

PRIVACY POLICY NUTRIDOME SP. Z O.O.

I. General Information.

1. The privacy policy contains information on the processing of personal data of users by Nutridome Sp. z o. o. It concerns the nutridome website <http://nutridome.co.uk/>.

2. The operator of the services and personal data controller is Nutridome Sp. z o. o., Gazowa 8, 26-600 Radom, Poland, entered into the Register of Entrepreneurs of the National Court Register by the District Court Lublin-Wschód in Lublin with its registered office in Świdnik, 6th Commercial Division of the National Court Register under the number 0000700689, tax ID NIP PL5272825059, REGON 368588548. The personal data controller can be contacted at the following e-mail address: **contact@nutridome.co.uk**, by phone +441215122138, hotline open Monday through Friday from 8 am to 4 pm (call charge according to the operator's tariff), and in writing by sending correspondence to: Nutridome Sp. z o. o., Gazowa 8, 26-600 Radom, Poland.

3. Information regarding the processing of your personal data is also available in the Regulations of the online shop, the provisions of which supplement this privacy policy.

4. Personal data of users of the online store operated at nutridome.co.uk and about their behaviour are obtained as follows:

- a. through personal data voluntarily entered in the forms by users and consents expressed by users,
- b. when users make purchases and while processing orders,
- c. by users subscribing to the newsletter,
- d. by saving cookies on end devices,
- e. by collecting web server logs.

5. Purpose of data processing

1. Users' personal data may be processed for different purposes and on different legal grounds, depending on which functionalities of the online store the user uses.

6. Personal data is collected for the purpose of:

- a. necessary for establishing, shaping the content, changing, terminating and properly performing services provided electronically, including registering and maintaining a customer account in the Nutridome store and fulfilling orders placed by users for products included in the store's assortment, delivering goods, processing payments,
- b. processing of complaints and return of benefits in case of withdrawal from the contract (return of goods),
- c. determining, defending and pursuing claims that may arise as part of the relationship between the user and the controller and other purposes that are necessary to implement the legitimate interests of the controller,
- d. sending a newsletter and sending marketing and commercial information and promotional offers regarding products and services via telecommunications devices (SMS/MMS, telephone calls) and electronic means of communication,
- e. research on satisfaction with purchases made in the online store and conducting analytical and statistical activities to better adapt to the needs of users and their preferences.

7. Data recipients

In cases where it is necessary for the services performed by the controller or for a legal obligation, users' personal data may be transferred to:

- a. authorized employees and associates to perform their duties,
- b. payment operators available in the store,
- c. entities providing courier services to the extent necessary to handle the delivery of orders,
- d. entities providing services to the controller in the field of purchase satisfaction surveys, conducting analytical and statistical activities and providing marketing services,
- e. public authorities, if the obligation is imposed by applicable laws.

Some of the tools or solutions used by the controller may require the transfer of personal data outside the European Economic Area. If data transfer is necessary, the controller will make every effort to ensure the highest possible security standards for the processing of user data and protection of their privacy. Data transfer is based on and within the limits of the law.

8. Legal basis for the processing of personal data.

The controller processes users' personal data on the basis of applicable laws and on the basis of expressly granted consents.

9. Data processing time.

Users' personal data will be processed for the period necessary for the purposes indicated herein, in particular for the execution of orders and for the period corresponding to the length of the statute of limitations for claims related to the purchased goods, and after that time to the extent required by the common law. In addition, personal data is processed for the duration of the controller's marketing, commercial activities, as well as opinion surveys on satisfaction with purchases, conducting analytical and statistical activities, or until the user revokes consent to the above.

10. Voluntary provision of data.

Providing personal data is voluntary, however, the lack of consent to the processing of personal data by the controller may prevent the provision of services electronically and making purchases in the store. Consent to the use of personal data for marketing and commercial activities conducted by the controller and in connection with the shopping satisfaction opinion survey service is voluntary. If you do not agree, you will not receive this content.

11. Rights related to the processing of personal data.

In connection with the processing of personal data, the user has the following rights: the right to access personal data, the right to request rectification (correction) of personal data, the right to request the deletion of personal data (so-called the right to be forgotten), the right to request restriction of the processing of personal data, the right to transfer data, the right to object to data processing, the right to withdraw consent at any time without affecting the lawfulness of processing based on consent before its withdrawal.

In order to exercise the above rights, including but not limited to exercising the right to request the deletion of personal data, you can contact the controller at telephone number: +441215122138,

hotline open Monday through Friday from 8 am to 4 pm (call charge according to the operator's tariff), e-mail: contact@nutridome.co.uk or by sending a request in writing to the following address: Nutridome Sp. z o. o., Gazowa 8, 26-600 Radom, Poland. Inform the personal data controller about the type of permission you want to use.

Each data subject has the right to lodge a complaint against the processing of their personal data by the controller to the supervisory authority in matters of personal data protection.

