

PRIVACY POLICY

Notice on the Processing of Personal Data through This Website

DATA CONTROLLER

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DATA PROTECTION OFFICER (DPO)

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Member of:

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**EUROPEAN FEDERATION
OF DATA PROTECTION OFFICERS**



PURPOSES OF PROCESSING AND LAWFULNESS

Through this website, we may collect personal data for the purpose of responding to your inquiry or fulfilling your request submitted to us via e-mail.

Such processing of data is necessary in order to provide the requested service or to take actions prior to providing the requested service, which makes this processing lawful in accordance with the provisions of the General Data Protection Regulation (GDPR).

The collected data will not be processed for any other purposes.

LEGITIMATE INTERESTS

In certain situations, personal data may be processed based on a legitimate interest. When processing is based on this ground, you have the right to object to such processing. However, it should be noted that processing cannot be restricted or stopped if there are compelling legitimate reasons for such processing that override the interests, rights, and freedoms of the data subject, or if such processing is necessary for the establishment, exercise, or defense of legal claims. The processing we carry out based on legitimate interests is as follows:

VIDEO SURVEILLANCE

Data that may be processed: video recordings

Purpose of processing: protection of persons and property

Retention period: up to 21 days; in the event of an incident, up to 6 months. A longer retention period may apply if recordings are needed as evidence in judicial, administrative, arbitration, or other proceedings. Other recipients of video recordings: competent authorities upon request, when necessary for the conduct of official procedures.

The collected data will not be processed for any other purposes.

DATA COLLECTED THROUGH SOCIAL MEDIA

The pages and profiles we manage on social media platforms (Facebook, etc.) are always under the exact name of the Data Controller. Personal data of our contacts collected through these platforms are used solely for responding to inquiries or comments. Such data will not be processed or stored for any other purposes.

RECIPIENTS OF PERSONAL DATA

Collected personal data may be shared with providers of information and communication technology solutions and services acting as our Data Processors.

These processors provide reasonable guarantees and have implemented appropriate technical and organizational measures to ensure the protection of data and compliance with the requirements of the General Data Protection Regulation (GDPR). A data processing agreement/contract has been concluded with such processors in accordance with the Commission Implementing Decision (EU) 2021/915 on standard contractual clauses between controllers and processors as a specific part of the contract. This agreement/contract details the handling of personal data, and the processors are therefore not authorized to process personal data without our instructions or to disclose it to third parties.

Personal data will not be shared with third parties for direct marketing purposes.

DATA RETENTION PERIOD

We are committed to ensuring transparent and responsible handling of our users' personal data. Personal data provided for the purpose of responding to inquiries and requests, or for job applications, will be processed only as long as necessary to achieve the purpose for which they were collected. Once that purpose has been fulfilled, the data will no longer be processed. For personal data processed based on our legitimate interest, such data will be processed as long as the legitimate interest exists, or until processing is restricted or fully stopped based on your objection.

INTERNET COOKIES

GENERAL CONCEPTS

What are cookies?

A cookie, also known as an HTTP cookie, is a small text file that websites store on a user's device (such as a computer, mobile phone, or tablet) when visiting a particular website. These cookies enable the website to remember the user's actions and settings over time. When the user revisits the same website, the cookies are sent back to the web server, allowing the website to recognize the user and provide a personalized experience.

What information can cookies store?

Internet cookies can store various types of information related to the user and how they interact with a particular website. This includes identification data, user preferences, shopping cart contents on e-commerce websites, login information for user accounts, information about user

activity on the website, user interests for content and ad personalization, session duration, and security and authentication data. Cookies are a tool that allows websites to improve the user experience and provide personalized services.

Purpose of cookies

The purpose of cookies is to optimize and enhance the user experience when visiting websites.

Cookies by function:

I. Technical cookies (always active) – necessary for the functioning of the website and cannot be disabled. These cookies do not store information that could identify you.

II. Functional cookies (optional) – allow the website to provide enhanced functionality and personalization.

III. Statistical cookies (optional) – enable tracking of visits and traffic sources for the purpose of measuring and improving website performance.

