

PRIVACY POLICY

1.

This Privacy Policy sets out the rules for the processing of personal data obtained through the online store neonica.eu (hereinafter: " Online Store ").

2.

The owner of the Online Store and at the same time, the data administrator is Neonica Polska Sp. z o.o. with seat in Lodz (93-228), ul. Ossendowskiego 6A, entered into the Register of Entrepreneurs of the National Court Register maintained by the District Court for Łódź-Śródmieście in Łódź, XX Commercial Division of the National Court Register under the number KRS 0000046098, o share capital of PLN 4,220,000, NIP: 7251751523, REGON: 472236441, hereinafter referred to as NEONICA.

3.

Personal data collected by NEONICA via the Online Store is processed in accordance with Regulation of the European Parliament and Council (EU) 2016/679 from on April 27, 2016, in on the protection of individuals in relationship with processing of personal data and on the free movement of such data and the repeal of Directive 95/46 / EC (general regulation on data protection), also referred to as the RODO .

4.

NEONICA makes special care to respect the privacy of customers visiting the Online Store.

§ 1 Type of data processed, objectives and legal basis

1.

NEONICA collects information on natural persons conducting legal transactions not directly related to their activities, natural persons conducting business or professional activity on their own behalf, and natural persons representing legal persons or organizational units that are not legal entities to whom the Act grants legal capacity, conducting business or professional activity on their own behalf, hereinafter referred to jointly as Clients.

2.

Customers' personal data is collected in case:

a)

account registration in Online Store, in to create an individual account and management of this account. Legal basis : indispensability to perform the contract on provision of the Account service (Article 6 (1) (b) of the GDPR);

b)

placing an order in Online Store, in the purpose of the contract of sale. Legal basis : indispensability for the performance of the contract of sale (Article 6 (1) (b) of the GDPR);

c)

use of services post a review, in for the purpose of performance of a contract whose object is a service provided electronically. Legal basis - indispensability to perform the contract for provide the service with an opinion (Article 6 (1) (b) of the GDPR).

3.

If you register your account in Online Store, the Customer provides:

and)

e-mail adress.

4.

When registering an account in The Online Store the Customer sets individually the access password to his account. The customer can change the password in later, on the principles described in § 6.

5.

When placing an order in Online Store, the Customer provides the following data:

a)

e-mail adress;

b)

address data:

a.

zip code and town;

b.

country (country);

c.

street with house / flat number.

c)

name and name;

d)

Phone number.

6.

In the case of Entrepreneurs, the above data scope is additionally extended by:

a)

Entrepreneurs' company;

b)

number nip.

7.

If you use the services post a review, the customer only gives his nickname, nickname or name.

8.

Additional information may be downloaded when using the Store Website in particular: the IP address assigned to the client's computer or the external IP address of the Internet provider, domain name, browser type, access time, type of operating system.

9.

Clients may also collect navigation data from customers including information about links and references, in who choose to click or other actions taken in our Online Store. Legal basis - a legitimate interest (Article 6 (1) (f) of the RODO), consisting in facilitating the use of services provided electronically and improving the functionality of these services.

10.

In order to determine, investigate and the enforcement of claims may be processed some of the personal data provided by the client in under the use of functionalities in Online store such as: name, surname, data on the use of services if the claims result from the way in which customer uses services, other data necessary to prove the existence of a claim, in the amount of damage suffered. Legal basis - a legitimate interest (Article 6 (1) (f) of the RODO), consisting in determining, investigating and enforcement of claims and defense against claims in proceedings before courts and other state authorities.

11.

The transfer of personal data to NEONICA is voluntary, in relationship with concluded sales agreements or providing services via the Store Website, from however, with the proviso that failure to provide specified in data forms in Registration process prevents registration and setting up a Customer Account, and in If you place an order without registering a customer account you will not be able to submit and execution of the Customer's order.

§ 2 Who is sharing or entrusting to data and how long is it stored?

1.

The client's personal data is provided to service providers, from NEONICA uses when running the Online Store. Service providers to whom personal data are transferred, in depending on contractual arrangements and circumstances, or are subject to NEONICA's instructions regarding the objectives and ways of processing these data (processors) or independently define goals and ways of processing them (administrators).

a)

Processing entities . NEONICA uses suppliers who process personal data only at the NEONICA request. These include providers providing hosting services, accounting services, providing marketing systems, traffic analysis systems in Online Store, systems for analyzing the effectiveness of marketing campaigns;

b)

Administrators . NEONICA uses suppliers who do not act solely on the command and they set goals themselves and ways to use customer personal data. They provide electronic and bank payment services.

