

CUSTOMER PORTAL TERMS AND CONDITIONS OF USE

Version 1 of 9 March 2026

By using the customer portal and the functions, services, information, documents etc. contained or described therein, you consent to the following Terms and Conditions of Use and confirm that you have read the SQTS Privacy Notice, which can be consulted at ([Migros Privacy Notice](#)).

1. Scope

These Terms and Conditions of Use apply to the use of the customer portal operated by "Swiss Quality Testing Services" (hereinafter referred to as "SQTS", a directorate of the Federation of Migros Cooperatives, Limmatstrasse 152, P.O. Box 8031 Zurich) under the domain <https://web.sqts.ch> ("portal") and to all legal transactions carried out via this portal. The Terms and Conditions of Use are deemed to have been accepted as soon as the portal is used or as soon as information is retrieved on the portal.

Use of the portal is free of charge. Use is reserved to legal entities or individuals with a minimum age of 18 and who are already customers of SQTS, i.e. who have already used services provided by SQTS.

2. Services provided by SQTS and its role

The portal is a platform provided by SQTS with applications and services allowing users to place orders with SQTS electronically, to check the status of their orders and invoices and to view analysis reports generated by SQTS in connection with their orders.

The currently valid General Terms and Conditions of SQTS apply to all orders placed with SQTS in connection with studies, analyses and other services provided by SQTS. These can be consulted via: [SQTS GTC](#)

3. Registration process

Registration is reserved to existing customers of SQTS. Customers who wish to register for use of the portal must apply to their respective SQTS customer advisor by email. SQTS will review the application at its own discretion. Registration is only possible via an email address.

If the customer is a legal entity (company), the following also applies: A business email address of the respective customer is required for initial registration for a portal customer account. If the customer does not have a business email address or wishes

to use an email address from a public provider (e.g. bluewin, gmx, gmail, etc.) or a shared email address (such as info@sample.ch) to register, the customer must submit written confirmation from their Executive Board to SQTS, confirming that the applicant is entitled to apply for a portal customer account for the company using the specific email address from a public provider of the shared email address and that the company will inform SQTS immediately if this email address ceases to be authorised and consequently if access to the portal customer account via this email address therefore needs to be deleted. Confirmation from the customer's Executive Board must be provided using the SQTS form, which can be requested from the relevant SQTS customer advisor.

When an application is approved, SQTS informs the customer, opens a portal customer account for the customer and sends the login information and an initial password to the email address provided by the customer. Two-factor authentication is needed to access the portal customer account: a password and a code, which is sent to the email address provided by the customer.

To gain access to the portal customer account, the customer must accept these Terms and Conditions of Use upon logging in for the first time. After logging in for the first time, the customer must also replace the initial password by a password of their choice.

If the customer is a legal entity (company), they can apply to the relevant SQTS customer advisor for access authorisation to their portal customer account for employees and/or other authorised persons within the company (e.g. apprentices, consultants). When the application is approved, SQTS informs the customer and the newly registered user and sends the login information and an initial password to the newly registered users via the shared email address provided by the customer. In all other respects, the registration and initial login process is identical to that for a new customer registration. Registered persons who are not customers of SQTS (e.g. employees of a business customer) but who are registered for access to the portal customer account of a legal entity (company) are hereinafter referred to as "registered users". Customers and their registered users are hereinafter referred to collectively as "users".

4. Authentication and identification

Technical access to the portal customer account is provided via the user's end device (hardware used including mobile devices such as tablets and smartphones).

Anyone who proves their access authorisation by entering the means of authentication below will be granted access to the customer's portal customer account. The following means of authentication are currently accepted:

- a) the email address provided by the customer to SQTS as part of the registration process and
- b) the personal password selected by the user and
- c) the authentication code sent to the user via email for each login.

SQTS is entitled to change or modify the authentication process and the means of authentication at any time for technical reasons. SQTS will inform the users of this in an appropriate manner.

