REPUBLIC AND STATE OF GENEVA
Department of Institutions and Digital Affairs (DIN)
Cantonal Office for Information Systems and Digital Technology

GENERAL TERMS AND CONDITIONS OF SALE (GTC)

for the purchase of online services from the Geneva Cantonal Administration
(hereinafter referred to as the “e-services”)

General provisions

All purchases of products or services offered for sale or subject to fees on the official website of the State of Geneva are governed by these General Terms and Conditions of Sale (GTC).

Any use of the e-services available on the official website to obtain a service, benefit or product offered implies express and unconditional acceptance of these GTC.

Online payment procedures and liability

The online payment service is provided by Datatrans SA, a Swiss company specialising in secure payment systems, headquartered in Zurich. The company's servers are located in Switzerland. Datatrans SA undertakes to comply with the Geneva Public Information, Data Protection and Archiving Act (LIPAD) and the Federal Act on Data Protection (FADP).

The State of Geneva reserves the right to audit the subcontractor's facilities in the event of any concerns.

Data validated by the user for identification purposes is transmitted to our subcontractor on behalf of and under the responsibility of the purchaser at the time of payment for the service. Users are solely responsible for any data entry or connection errors, as well as any technical failures attributable to them.

Information exchanged between the State of Geneva and Datatrans SA is encrypted and authenticated using hashing keys known only to the State of Geneva and Datatrans SA. Banking details entered on Datatrans SA's web pages at the time of payment are processed and stored by the company under its sole responsibility.

Banking details are not stored on the State of Geneva's servers. Only the data necessary to provide the requested service, namely the service itself, the first name, last name, postal address and email address of the payment method holder, as well as the transaction date, reference number and amount, are stored on the State of Geneva's servers.

The State of Geneva shall not be held liable for the fraudulent or unauthorised use of a credit card.

The accepted payment methods are determined by the relevant financial departments of the State of Geneva and Datatrans SA.

Security and data protection

The State of Geneva undertakes to take all appropriate precautions to ensure the security of data collected from users when they use the e-services, in accordance with the General Terms and Conditions of Use of the e-services and Mon espace e-démarches.

Specific conditions applicable to certain categories of services

Where necessary, the State of Geneva reserves the right to establish specific terms and conditions of sale, which may supplement or derogate from these GTC.

Jurisdiction and applicable law

Any dispute relating to the performance or interpretation of these GTC shall fall within the jurisdiction of the courts of the Canton of Geneva, subject to the right to appeal to the Swiss Federal Supreme Court.

The applicable law shall be Swiss domestic law, to the exclusion of the Swiss Federal Act on Private International Law (PILA).