

Privacy statement Bio Garantie d.o.o.

This privacy statement is published on all websites of the companies that belong to the ECG

Bio Garantie Croatia

Bio Garantie Croatia respects your privacy. We therefore process your personal data strictly in accordance with the applicable data protection law, which includes the Swiss Data Protection Act and, where relevant, the EU General Data Protection Regulation (GDPR). We reserve the right to revise this privacy statement from time to time. Each time you open or visit the website, the then current version that is available there applies.

What does this privacy policy govern?

This privacy statement contains information on how we at [...] collect and process personal data on our website www.bio-garantie.hr.

How can you reach us?

If you have any questions regarding the processing of your personal data or would like to exercise your data subject rights, please feel free to contact our service team, at hrvatska@bio-garantie.hr

What personal data do we collect and process?

Personal data is data that can be used to identify you or that we can otherwise attribute to you. We process personal data that you provide to us voluntarily, namely when you communicate with us by email or through points of sale. The following data types/categories may be collected, processed and used by Bio Garantie Croatia:

- Personal master data (e.g. surname, first name, address)
- Communication data (e.g. telephone, e-mail)
- Contract master data (e.g. contractual relationship, product or contractual interest)
- IT usage data (e.g. UserID, passwords, roles, IP address, referrer URL)
- Bank details (e.g. account details / credit card number from clients)

How and for what purposes do we use your data?

We use your personal data in the administration of our customer relationship with you, for communication purposes, for job applications, the processing of contracts, invoicing, information on services and their marketing, support in technical matters and the evaluation and further development of services and products.

How do we use your data in relation to the contact form?

If you contact us via the contact form, your mandatory data from the form (including title, first and last name, company, e-mail address and message) will be stored by us for the purpose of processing your enquiry. The provision of further data is voluntary.

Is your data exchanged within the EASY-CERT group?

For the purpose of processing, your information may be forwarded internally by the [...] to group members of the EASY-CERT group AG. They will be further processed there depending on the service you have requested.

When is your data otherwise passed on to third parties?

We will pass on your personal user data to third parties in aggregated form if you have made your data publicly available on www.bio-garantie.hr.

Furthermore, we only pass on your personal user data to third parties in the following cases: (1) if you have given your express consent to do so, (2) if the disclosure is necessary for the assertion, exercise or defense of legal claims and there is no reason to assume that you have an overriding interest worthy of protection in the non-disclosure of your data, (3) if there is a legal obligation for the transfer or if it is necessary for the processing of contractual relationships with you .

How do we use plugins, tools and cookies?

COOKIES When you visit our website, we collect statistical visitor data on which parts of the website you and all other users visit particularly frequently. We collect data regarding the browser used, operating system, weblogs and other connection data. In this context, it is sometimes necessary to use so-called cookies. Cookies are small files that are stored on your computer or mobile device when you use our website. The cookies we use serve to ensure the functions of our website. In addition, we use cookies to adapt our web offer to your customer wishes and to make surfing with us as comfortable as possible for you. This collected data does not contain any personal reference or is sufficiently anonymised so that no conclusions can be drawn about your person. Most internet browsers automatically accept cookies. However, you can instruct your browser not to accept cookies or to prompt you each time before accepting a cookie from a website you visit. You can also delete cookies from your computer or mobile device by using the appropriate function on your browser. If you choose not to accept our cookies, you may not see certain information on our website and may not be able to use some features designed to enhance your visit.

- **GOOGLE MAPS:** This website uses Google Maps to display interactive maps and to create directions. By using Google Maps, information about the use of this website, including your IP address and the (start) address entered in the route planner function, may be transmitted to Google in the USA. If you do not want Google to collect, process, or use data about you via our website, you can disable JavaScript in your browser settings. In this case, however, you will not be able to use the map display. Otherwise, Google's privacy policy applies: <https://policies.google.com/privacy>
- **GOOGLE TAG MANAGER:** The Google Tag Manager (GTM) is a tool for websites to reload additional tools. In order for Google to monitor the stability, performance and installation quality of the system and to obtain data for diagnosis, Google Tag Manager collects certain aggregated data for tag triggering. This data does not include IP addresses or measurement IDs linked to a specific individual. Google Tag Manager does not collect, store or share information about visitors. For more information about the data collected by Google Tag Manager and Google's privacy policy, please visit <https://policies.google.com/privacy> and <https://support.google.com/tagmanager/answer/9323295?hl=en> .
- **GOOGLE SEARCH CONSOLE:** Search Console tools and reports help us measure our website's Google search traffic and performance, and troubleshoot problems. They also ensure that our website can be found through search queries on Google. For more information on Google's privacy policy, please visit <https://policies.google.com/privacy?hl=en> .

How do we use web analytics tools?

- To constantly improve and optimise our website, we use Google Analytics as a web analysis tool. This provides us with statistics and graphics that give us information about the use of our

website. This data about the use of the website is transferred by Google Analytics with a shortened IP address to servers abroad, which prevents the identification of individual devices. The IP address transmitted by your browser as part of Google Analytics will not be merged with other Google data.

You can prevent the collection of data generated by cookies and related to your use of the website by Google, as well as the processing of this data by Google, by downloading and installing the browser plugin available at the following link <https://tools.google.com/dlpage/gaoptout?hl=en>.

- If you do not want the provider to collect data about you via cookies, you can select the function 'Block third-party cookies' in your browser settings. Then the browser will not send cookies to the server for embedded content from other providers. With this setting, other functions of our website may also no longer work.

How do we protect your data?

We use appropriate technical and organisational measures to protect your personal data from loss and unauthorised access. We regularly review our security policies and procedures to ensure that our systems are secure.

The data is hosted by a provider located in Switzerland. Within the website visit, we use the widespread SSL (Secure Socket Layer) procedure in conjunction with the highest encryption level supported by your browser.

How long do we keep your data?

We retain your personal data for as long as is necessary for the purposes for which it was collected, for as long as we are required to do so by law or for as long as we have a legitimate interest in retaining it (e.g. for evidence or IT security purposes).

What rights do you have with regard to your personal data?

You have the right to obtain information about your stored personal data at any time, to request the surrender or transfer of your stored personal data, to correct or supplement your personal data, to object to the processing of your personal data or to request the deletion of your personal data.

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The exclusive place of jurisdiction for legal entities is Frick, Switzerland.

We reserve the right to modify these terms of use and to adapt them to technical and legal developments.

Should individual provisions of these terms of use become invalid, the remaining provisions shall remain unaffected.