II. Information in forms.

1. The controller collects information voluntarily provided by the user.
2. The data in the form is not made available to third parties other than with the user's consent.
3. The data provided in the form by the user is processed for the purpose resulting from the function of a specific form, e.g. to process a service request or commercial contact with the controller, or to register a customer account.
4. The data provided in the forms may be transferred to entities technically performing certain services - in particular, this applies to the transfer of information about the holder of the registered domain to entities that are operators of Internet domains or payment systems with which the service operator cooperates in this regard.

III. Data sharing and security.

1. Data are subject to sharing with external parties only within the limits of the law.
2. Data identifying an individual (a natural person) shall be made available only with the consent of that person or on the basis of a summons from a state body authorized by generally applicable laws.
3. The operator may be obliged to provide information collected by the service to authorized bodies on the basis of lawful requests to the extent resulting from the request.
4. The store ensures the security of personal data through appropriate technical and organizational measures to prevent unlawful data processing and accidental loss, destruction and damage.
5. The service takes special care to ensure that personal data is:
 - a. correct and processed in a lawful manner,
 - b. obtained only for specific purposes and not further processed in a manner incompatible with those purposes,
 - c. adequate, appropriate and not redundant,
 - d. accurate and up-to-date,
 - e. not stored longer than necessary,
 - f. processed in accordance with the rights of the persons (to whom they relate), including the right to reserve access,
 - g. safely stored,

h. not transferred without appropriate protection.

IV. Information about cookies.

Cookies are small text information that are stored on the user's terminal device (e.g., computer, phone) and record information about the user's behaviour when visiting the website and using the online store, called the service.

Depending on the selected scope of use of cookie technology, information about the user may be collected through it. If it is not possible to specify the scope of cookies from the level of the website, the settings of the browser used by the user remain valid.

1. The service uses cookies.

2. Cookies (so-called "cookies") are IT data, in particular text files, which are stored on the user's terminal equipment and are intended for the use of the service's websites. Cookies usually contain the name of the website they come from, their storage time on the end device and a unique number.

3. The entity that places cookies on the service user's end device and obtains access to them is the service operator.

4. Cookies are used for the following purposes:

- a. creating statistics that help understand how service users use websites, which allows improving their structure and content,
- b. maintaining the service user's session (after logging in), thanks to which the user does not have to re-enter the login and password on each subpage of the service,
- c. defining the user's profile for the purpose of displaying tailored material to the user on advertising networks, in particular the Google network,
- d. adapting the content of websites to user preferences and increasing the usability and personalization of website content.

5. The service uses two basic types of cookies: "session" cookies and "persistent" cookies. "Session" cookies are temporary files that are stored on the user's end device until logging out, leaving the website or turning off the software (web browser). "Persistent" cookies are stored on the user's end device for the time specified in the cookie parameters or until they are deleted by the user.

6. Software for browsing websites (web browser) usually allows cookies to be stored on the user's end device by default. Users of the service can change their settings in this regard. Your web browser allows you to delete cookies. It is also possible to automatically block cookies. For details, please refer to your browser's help or documentation.

7. Restrictions on the use of cookies may affect some of the functionality available on the website of the service.

8. Cookies placed on the service user's end device may also be used by partners cooperating with the controller. For the purpose of this cooperation, the browser or other software installed on the user's end device, stores cookies from the controller's partners engaged in marketing activities, who may become the controllers of the user's personal data or act as co-controllers of personal data together with the controller. If, in the course of marketing activities, the controller will cooperate with entities that will use cookies in the Nutridome online store, the controller will inform about it.

9. Cookies placed on the service user's end device may also be used by the Google advertising network to provide information about the user's preferences. The user can view and edit information resulting from cookies using the tool: <https://www.google.com/ads/preferences>.

10. Cookies can also be used for statistics. To learn about the use of cookies used in statistics, please refer to the Google Analytics Privacy Policy, https://support.google.com/analytics/topic/2919631?hl=pl&ref_topic=1008008.

11. Cookies may be used by advertising networks, in particular the Google network, to display advertisements tailored to the way the user uses the website. For this purpose, they may retain information about the user's navigation path or the time spent on a given page.

V. Managing cookies - how to give and withdraw consent in practice?

If the user does not want to receive cookies, they can change the settings of the browser they are using. We reserve that disabling the use of cookies necessary for authentication processes, security, and maintaining user preferences may make it difficult, and in extreme cases, impossible to use the website.

VI. Server logs.

1. Information on certain user behaviours is subject to logging at the server layer. This data is used solely for the purpose of administering the service and to ensure the most efficient operation of the hosting services provided.

2. Browsed resources are identified by URL addresses. In addition, the following may be recorded:

- a. time of arrival of the query,
- b. time of sending the response,
- c. name of the client station - identification carried out via the HTTP protocol,
- d. information about errors that occurred during the HTTP transaction,
- e. URL address of the page previously visited by the user (referrer link) - if the Service was accessed via a link,
- f. information about the user's browser,
- g. IP address information.

3. The above data is not associated with specific people viewing the websites.

4. The above data is used only for server administration purposes.

VII. Final Provisions.

1. Due to the continuous development and advancement of technology, the rules set forth in this document are subject to change. The controller will inform about the change of the Privacy Policy by posting the new content of the Privacy Policy on the website.

2. Date of last update of the document 16.01.2024