

Privacy and Cookies Policy

www.ecoplay.ro

ECOPLAY LTD ("Administrator", "We") highly values the confidentiality of your data. This Privacy and Cookies Policy ("**Policy**") contains information about the purposes and ways in which your personal data is used in connection with the provision of our services ("**Services**"). Personal data is any type of information that is related to an identified person or a person who can be identified. More information about us and our Services can be found on our website at (URL) www.ecoplay.ro ("**Website**", "**Site**").

Please read this Policy carefully to understand how we collect, use, protect and process your personal data in accordance with applicable law, including the General Data Protection Regulation - Regulation (EU) 2016/679, ("**GDPR**"), and the Personal Data Protection Act ("**PDPA**").

1. Administrator

The administrator of personal data is "ECOPLAY" Ltd., entered in the Commercial Register to the Registry Agency, with UIC 206227380, with registered office and address of management: Bulgaria, Sofia, Postal Code 1404, Triaditsa district, 43A Todor Dzhebarov Str., ap.10.

2. What information do we collect and for what purposes?

On our Site we may collect information submitted by you by filling out contact forms and form (s) on the Site, by creating a user account or when otherwise using the Services of the Website. All mandatory data fields are marked as such and must be filled in, and the rest are marked as voluntary and are optional.

The table below lists the categories of personal data that we may collect from and about you, for what purposes we collect them, on what legal basis we process them, and the period for which we store them:

Purpose	Personal data	Legal basis	Expiration date
Create a user profile with an email address or through a Facebook or Google account	<ul style="list-style-type: none">Name and surname;E-mail address;Phone number. When registering with a social network account, we will have access to your name and email address. We will not	Your agreement	Until you withdraw your consent by requesting the deletion of your personal data.

	share your information or post it on your social networks without your consent.		
Processing and execution of an order sent by you	<ul style="list-style-type: none"> ● Name and surname; ● E-mail address; ● Physical address; ● Phone number. 	Your agreement. Fulfillment of a contractual obligation in connection with the provided Service.	Not longer than necessary to achieve the purposes for which the data were collected.
Making contact with you and answering your questions	<ul style="list-style-type: none"> ● Name and surname; ● E-mail address; ● Phone number. 	To fulfill contractual obligations to you. To protect our legitimate interest as well.	Not longer than necessary to achieve the purposes for which the data were collected.
Customize your user experience, provide content, suggestions and offers you may be interested in, and improve the quality of our Services	<ul style="list-style-type: none"> ● Name and surname; ● E-mail address; ● IP address; ● Geolocation; ● Traffic data; ● Cookie data. 	Your agreement	Personal data collected through cookies and similar technologies will be processed until your preferences for the use of cookies change.
Marketing goals - sending periodic notifications and newsletters about other products and services offered by us and our partners	<ul style="list-style-type: none"> ● Name and surname; ● E-mail address. 	Your agreement	The personal data required to send a communication will be processed until you withdraw your consent to receive such communication.

<p>Maintaining a follow-up community on social media and giving our followers access to special posts, posts and materials on our social media accounts (e.g. Facebook, Instagram, YouTube)</p>	<ul style="list-style-type: none"> ● Name and surname; ● E-mail address; ● Phone number; ● Username / nickname and other data from your social media profiles. 	<p>Your agreement</p>	<p>Personal data will be processed until you stop following us on social media.</p>
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3. How do we use the information collected?

We may use information collected from and about users in one of the following ways:

- Processing and execution of orders and/or related activities on our Site (we need this information to be able to perform our Services that you have requested);
- Improving your experience with our Site (your information helps us better respond to your individual needs);
- Improving the Services and our Website (we are constantly striving to improve our Services and functionalities of the Site based on the information and feedback we receive from you);
- Improving customer service (your information helps us respond more effectively to your customer service and support requirements);
- Marketing purposes (the email address you provide for order processing can be used to send information and current news/promotions related to the Services you have chosen or your request, if you have given your consent).

4. Do we use cookies?

Our Website uses cookies. Cookies do not usually contain personally identifiable information, but the personal information we hold about you may be linked to information stored in and obtained from cookies. Our Website uses the following types of cookies:

- *"Session Cookies"*, which are deleted when the user closes the browser;
- *First-party Cookies*, which are set by the web server of the visited page and share the same domain;
- *Third-party Cookies* stored by a different domain from the domain of the page you visited. This can happen when a web page links to a file, such as Java Script, outside its domain;
- *Analytics Cookies*, which provide us with statistics for use on Site and so do we help to

understand how you interact with certain service and to build on better functions, which improve your user experience;

- "Advertising Cookies, Personalization Cookies", linked to showing on advertising, customization on advertising (in dependence from your settings for advertising), restriction on number of showings of advertising, as well as by providing customized content and functions to improve your user experience.

You can change your cookie preferences at any time by changing your browser options. To block cookies in a specific browser, learn more here:

- Manage cookies in [Google Chrome](#)
- Manage cookies in [Firefox](#)
- Manage cookies in [Internet Explorer](#)
- Manage cookies in [Safari](#)

To learn more about controlling the ads you see when using the social network Facebook, whose Messenger app is embedded on our communication page, read [here](#).

To control Facebook's functionality for displaying personalized advertising messages, visit this [link](#).

Refusal of cookies may result in limited functionality or inability to use the Services on our Website.

5. Do we disclose your data to third parties?

We do not sell, exchange or in any other way disclose your personal data to third parties except in the cases indicated. The information may be provided to courier contractors, subcontractors and other trusted partners, who work on assignment on our part on the basis of contractual relations and by virtue of confidential agreements. However, these companies do not have the right to share this information on their own.