2.

Location . Service providers are based mainly in Poland and in other countries of the European Economic Area (EEA).

3.

Customers' personal data is stored:

a)

If the basis for the processing of personal data is consent then the personal data of the client are processed by NEONICA until the consent is canceled, and after revoking the consent for a period of time corresponding to the period of limitation of claims that may be raised by NEONICA and that can be raised against him. Unless the special rule provides otherwise, the limitation period is six years, and for claims o periodic benefits and claims related to running a business - three years.

b)

If the basis for data processing is the performance of the contract, then the personal data of the client are processed by NEONICA as long as it is necessary to perform the contract, and after this time for a period corresponding to the period of limitation of claims. Unless the special rule provides otherwise, the limitation period is six years, and for claims o periodic benefits and claims related to running a business - three years.

4.

If you make a purchase in Online Store, personal data may be transferred, in depending on the Client's choice, the following entities in to deliver the ordered goods:

a)

courier company;

b)

InPost Paczkomaty Sp. with z o seat in Krakow, providing delivery services and the system of mailboxes (Paczkomaty).

5.

In the event that the Customer selects a payment through the PayU system, his personal data is transferred in the scope necessary to realize payments to PayU SA from seat in Poznań (60-166), at ul. Grunwaldzka 182, entered into the register of entrepreneurs kept by the District Court Poznań - Nowe Miasto and Wilda w Poznań, 8th Commercial Department of the National Court Register under the number KRS 0000274399.

6.

In the event that the Customer selects payment through the www.sofort.com system, his personal data is transferred in necessary for the payment of SOFORT GmbH from seat in Gauting, Germany (82131 Gauting, Germany, Fußbergstraße 1).

7.

The navigation data can be used in to provide customers with better service, statistical data analysis and adaptation of the Online Store to customer preferences, a also administering the Online Store.

8.

In the case of a request, NEONICA provides personal data to authorized state authorities, in in particular, organizational units of the Prosecutor's Office, the Police, the President of the Office

for Personal Data Protection, the President of the Office of Competition Protection and Consumers or the President of the Office of Electronic Communications.

§ 3 Cookie mechanism, IP address

1.

The Online Store uses small files, called cookies. They are saved by NEONICA on the terminal device of the person visiting the Online Store, if the web browser allows it. A cookie file usually contains a domain name, from which comes from, its "expiration time" and an individual, randomly selected number identifying this file. Information collected using this type of files help to adapt the products offered by NEONICA to individual preferences and real needs of people visiting the Online Store. They also provide the opportunity to develop general statistics of visits of the presented products in Online Store.

2.

NEONICA uses two types of cookies:

a)

Session cookies : after completing a session of a given browser or turning off the computer, the saved information is deleted from device memory. The mechanism of session cookies does not allow the collection of any personal data or any confidential information from client computers.

b)

Persistent cookies : they are stored in the memory of the client's final device and they remain there until they are deleted or expired. The mechanism of persistent cookies does not allow the collection of any personal data or any confidential information from client computer.

3.

NEONICA uses its own cookies in to:

a)

Client authentication in Online Store and ensuring the client's session in Online Store (after logging in), thanks to which the Customer does not have to re-enter the login and password on every subpage of the Online Store password;

b)

analyzes and audits and audience audits, and in particular to create anonymous statistics that help to understand in How do customers use the Store Website, which allows improving its structure and content.

4.

NEONICA uses external cookies in to:

a)

to popularize the Online Store using the social network facebook.com (administrator of external cookies: Facebook Inc from seat in USA or Facebook Ireland with seat in Ireland);

b)

presenting on the information pages of the Store, a map indicating the location of the NEONICA office, via the online service maps.google.com (administrator of external cookies: Google Inc. with seat in USA);

c)

presenting multimedia content on the Store websites that are downloaded from external website www.youtube.com (administrator of external cookies: Google Inc. from seat in USA);

d)

presentation of the Reliable Certificate Regulations via the rzetelnyregulamin.pl website (administrator of external cookies: Rzetelna Grupa sp. z z o seat in In Warsaw);

e)

research on the behavior of visitors to the Online Store Website via the Hotjar tool (external cookie administrator: Hotjar Ltd. z headquartered in Malta).

5.

The cookie mechanism is safe for the Customers of the Online Store. IN in particular, this way it is

not possible to get viruses or other unwanted software or malicious software onto your computers. Nevertheless, in your browsers Customers have the option of restricting or disabling cookies access to computers. IN if you use the this option, the use of the Online Store will be possible, in addition to functions that, by their nature, require cookies.

6.

