



GENERAL TERMS AND CONDITIONS OF SALE (GTCS)

for purchasing services from the eGovernment service portal (hereinafter referred to as the « service portal »)

General provisions

All services and products offered for sale via the service portal are subject to these General Terms and Conditions of Sale.

Any use of the service portal for obtaining a product or service that is offered there implies express acceptance of these General Terms and Conditions of Sale.

How to make online payments

Online payment for products and services is facilitated by our trusted partner [Datatrans AG](#), a specialist in secure payment systems, based in Zurich.

The Directorate of Finance and Datatrans SA determine the authorised means of payment. To ensure a high level of security, Datatrans SA applies the PCI DSS (Payment Card Industry Data Security Standards) guidelines and is officially certified by VISA and MasterCard as a Payment Service Provider (renewed annually).

The information that is exchanged between the service portal and Datatrans SA is encrypted and validated by means of hash algorithms known only by the service portal and Datatrans SA.

The bank details required for payments that are entered on the web pages of Datatrans SA are processed and stored by Datatrans SA under its exclusive responsibility.

The service portal does not store any bank details. Only the data necessary for providing the requested service – namely the service itself, the surname, first name, the postal address and the e-mail address of the customer, as well as the date, the reference number and the amount of the transaction – are stored on the service portal server.

General terms of use

In all other respects, the use of the service portal is subject to the rules set out in the legislation on the eGovernment portal ([LGCyb, RSF 17.4](#) and [OGCyb, RSF 17.41](#)). Personal data are processed in accordance with the Cantonal Data Protection Act ([LPrD; RSF 17.1](#)).

Specific conditions for certain categories of services

The service portal reserves the right to establish specific terms and conditions of sale for certain categories of services that may complement or derogate from these GTCS..

Jurisdiction and applicable law

Any dispute related to the execution or interpretation of these General Terms and Conditions falls under the jurisdiction of the courts of the Canton of Fribourg, subject to appeal to the Swiss Federal Court.

The applicable law is Swiss law.

Fribourg, 24th September 2018