As far as SQTS is concerned, if a person is authenticated in accordance with Section 4 of these Terms and Conditions of Use, they are entitled to use the customer's portal customer account. This also applies to shared email addresses. SQTS may consequently allow this person to view documents such as saved analysis reports and invoices, and may receive orders from this person with no further checks of their authorisation. This is also the case even if this person is not the actual user. The customer unreservedly acknowledges all transactions and declarations performed via the portal customer account using their means of authentication or that of the registered user. These are binding both for the customer and for the registered user. All orders and messages sent to SQTS in this way are deemed to be drawn up and approved by the customer. SQTS can refuse to perform orders and other services in the case of justified doubt, in particular for security reasons, and can request that the user in question prove their authentication in another manner.

SQTS may assume that all messages and/or orders originate from the customer or the customer's registered users if these messages and/or orders are made via the portal customer account of persons who have logged in using the means of authentication of the customer or the customer's registered user. This also applies to shared email addresses. SQTS is entitled to contact the customer via the same channel. SQTS has no obligation regarding the further identification of sender or recipient.

5. Obligations of the user

The user is not permitted to engage in abusive behaviour and/or to save or distribute illegal material of any kind or to make this material accessible via the portal.

The customer is obliged, in their own interests, to ensure that the data they enter and save in their portal customer account is correct and complete. The customer is responsible for the consequences of incorrect and/or incomplete information. The customer can change, expand or archive this data at any time. The customer can also grant its registered users the right to view or edit their data via its portal customer account. The customer can apply to SQTS to register additional users. The customer is obliged to manage the users registered for its portal customer account and to archive registered users as necessary, e.g. if registered users leave the customer's company or cease to be authorised to access the portal customer account for any other reason. The customer is responsible for ensuring that only persons authorised by them can access their portal customer account (this also applies in particular to shared email addresses). The customer must bear all consequences that arise as a result of a breach of these obligations. When the customer archives registered users, authorisation of these registered users to access the portal customer account is terminated, and they will no longer be able to access the portal customer account.

If the customer or their registered users enter or edit data relating to other persons in the portal customer account, they must have obtained the prior express consent of all affected persons insofar as they are not lawfully entitled to perform these actions.

The customer and their registered users undertake to handle their means of authentication for the portal customer account confidentially, not to disclose them to third parties nor make them accessible in any other way, and to protect them against misuse by unauthorised persons. In the case of shared email addresses, it is the customer's responsibility to ensure that only the persons authorised by them have access to the means of authentication and that the obligations under these Terms and Conditions of Use are complied with. The customer and their registered users are obliged to change the initial password sent by SQTS as part of the registration process immediately after receipt. They undertake to select a secure password that does not consist of easy-to-determine combinations (e.g. date of birth, car number plate). SQTS declines all liability for any consequences arising from the access data being disclosed.

If the customer or its registered users fear that unauthorised third parties have become aware of one of their means of authentication, the customer or its registered users are required to change or modify the corresponding means of authentication immediately. If this is not possible, the customer or its registered users must inform SQTS immediately and have the relevant access to the portal customer account blocked without delay. If the customer is a company, the customer's Executive Board is responsible for having these accesses blocked immediately (this also applies to email addresses from public providers such as bluewin, gmx, gmail, etc. and shared email addresses).

SQTS reserves the right to block access by the customer and/or its registered users to the portal customer account at any time and without giving notice if it suspects that they are in breach of the above provisions.

6. Intellectual property and other rights

All intellectual property and other rights to the portal such as brands, names, titles, logos, images, designs, texts and other materials are held exclusively by SQTS or one of its contractual parties. No rights (usage, intellectual property rights, etc.) are conferred by accessing, downloading or copying the content of the portal. The prior written consent of SQTS is mandatory for the (complete or partial) reproduction, transmission (electronically or by other means), modification, linking or use of the portal for public or commercial purposes.

7. Disclaimer

The information published on the portal can be changed at any time and without prior notice. SQTS accepts no liability (neither expressly nor implicitly) for the correctness, completeness or up-to-dateness of the information published on the portal.

The services and information on the portal are provided within the framework of the technical, operational and financial capabilities of SQTS. Interruption-free or error-free operation of the portal is not guaranteed. SQTS reserves the right to withdraw and/or change all services available on the portal at any time.

