

Privacy Policy | Cookies | GDPR

Introduction

This Privacy Policy is in accordance with the provisions arising from article 13 section 1 and item 2 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, abbreviated GDPR.

The data controller is ADOT Sp. z o. o. with headquarters in Sosnowiec 41-200, ul. Partyzantów 11, NIP 644 351 23 86, email kontakt@cotec.pl, tel. 600994312.

ADOT Sp. z o. o. strives to protect the privacy of its customers. This privacy policy sets out how we process and protect personal data. All modifications to the current privacy policy are published on our website.

The company ADOT Sp. z o. o. is the controller of personal data, and controls and processes the personal data of users of the online store Cotec.pl in accordance with the Act of 29 August 1997 on the protection of personal data and Directive of the European Union 95/46/EC. Your personal data is stored in the EU and is not transferred anywhere else.

What is your personal information used for?

By providing us with your personal data, you agree that we will use it to meet our obligations to you and provide you with the services you expect. The processing of your personal data takes place on the basis of article 6 of GDPR and for marketing purposes. The Personal Data Controller refers to a legitimate interest, which is:

- Creating a personal account on Cotec.pet (e.g. your name and email address)
- Processing orders in our online service system (e.g. your name, address, date of birth and bank account details)
- Sending marketing offers such as newsletters and catalogs (e.g. your email address, name and postal address)
- Contact in case of difficulties with the delivery of the order (e.g. phone number, address)
- Answering questions and informing about new or modified services (e.g. your e-mail address)
- Notifying winners of online competitions (e.g. your email address, name, home address and telephone number)
- Account management and payment capacity control (e.g. name, address, date of birth)
- Analysing personal data to present marketing offers and information matching your profile (e.g. name, shopping habits)
- Verifying that you can legally make online purchases (e.g. date of birth)

Your personal data will be stored for a period of 5 years until the marketing opportunities are used and the data is analysed for the needs of our business, or until revocation of consent to the processing of personal data (such request should be sent to the address kontakt@cotec.pl). After this time, your personal data will be deleted. We cannot delete data if the law requires it to be stored for a longer time - for example, to keep accounts or if their storing is legally justified in another way (e.g. contractual relationship between the customer and the service provider).

What rights do you have?

You have the right to obtain information about your personal data stored in our database. If your data is incorrect, incomplete or invalid, you can ask to correct, complete or delete it. You can withdraw your consent to our use of your data for marketing purposes (e.g. sending catalogues, newsletters or offers) at any time. To contact us, send a letter to Cotec.pet Customer Service to the address ADOT Sp. z o. o., ul. Partyzantów 11, 41-200 Sosnowiec, Poland. You can also send an email to kontakt@cotec.pl.

Who has access to the data?

We do not transfer, sell or exchange your personal data with other entities or business partners for marketing purposes. The data provided to other entities, for example transport companies delivering our orders, are used solely to provide services offered by ADOT Sp. z o. o. ADOT Sp. z o. o. may also transfer your personal

data to organizations such as companies that check financial standing or debt collection companies in order to carry out creditworthiness checks, verify identity or recover debt.

The data is also used for profiling marketing using Google Analytics, Facebook, Zendesk tools. If you object to profiling - please use the browser settings.

How do we protect your data?

Your data is protected against theft, alteration, unauthorized access, etc. by means of technological and administrative solutions. We are constantly updating our security features so that they comply with the latest technologies and standards. ADOT Sp. z o. o. protects your data using SSL (Secure Sockets Layer), which encrypts all information sent between the buyer and seller.

You have the right to access your personal data, rectify it, delete or limit processing, as well as to lodge a complaint to the supervisory body.

If you have questions about the processing of personal data, please contact the Personal Data Controller (kontakt@cotec.pl) or the Data Protection Officer.

Card payments

Thanks to the fact that all information sent is encrypted using SSL, card payments made on our website are extremely secure. The information is sent via an encrypted connection and your card details cannot be read by unauthorized persons. We handle all transactions in cooperation with a company authorized to process payments. It helps us to contact banks directly and check if a card can be used to make a purchase. This company processes the card data in accordance with the international PCI DSS security standard, which was developed by companies issuing VISA, MasterCard, Diners, American Express and JCB cards. This guarantees the highest level of security when processing your data. In the case of card payments, we also reserve the right to confirm the customer's identity. Transaction data, including personal data, may be transferred to Krajowy Integrator Płatności SA with its registered office in Poznań at ul. Św. Marcina 73/6, postal code: 61-808, KRS: 0000412357, to the extent necessary to process the payment for the order.

Cookies

A cookie is a small text file stored on your computer or mobile device and downloaded by us at your each subsequent online visit to our store. ADOT Sp. z o. o. uses "cookies" to make your visit to our website easier and more enjoyable. We do not use them to store your personal data or disclose this information to others.

There are two types of "cookies" - permanent and temporary (session cookies). Permanent cookies are saved on your computer or mobile device for up to 12 months. In contrast, session cookies are only stored temporarily and are deleted as soon as you close the browser.

We use permanent "cookies" to remember your home page preferences and to store login details if you choose the "Remember me" function.

We use session cookies when you use the product filter and to check if you are logged in. "Cookies" can be easily removed from your computer or mobile device from your browser. Instructions on how to use "cookies" and how to delete them can be found in the "Help" menu of your browser. You can also block cookies completely or choose to be notified each time they are sent.

If you choose to block "cookies", some features of the site may not be available.

"Third party cookies"

We use this kind of "cookies" to collect statistics, in aggregate form, in analytical tools such as Google Analytics and Coremetrics. This applies to both permanent and temporary "cookies" (session cookies). Permanent cookies are stored on your computer or mobile device for up to 24 months.

Links

The cotec.pet website may contain links to portals whose content is beyond our control. Visits to such sites may result in a violation of privacy, for which we do not take any responsibility. We only provide links to help you find specific information.

Copyright

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