

PRIVACY POLICY

Respecting the right to privacy of persons who have entrusted Promenade Pet Care S.A., ul. Kasprowicza 13 A, 32-400 Myślenice, NIP: 7372209390 with their personal data, including persons using our services, our contractors and their employees, we declare that the information obtained is processed in accordance with the provisions of national and EU law, in a manner ensuring its protection.

In accordance with Article 13(1) and (2) of the General Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation, hereinafter "GDPR"), we inform you that:

Data controller

1. The controller of the personal data, i.e. the entity that decides on the purposes and methods of their processing, is Petmex Company Sp. z o.o.
2. For questions concerning the processing of personal data, we encourage you to contact us electronically by sending an email to: rodo@promenadepetcare.pl.

Data acquisition and purpose of data processing

1. Personal data obtained from the contact form, phone calls, emails, text messages, meetings will be processed for:
 - a) on-going contact resulting from a concluded contract or carrying out activities aimed at concluding and performing a contract with a client or contractor, within the scope of the administrator's activities - Article 6(1)(b,c and f) RODO,
 - b) the provision of the newsletter service, with prior consent - Article 6(1)(a) RODO,
 - c) the provision of services, including for the performance of the concluded contract and the sale of products - Article 6(1)(b) RODO,
 - d) Handling of complaints, including the handling of claims - Article 6(1)(c) and (f) of the RODO,
 - e) to carry out marketing activities in order to present the company's service offerings and to pursue its legitimate interest, which is conventional direct marketing and other forms of marketing or advertising - Article 6(1)(a/f) RODO,
 - f) To answer questions sent, to conduct correspondence - Article 6(1)(f) RODO,
 - g) to fulfil the Administrator's legal obligations, including billing, accounting and financial reporting - Article 6(1)(c) of the DPA,
 - h) defence against claims and the assertion of claims in accordance with the legitimate interest of the Data Controller, until the expiry of the claims period - Article 6(1)(f) RODO,
 - i) to carry out video surveillance on the premises of the Data Controller in order to enhance security, protect property and maintain the confidentiality of information - Article 6(1)(f) of the DPA,
 - j) organisation of recruitment processes - Article 6(1)(b), (c) and (f) RODO.
2. The controller shall process the data lawfully, collect them for designated legitimate purposes and not subject them to further processing incompatible with those purposes.

Data shall only be collected to the extent that is adequate, necessary and necessary in relation to the purposes for which they are processed.

Recipients of data

1. As part of our business, your personal data may be shared with the following categories of recipients:
 - a) business persons providing services to the Administrator,
 - b) to those entitled to receive them under mandatory legal provisions,
 - c) providers of external IT solutions,
 - d) with regard to job applicants, also recruitment portals.

Data sharing Promenade Pet Care S.A.

1. Your provision of data to Petmex Company Sp. z o.o. is necessary in order to establish cooperation and perform the concluded agreement, as well as to comply with legal obligations. This applies if you make use of the services we offer, if you sell products, and also in cases where you intend to join our team.
2. For the rest (in particular for the processing of data for marketing purposes), the provision of data is voluntary.

Security of personal data processed

1. Promenade Pet Care S.A. makes every effort to protect customers' and users' personal data from unauthorised access by third parties and, in this respect, applies organisational and technical security measures corresponding to the respective risks of processing personal data in accordance with Article 32 of the RODO. All our employees are required to comply with our Policies and Procedures related to confidentiality, security and privacy.

Period of retention of personal data

1. The Administrator shall retain personal data for the period necessary for the purposes of the processing, for the performance of the contract, for data necessary for the fulfilment of a legal obligation incumbent on the Administrator for no longer than the period specified in the legal provisions in force in this regard and for no longer than is necessary for the purposes arising from the legitimate interests pursued by the Administrator. For example:
 - a) The processing of all complaints, requests and claims will continue for the duration of the contract and until the end of the warranty period or the finalisation of the complaint process;
 - b) personal data processed for the purpose of defence and redress in accordance with legitimate interests will be stored until the statute of limitations for possible contractual claims, in accordance with legal provisions;
 - c) accounting documents will be retained for the time required by law for archiving, in particular accounting records, which are generally kept for 5 years from the end of the year in which the event giving rise to the obligation to create the document took place;

- d) video recordings will only be stored for the purposes for which they were collected, no longer than 3 months from the date of the recording, or until a reasoned objection is raised, unless the recording is evidence in legal proceedings, in which case until the conclusion of the proceedings ;
- e) HR data will be retained in accordance with legal requirements for archiving employee records, such as personnel files, for a period of 10 years depending on the length of employment;
- f) once the recruitment process has been completed, your data will be deleted without undue delay and, if you have consented to participate in future recruitment processes, until you withdraw your consent;
- g) in connection with the newsletter and the marketing of products and services offered by the Administrator, this data is stored until you withdraw your consent;
- h) data processed in connection with a legitimate interest of the Controller will be processed until the legitimate interests are pursued, except where these interests are overridden by the interests or fundamental rights and freedoms of the person, in the aforementioned case, until an objection is made;
- i) other personal data will be processed until you object to their processing.

Your rights in relation to the processing of your personal data by Petmex Company Sp. z o.o.

- 1. In relation to the processing of your personal data, you have the right to:
 - a) access to the content of the processed data (Article 15 RODO),
 - b) rectification of the processed data (Article 16 RODO),
 - c) erasure of the processed data (Article 17 RODO),
 - d) restriction of data processing (Article 18 RODO),
 - e) portability of the processed data (Article 20 RODO),
 - f) to object to the processing (Article 21 RODO),
 - g) and to lodge a complaint in relation to the processing of personal data by the Controller with the PUODO (Article 77 RODO).

Data transfer to third countries

- 1. The controller has no intention to transfer personal data to a third country or international organisation.

Processing of personal data by automated means

- 1. Personal data will not be used for automated decision-making, including profiling, in a way that may generate any legal effect or significantly affect customers, suppliers, their employees or associates, or employees or associates or job applicants.

COOKIE POLICY

1. We use the information stored by cookies and similar technologies for advertising and statistical purposes and to adapt the website to your individual needs. If you consent to the use of cookies, they will be stored in the memory of your browser.
2. Two types of cookies are used within the Service: "session cookies" and "permanent cookies" (persistent cookies).
 - a) "Session" cookies are temporary files that are stored on the User's terminal equipment until the User logs out, leaves the website or switches off the software (web browser).
 - b) "Permanent" cookies are stored on the User's terminal equipment for the time specified in the parameters of the cookies or until they are deleted by the User.
3. We use the following types of cookies on the Website:
 - a) "indispensable" - enable the use of the services available on the Website, e.g. used in handling user authentication;
 - b) "Security" - used for security purposes, e.g. used to detect misuse of the Website services;
 - c) "performance" - to collect information about the use of the Website
 - d) "functional" - they enable the User's selected settings to be remembered and the User's interface to be personalised, e.g. with regard to the User's chosen language or region of origin, font size, appearance of the Website, etc;
 - e) "advertising" - enable the delivery to Users of advertising content more tailored to their interests.
 - f) "Integration" - are related to the third-party services used on the Website, e.g. Google Analytics.
4. The third-party sites whose material we present may also use cookies to enable you to log in, and to deliver advertising that matches your tastes and behaviour.
5. You can change your cookie settings in your browser. If you do not change these settings after giving your prior consent, this means that you accept the cookies used here.