To the fullest extent permissible by law, SQTS excludes its liability (including the liability for its auxiliary staff, employees, suppliers and sub-contractors) for all claims arising from or in connection with the use of the portal, and in particular for damage due to transmission errors, technical defects, interruptions or malfunctions.

The customer shall bear any losses arising from the misuse of their means of authentication and/or those of their registered users (e.g. in the event of unauthorised access by third parties) and/or in connection with the use of shared email addresses. The customer shall also bear the consequences arising from a breach of these Terms and Conditions of Use by the customer and/or its registered users and/or the use of shared email addresses.

8. Termination

If links on the portal lead to third-party websites, SQTS is in no way liable for the correctness, completeness or legality of the content of these websites.

SQTS is entitled to block or delete the customer's portal customer account or access by users at any time, without prior notice and without giving reasons.

The customer is also entitled to delete its portal customer account or have it deleted at any time and without prior notice.

9. Online data transmission

The Internet is an open network accessible to all and therefore is basically not considered to be a secure environment. Although the individual data packets are generally sent in encrypted form, this may not apply to the senders and recipients under certain circumstances. SQTS declines all liability for the security of data during its transmission via the Internet.

10. Data protection

Processing of personal information in connection with the portal is subject to the Migros Group Privacy Notice. The Privacy Notice explains how Migros handles personal data, including in connection with the portal, and in particular contains information on the reasons for which personal data is processed, how it is disseminated within the Migros Group, and to which rights data subjects are entitled with respect to their personal data. The Privacy Notice is available online, currently under [Migros Privacy Notice](#). By using the portal, users accept the processing of their personal data in accordance with the Privacy Notice.

SQTS and the companies of the Migros Group affiliated with SQTS shall send users information and offers from their own company and other companies of the Migros Group as well as from partner companies, e.g. by way of emails and advertising brochures. By logging in to the portal customer account for the first time, users agree that corresponding messages can also be transmitted electronically.

These messages and their delivery may also be customised so that users only receive information likely to be of interest to them. This applies in particular to communications and system notifications that are part of the use of the portal customer account as personalised services within the scope of these Terms and Conditions of Use. To ensure an optimal personal user experience, SQTS may evaluate behavioural and transaction data in conjunction with existing personal data. Further information on this profiling and the rights of users can also be found in the Migros Privacy Policy.

11. Read-only access for other companies

If the customer wishes to grant other companies read-only access (i.e. without authorisation to place orders or make declarations, hereinafter "read-only access") to their SQTS portal customer account, the customer must provide SQTS with written confirmation from its Executive Board confirming that the company specified therein is to be registered for read-only access to the customer's portal customer account via the employees of the company specified therein (hereinafter referred to jointly as the "Company") with the business email address specified therein, and that SQTS is authorised to grant the specified company with the specified email address the corresponding read-only access. Otherwise, the registration and initial login process is identical to that for the registration of registered users. The company must accept these Terms and Conditions of Use when logging in for the first time and is deemed to be a registered user in accordance with these Terms and Conditions of Use.

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The customer acknowledges that by granting read-only access to the company, the company gains knowledge of all information and data contained in the customer's portal customer account (e.g. analysis reports, invoices), and that SQTS bears no responsibility for the behaviour of the company. The customer is obliged to inform SQTS in advance, in writing and in good time, if the authorisation of the company with the specified email address ceases and consequently SQTS must delete the read-only access of the company with the specified email address. The customer must bear all consequences that arise as a result of a breach of these obligations.

Exclusion of liability in accordance with section 7 of these Terms and Conditions of Use also applies in connection with read-only access of companies in accordance with this section 11.

12. Changes/additions to the Terms and Conditions of Use

SQTS reserves the right to change these Terms and Conditions of Use at any time. If a change is made to the Terms and Conditions of Use, users will be asked to accept the changed Terms and Conditions of Use again.

13. Final provisions

These Terms and Conditions of Use are subject to Swiss law.

To the extent permitted by law, the sole place of jurisdiction for all disputes arising from or in connection with these Terms and Conditions of Use is the city of Zurich.

If individual provisions are invalid, the remaining provisions remain unaffected.