IV. Marketing cookies (optional) – used to track users across websites and display targeted advertisements.

HOW TO DISABLE COOKIES

In the control panel, you can manage cookies that are not strictly necessary on this website. By disabling cookies, the user decides whether to allow cookies to be stored on their device. Additionally, you can accept or reject some or all cookies by adjusting your browser settings. Cookie settings can also be controlled and configured directly in your internet browser. Information on how to change settings for some of the most commonly used browsers can be found at the following links:

- [Chrome](#)
- [Firefox](#)
- [Internet Explorer 9](#)
- [Internet Explorer 7 i 8](#)
- [Opera](#)
- [Safari](#)

ADDITIONAL INFORMATION ON DISABLING COOKIES

Some browsers allow you to navigate the website in “incognito” or “private” mode, limiting the amount of data stored on your device and automatically deleting persistent cookies set on your computer or mobile device at the end of the browsing session. There are also many third-party applications that can be added to your browser to block or manage cookies. You can also delete cookies that were previously set in your browser by selecting the option to clear your browsing history and including the option to delete cookies. More detailed information about cookies and instructions for configuring browser settings can be found at the following links:

- <http://www.allaboutcookies.org/>
- <http://www.youronlinechoices.eu/>
- <http://www.aboutads.info/choices/>

SECURITY OF PERSONAL DATA PROCESSING

We collect and process personal data in accordance with the General Data Protection Regulation (GDPR) in a manner that ensures appropriate security and confidentiality during processing.

Our goal is to enable the effective implementation of data protection principles, including data minimization, limitation of the scope of processing, retention periods, and ensuring data availability. To this end, we have implemented appropriate technical and organizational security measures to ensure a level of security commensurate with the risks posed by the processing and the nature of the personal data being protected. When implementing these measures, we have

carefully considered characteristics and costs in order to achieve an optimal balance between data protection and practical applicability.

We regularly review all data processing activities that may pose a risk to the rights and freedoms of individuals. Appropriate safeguards have been implemented to ensure that personal data is protected against accidental or unlawful destruction, accidental loss, alteration, unauthorized disclosure, or access. Special attention is given to the protection of data when personal data is transmitted over a network, in order to prevent potential unlawful forms of processing.

EXERCISING YOUR RIGHTS

Right of Access

At any time, you may request confirmation as to whether your personal data is being processed, along with detailed information about the processing. This includes the purpose of processing, the type/categories of personal data being processed, access to your personal data, the recipients or categories of recipients, and the expected retention period of the personal data.

Right to Rectification

We ensure the right to rectification. You may request the correction of inaccurate personal data and the completion of incomplete personal data without undue delay.

Right to Erasure (“Right to be Forgotten”)

You have the right to request the deletion of your personal data. Where the request is justified and no legal obligation requires us to retain the data, it will be erased without undue delay.

Right to Restrict Processing

You have the right to request the restriction of processing of your personal data in the cases provided under the General Data Protection Regulation (GDPR). In particular, you may restrict processing based on legitimate interests as a lawful basis for processing.

Right to Object

You have the right to object to the processing of your personal data in all cases provided under the GDPR. Specifically, you may object to processing based on legitimate interests as a lawful basis, and request that processing be restricted or completely stopped.

Right to Lodge a Complaint

If you believe that the processing of your personal data violates the provisions of the GDPR, you may lodge a complaint with the supervisory authority, the Croatian Personal Data Protection Agency, located at Metela Ožegovića Street 16, Zagreb.

CONTACT INFORMATION

For additional information regarding the processing of personal data, or to exercise your rights in this regard, please contact us through our Data Protection Officer or use other available contact channels.

Data Protection Officer: feralis@feralis.hr

Your request will be processed within 30 days from the moment you have been successfully identified. We will provide a response in the usual electronic form, unless you explicitly request otherwise.

OTHER INFORMATION

This Privacy Policy is regularly reviewed, updated, and amended to accurately reflect the actual practices of collecting and processing personal data through this website. Please check for updates regularly to stay fully informed about our privacy and data processing practices.

In the event of changes that may affect your rights as a data subject or substantially alter the previous privacy notice—particularly if there are changes in the purposes of processing, disclosure of data, or transfer to third countries—a notification will be prominently displayed in a pop-up window upon visiting this website.

Last updated: December 2025