Below we present how you can change the settings of popular web browsers in the scope of using cookies:

a)

Internet Explorer ;

b)

Microsoft EDGE;

c)

Mozilla Firefox ;

d)

Chrome ;

e)

Safari;

f)

Opera.

7.

NEONICA may collect customer IP addresses. An IP address is a number assigned to the computer of the visitor of the Online Store by the ISP. The IP number allows access to the Internet. IN in most cases, the computer is assigned dynamically, i.e. it changes every time it connects to Internet. The IP address is used by NEONICA when diagnosing technical problems with server, creating statistical analyzes (e.g., determining, z which regions we note the most visits), as information useful in the administration and improving the Online Store, a also in security objectives and possible identification of server-loading, unwanted automated programs to browse the contents of the Online Store.

8.

The online store contains links and links to other websites. NEONICA is not responsible for the privacy practices applicable to them.

§ 4 Rights of data subjects

1.

The right to withdraw consent - legal basis: art. 7 par. 3 RHODE.

a)

The customer has the right to withdraw any consent given by NEONICA.

b)

Withdrawal of consent has effect since the withdrawal of consent.

c)

Withdrawal of consent does not affect the processing carried out by NEONICA in accordance with right before it is withdrawn.

d)

Withdrawal of consent does not entail any negative consequences for the customer, but it may prevent further use services or functionalities which, according to NEONICA law may only provide with consent.

2.

The right to object to data processing - legal basis: art. 21 RHODE.

a)

The customer has the right to oppose at any time - with causes related to his special situation - in the processing of his personal data, in profiling, if NEONICA processes its data in based on legitimate interest, e.g. product marketing and NEONICA services, keeping statistics on the use of

individual functionalities of the Online Store and facilitating the use of the Online Store, a also satisfaction test.

b)

Resignation in e-mail form with receiving marketing messages concerning products or services, will mean the Customer's objection to the processing of his personal data, in including profiling in these goals.

c)

If the customer's objection turns out to be well founded and NEONICA will not have a different legal basis for processing personal data, the client's personal data will be deleted, the client has objected to processing.

3.

The right to delete data ("the right to be forgotten") - legal basis: art. 17 THE RHODE.

a)

The customer has the right to request the removal of all or some personal data.

b)

The customer has the right to request the deletion of personal data if:

and.

personal data are no longer necessary for purposes in which have been collected or in which they were processed;

b.

withdrew a certain consent, in in the scope of which personal data were processed in based on his consent;

c.

he objected to the use of his data in marketing purposes;

d.

personal data is processed inconsistently with law;

e.

personal data must be removed in to comply with the legal obligation provided for in the law of the Union or the law of a Member State to which NEONICA is subject;

f.

personal data has been collected in relationship with offering information society services.

c)

Despite the request to delete personal data, in relationship with opposing or withdrawing consent, NEONICA may retain certain personal data in in scope what processing is necessary to establish, assert or defend claims, as well as to comply with a legal obligation requiring processing under Union law or the law of the Member State to which NEONICA is subject. This applies to in particular personal data including: name, surname, e-mail address, which data is retained for the purpose of handling complaints and claims related to using of NEONICA services, or additionally, the address / address of the correspondence, order number, which data is retained for the purpose of handling complaints and claims related to concluded sales contracts or provision of services.

4.

The right to limit data processing - legal basis: art. 18 RHODE.

a)

The customer has the right to request the restriction of the processing of his personal data. Submission of a request prevents its use until it is considered certain functionalities or services, from which use will be associated with data processing covered by the request. NEONICA will not send any messages, either including marketing.

b)

The customer has the right to demand restriction of the use of personal data in the following cases:

and.

when it challenges the correctness of its personal data - then NEONICA limits their use for the time needed to verify the correctness of data, but no longer than for 7 days;

b.

when the data processing is incompatible with right, a instead of deleting data, the Customer will demand to limit their use;

c.

when personal data ceased to be necessary for the purpose, in which have been collected or used but are needed by the Customer in to establish, investigate or defend claims;

d.

when he objected to the use of his data - then the restriction occurs for the time needed to consider whether, due to the special situation, the protection of interests, rights and Customer's freedom prevails over the interests that the Administrator carries out while processing the client's personal data.

5.

The right of access to data - legal basis: art. 15 THE RHODE.

a)

The customer has the right to obtain confirmation from the Administrator whether he processes personal data, and if this is the case, the Customer has the right to:

and.

access your personal data;

b.

get information about processing purposes, categories of personal data being processed, o recipients or categories of recipients of this data, planned period of data storage of the Customer or o criteria for determining this period (when it is not possible to determine the planned period of data processing), o the rights due to the Customer under the GDPR and o almost to lodge a complaint with the supervisory authority, o the source of this data, o automated decision-making, in this o profiling and o safeguards used in relationship with transfer of these data outside the European Union;

c.

get a copy of your personal data.

