliveries).

Data analyses are performed for enhancing and further developing the applications on a needs basis.

User data may be used for marketing purposes if approved by the user. If the user approves this, the data used for marketing purposes and the marketing purposes themselves will be reported in detail. For example, the user may receive customized offers, including from third parties. No user data shall be forwarded to third parties in this context. If users are interested in offers submitted to them, they can initiate a data delivery to the respective third party themselves. At the request of government authorities (e.g. in criminal proceedings), the data required shall be disclosed provided this is legally mandated and KLARA is obliged to comply.

Beyond this scope, no data shall be forwarded to third parties.

Data storage:

All application-related data is managed and stored in secure facilities in Switzerland. User data reserved explicitly for communication with users may also be stored abroad.

Data security:

Adequate organizational measures are taken to protect the data against unauthorized access. Data is transmitted in encrypted form.

When data supplied by the user is uploaded, KLARA checks the files for malicious programming code (e.g. viruses, malware, etc.) and reserves the right to prevent the upload of files affected by malware.

Data deletion:

When the account is terminated, the data will be completely deleted within a period of three months. The user may also request the complete deletion of all data at any time. If the contract is terminated, KLARA will enable the user to export his/her complete data.

Recording of user behaviour:

Tracking systems (e.g. Adobe Analytics) are used to record anonymized user behaviour. This process does not allow any tracing of specific or identifiable users.

9. User obligations and sanctions

Users are obliged to only integrate content for which they own the respective rights into the application. The delivery of content that violates laws, particularly intellectual property rights of third parties or antitrust legislation, is prohibited. Furthermore, supplied content must be of neither a racist, pornographic or otherwise offensive nature.

If there are any indications of conduct in breach of the contract or law, KLARA may urge the user to use the service in compliance with the law and the contract, change, restrict or otherwise modify its provision of services without prior notice or compensation, temporarily block access to the application, terminate the contract without notice or compensation, and, as the case may be, submit claims for damages and exemption from third-party claims. KLARA is also entitled to remove illicit content immediately and without prior notice, whether or not on request by third parties.

In the event of abuse of applications, particularly if an illegal act is suspected, the data may be evaluated for clarification purposes and, upon justified request, forwarded to the responsible authorities or to the third party affected by the abuse.

If users notice or suspect that their account is being abused, they must change their access data immediately and notify KLARA without delay.

10. Warranty and liability

KLARA strives to ensure high availability of its services. However, it cannot make any guarantee of the fault- and interruption-free functioning of its infrastructure and services. KLARA does not accept liability to the extent that is permissible by law for losses arising from force majeure or disruptions occurring particularly due to lack of Internet connectivity, unlawful interventions in telecommunication devices and networks, overloading of the network, wilful blockage of electronic channels by third parties or interruptions.

Services rendered by third parties are not covered by guarantees or assurances with regard to availability, quality, operation or support.

Users are fully responsible for access to their accounts. They are obliged to treat their access data as confidential and to disclose this data to authorized persons only. KLARA fully waives any and all responsibility in this respect.

KLARA is liable for damages caused by gross negligence and by intent. Liability for slight or moderate negligence is excluded to the extent permissible by law. In particular, KLARA's liability for indirect damage and consequential damage such as loss of profit, unrealized savings, additional expenses, loss of data, damage due to downloads or third-party claims is excluded in general.

KLARA does not accept any liability for damage or loss caused by auxiliaries and third parties it engages (e.g. subcontractors, suppliers, etc.) which result from slight or moderate negligence.

Claims in respect of product liability and personal injury remain reserved.

To the extent permitted by law, KLARA does not accept liability for damage or loss resulting from the improper use of services (in breach of contract or law). The user is responsible for contractual or legal violations by the user and consequential claims by third parties. If charges are brought against KLARA due to usage that is illegal or in breach of contract, the user concerned shall indemnify KLARA against any third-party claims.

11. Modification and discontinuation of applications

Adjustments to the scope of deliverables and the functionalities of services or their complete discontinuation are possible at any time. The user shall be informed in advance of any major modifications. The user will have the option to export his/her complete data.

If modifications entail significant deteriorations for the user, he/she will have the right to terminate the use of the respective application or the complete application with a notice period of one month effective from the end of any month.

KLARA may amend these GTC and any supplementary terms and conditions at any time. Amendments will be communicated in good time and by suitable means. Users who do not agree to the amendments may terminate their account at any time, or cancel modules for which they pay a charge at the next possible cancellation date.

The current version of the GTC published on the KLARA platform constitutes the agreement that governs the relationship between the user and KLARA.

12. Severability clause

Should individual provisions of these GTC or supplementary terms and conditions be invalid, incomplete or unlawful, or should performance be impossible, this shall not adversely affect the effectiveness of the other parts of the contract. In this case, the parties shall undertake to immediately replace the provision in question with an admissible effective provision which comes closest to the original intention in terms of content.

13. Place of jurisdiction and applicable law

Subject to overriding legislation in the user's country of residence, all issues and disputes relating to this service shall be governed exclusively by Swiss law, excluding the provisions of Swiss Federal Act on International Private Law (IPLA) and the uniform UN Convention on Contracts for the International Sale of Goods (CISG). The sole place of jurisdiction is the registered office of KLARA, subject to any mandatory places of jurisdiction.

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