Information may also be provided to the judiciary authorities if duly requested and when necessary to comply with the laws, rules of the Site or to protect the rights, property or safety of the Administrator, users and/or third parties. Any information collected that does not constitute personal data or does not contain classified information may be disclosed to third parties for marketing, advertising or other purposes.

6. Hyperlinks to third parties

This Policy is applicable and valid for users of the Services of the Administrator, available through the Website. The current Policy does not apply for social networks, other websites, platforms or companies, which the administrator does not control, but who provide hyperlinks to or are connected directly or indirectly with the Services provided. You have to be informed, that such websites, platforms and companies have their own policies for Protection of personal data, for which we hold no

responsibility. Please, read the policies for confidentiality on such websites, platforms and companies before you provide personal data.

7. Compliance with the General Data Protection Regulation (GDPR). Protection measures

The Administrator meets the requirements of PDPA and GDPR regarding the collection, use and protection of personal data. The Administrator shall take all possible technical and organizational measures recognized by the applicable data protection law to protect all data which it may store and/or process.

7.1. How we store and protect your personal data:

Your personal information collected through the use of the Services on the Site is stored in the EU or in a third country where the high standards of security and protection of personal data required by applicable law are provided.

We do not transfer the collected personal information to a country or jurisdiction in which there are not the same high requirements for personal data protection, relevant to the laws of the Republic of Bulgaria or European legislation.

In the event of the transfer of personal data outside the EU and the EEA, we guarantee a high level of data protection through contractual clauses or other instruments recognized by applicable law.

We apply appropriate technical and organizational measures to protect your personal data (including, but not limited to, encryption) from accidental loss and unauthorized access, use, alteration or disclosure. Procedures have been put in place to protect information from loss, misuse and misrepresentation. Although we work hard to protect your personal information, we cannot guarantee that our actions will prevent any unauthorized attempt to access, use or disclose personal information. However, if you believe that there is a threat to the security of your personal data, please contact us immediately via the contact details provided to us in this Policy.

We implement additional information security measures, including encryption, access control, strict physical protection, regular security audits and intrusion tests, and sound practices for collecting, storing and processing information. The security of personal data is ensured by modern technical means such as ISO/PCI certificates and HTTPS/SSL communication. The Administrator uses an external platform for processing credit or debit cards for your online payments when using the Services. These companies collect, store and process personal information necessary for the transactions and purposes explicitly stated in their privacy policy. We use the information you provide (other than customer data) to manage, maintain, improve and provide all the features of the Service you have requested. We process customer data only in accordance with the instructions provided by the respective user. If you wish to access or change personal information that we hold about you, or request the deletion of data, you can contact us

at any time (see contact details in Article 12 of this Policy). Upon request, we will block or delete all information we have about you from our database. You can update, edit or delete the information in your profile. It is important to note that although the changes you make are immediately reflected in active user databases or within a reasonable period of time, we may retain all information you provide to prevent fraud, abuse or other our legal obligations or when we believe we have good reason to do so.

7.2. Supervisory Authority

The Supervisory Authority for Personal Data Protection in Bulgaria is the Commission for Personal Data Protection (CPDP) with address: Bulgaria, Sofia, p.c. 1592, 2 “Prof. Tsvetan Lazarov Blvd.” and with phone number for users: 02/91-53-555. More information on the protection of personal data can be found on the website of the CPDP - with a web address(URL) www.cdpd.bg.

8. Changes to the Privacy Policy

Changes to the privacy policy are published on the Website with the date of the last update, as well as by communication with users, when required by law. If you do not agree with the changes, you should stop using the Site and the Services.

9. Your rights

Under applicable law, you have the legally recognized right to object to the processing of your personal data at any time by sending an explicit request through the Website or to the following email address: hello@ecoplay.ro.

You have the right to access the personal data we hold about you in a structured, widely used and machine-readable format by sending an explicit request or to the following email address: hello@ecoplay.ro.

You have the right to request the transfer of your personal data to another administrator by sending an explicit request or to the following email address: hello@ecoplay.ro.

In the event that some of the information we hold about you is incorrect or inaccurate, you have the right to correct it by changing the information contained in your account by sending an explicit request or to the following email address: hello@ecoplay.ro.

You have the right to request the deletion of your personal data by sending an explicit request or to the following email address: hello@ecoplay.ro. This does not apply to these personal data, which we are obliged to keep by law.

You also have the right to request that a restriction be placed on the processing of your personal data in respect of individual actions for the collection, processing and sharing of them by sending an explicit

request or to the following email address: hello@ecoplay.ro.

You have the right to require third parties who have access to your data to be notified of restrictions, deletions or prohibitions on the processing of your data, in order to delete from these third parties all links and copies of your personal data.

We will respond to your request or inform you in writing of the action taken on the request within two months of receiving the request. The deadline may be extended by another month when necessary due to the complexity or number of requests, of which you will be duly notified.

10. Data storage

We only store personal data provided by the user while the account is active, or otherwise store it for a limited period of time while we need it to fulfill the purposes for which it was originally collected unless otherwise provided by law. We will retain and use the information necessary to comply with our legal obligations, resolve disputes and enforce our agreements, some of the deadlines being: (a) payment information is kept for 10 years in accordance with accounting and tax laws; (b) information on legal transactions is retained for 10 years in accordance with the general limitation period set for civil actions.

11. Minimum age

We do not collect or process personal data provided by persons under the age of 16 without the express consent of their parents or guardians. In the absence of such consent, the Administrator will delete all information provided by a minor.

12. Contact us

If you have any questions about this Privacy Policy, you may contact us via the contact form or email: hello@ecoplay.ro.

Effective:2022

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