6.

The right to rectify data - legal basis: art. 16 THE RHODE.

a)

The Customer has the right to demand from the Administrator an immediate correction of his personal data which is incorrect. WITH taking into account the purposes of processing, the Customer whose data relates has the right to request supplementing incomplete personal data, in including by submitting an additional statement, directing the request to the e-mail address in accordance with §7 Privacy Policy.

7.

The right to data transfer - legal basis: art. 20 RHODE.

a)

The customer has the right to receive his personal data, which he provided to the Administrator, and then send them to another personal data administrator of your choice. The customer also has the right to demand that personal data be sent by the Administrator directly to such an administrator, o how much is technically possible. IN In this case, the Administrator will send the Customer's personal data in file format in csv format, which is a commonly used, machine readable and allowing sending the received data to another personal data administrator.

8.

In a situation when the Customer comes from the entitlement arising from the above-mentioned

rights, NEONICA fulfills the request or refuses to meet it promptly, but no later than in within one month after receiving it. However, if - with due to the complexity of the request or the number of requests - NEONICA will not be able to meet the demands in within a month, meet them in within the next two months, informing the Customer in advance one month after receiving the request - o intended extension of the deadline and its causes.

9.

The Customer may submit complaints, inquiries and inquiries to the Administrator requests regarding the processing of his personal data and the exercise of his rights.

10.

The customer has the right to request from NEONICA a copy of standard contractual clauses by sending a query to the method indicated in §7 Privacy Policy.

11.

The customer has the right to lodge a complaint to the President of the Office for Personal Data Protection, in the breach of his rights to the protection of personal data or other rights granted by virtue of the REDO.

§ 5 Services tailored to your preferences and interests (profiling)

1.

Profiling means any form of automated processing of personal data, which consists in the use of personal data for the assessment of certain personal factors of a natural person, in in particular to analyze or forecast aspects related to the effects of the work of that individual, its economic situation, health, personal preferences, interests, credibility, behavior, location or movement.

2.

Customers' personal data can be processed in automated way (profiling), however, it will not cause any legal consequences to them or in a similar way to significantly affect the situation of customers.

3.

Profiling of personal data by NEONICA consists in the processing of customer data in automated and manual way, by using them to evaluate some information about Customer, w in particular to analyze or forecast his personal preferences and interests.

4.

In order to reach the customer from marketing messages outside of the Online Store Website, NEONICA uses external suppliers' services. These services consist in displaying marketing messages on other websites than the Online Store Website. IN for this purpose, external providers install, for example, the appropriate code or pixel to download information about Customer activity on the Online Store Website. Details in the scope of cookies used is in §3. Legal basis - a legitimate interest (Article 6 (1) (f) of the RODO), consisting in matching marketing messages to preferences and interests.

5.

In order to reach the customer from marketing messages via the Online Store Website, NEONICA uses external suppliers' services. These services consist in displaying marketing messages on the Online Store's Websites. IN for this purpose, external providers install, for example, the appropriate code or pixel to download information about Customer activity on the Online Store Website. Details in the scope of cookies used is in §3. Legal basis - a legitimate interest (Article 6 (1) (f) of the RODO), consisting in matching marketing messages to preferences and interests.

§ 6 Security management - password

1.

NEONICA provides clients with safe and encrypted connection during the transfer of personal data and when logging in to the Customer Account in Service. NEONICA uses an SSL certificate issued by one of the world's leading companies in safety and security encryption of transmitted data via the Internet.

2.

In the case when the Customer who has an account in The online store has lost in Any way of access password, the Online Store allows you to generate a new password. NEONICA does not send a password reminder. The password is stored in encrypted form, in a way that makes it impossible to read. To generate a new password, please enter your e-mail address in the form available under the "Remind password" link provided at the login form for the account in Online Store. The customer to the e-mail address provided during registration or saved in the last change of the account profile will receive an e-mail containing a redirection to a dedicated form provided on the Shop Website, where the Customer will be able to set a new password.

3.

NEONICA never sends any correspondence in including electronic correspondence from asking for providing login details, a in particular, the access password to the Customer's account.

§ 7 Changes to the Privacy Policy

1.

Privacy Policy may change, o what NEONICA will inform customers from 7 days in advance.

2.

Questions related to Please send Privacy Policy to the following address: pomoc@neonica.pl