

# ISTRABENZ PLINI INFORMATION NOTICE ON PROCESSING OF PERSONAL DATA

We guarantee the security of your personal data.

## 1. INTRODUCTION

### Information Notice on the Protection of Personal Data

pertains to the processing of all personal data within the company **Istrabenz plini d.o.o.** with registered office in Bakar (Town of Bakar), Pristanište Podbok 3 (hereinafter: the Company), which includes data about customers, users, clients, and other individuals who have expressed the desire to cooperate (hereinafter referred to as: Clients).

The company is the controller of clients' personal data. Below, we provide you with information about the purpose of processing your personal data, and other useful information. For any additional questions, please contact us using the contact details provided in point 9 of this Information Notice.

This Information Notice on the Protection of Personal Data is effective from **25 May 2018**. The content of this Information Notice may change, therefore its latest version is always available on our website [www.istrabenzplini.hr](http://www.istrabenzplini.hr). If there are any changes to the Information Notice that would significantly affect the processing of your personal data, we will notify you without delay.

## 2. FOR WHAT PURPOSES DO WE PROCESS YOUR PERSONAL DATA?

The Company collects and processes personal data of clients and potential clients with whom it has a business relationship, who use the Company's websites and/or applications, and in any other way cooperate with the company, for the following purposes:

**A. Execution of contractual relationships**, which includes recording and fulfilling orders and contractual obligations. The personal data we collect are necessary for entering into and executing contracts or orders, and are therefore mandatory. A customer who does not wish to provide the required data cannot enter into a contract or place an order. The data retention period is 10 years after the expiration of the contract or the last order.

**B. Marketing activities** that involve direct communication with clients, including sending mail, electronic messages, and phone calls. The data are used during the duration of the contractual relationship or until a request to cease use for marketing activities is received. Data that are not required for entering into a contract or making a purchase are processed based on the individual's consent and are stored until the consent is withdrawn.

**C. Customer satisfaction surveys/other marketing research** aimed at continuously improving internal processes and offerings. We process client data based on legitimate interest and within the scope of the Company's activities. The data retention period is 3 months.

**D. Competitions** that involve drawing and publishing winner information, as well as collecting and processing personal data obtained at promotional events. We process the data based on the individual's consent or entry into the competition. The data retention period is the statute of limitations for the relevant claims as prescribed by law.

The Company does not carry out automated decision-making or profiling as referred to in Articles 22(1) and 22(4).

## 3. HOW LONG DO WE RETAIN YOUR PERSONAL DATA?

The Company retains data about clients and potential clients **for the period necessary to achieve specific business purposes** and to the extent required to ensure compliance with applicable legislation.

**Retention periods** are defined for specific processing purposes in point 2. Upon expiration of the applicable retention period, the data are securely deleted or destroyed, anonymized, or transferred to an archive (unless a prohibition is prescribed).

## 4. WHO HAS ACCESS TO YOUR PERSONAL DATA?

Our company does not forward clients' personal data to **third parties**, except for:

- external contractual partners who process the data solely on behalf of, and according to the instructions and under the supervision of, the Company (e.g., call centres, printing houses, IT system administrators and maintenance providers, delivery services, etc.), and
- government authorities for the purpose of conducting a specific procedure required by law.

Additionally, personal data is not transferred to third countries or international organizations.

## 5. HOW IS YOUR PERSONAL DATA PROTECTED?

To ensure the confidentiality and security of your personal data, **we have taken appropriate data protection measures**. This means that we implement organizational, physical, and technical measures to protect personal data from accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access to personal data.

## 6. HOW CAN YOU EXERCISE YOUR PERSONAL DATA PROTECTION RIGHTS?

As an individual, you have the **right to request access to your personal data**, as well as to request their correction and/or deletion. Additionally, you can exercise the right to restrict the processing of your personal data, the right to object to processing, and the right to data portability. If you wish to exercise your rights related to personal data protection, please contact us using the contact details provided in point 9 of this Information Notice.

## 7. CAN YOU WITHDRAW YOUR CONSENT?

After you have given your **consent**, you can **withdraw it at any time**. If you wish to withdraw your consent, **please contact us** using the contact details provided in point 9 of this Information Notice.

## 8. HOW TO FILE A COMPLAINT?

If you wish to file a complaint about the Company's handling of your personal data or to exercise your rights as outlined in point 6, you can submit a request using the contact details provided in point 9 of this Information Notice.

An individual has the right to file a complaint with the supervisory authority. You can file a complaint using the form available at the website address: <https://azop.hr/zahtjev-za-utvrdivanje-povrede-prava/>.

## 9. HOW CAN YOU CONTACT US?

If you are interested in how we process your personal data, please read this Information Notice first.



**For any questions, comments, or complaints regarding the processing of personal data, please contact us at:**

- [dpo@istrabenzplini.hr](mailto:dpo@istrabenzplini.hr)
- **Istrabenz plini d.o.o.,  
Pristanište Podbok 3, 51222 Bakar**

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