

# Privacy Policy

## Privacy Policy

This website is owned and operated by PROTECT BALKANS SRL (in the following referred to as PROTECT) as sole distributor of PROTECT A/S in Balkan market - Slovenia, Croatia, Macedonia, Montenegro, Serbia, Bulgaria, Bosnia & Herzegovina, Kosovo and Albania.

PROTECT A/S is an international company who manufactures products capable of protecting people and property against burglary and robbery.

We are committed to protecting the privacy of our visitors while they interact with the content, products and services on this website (the "Website"). This Privacy Policy applies to the Website only. It does not apply to other websites to which we link. Because we gather certain types of information about our users, we want you to understand what information we collect about you, how we collect it, how that information is used, and how you can control our disclosure of it. You agree that your use of the Website signifies your assent to this Privacy Policy. If you do not agree with this Privacy Policy, please do not use the Website.

## What type of personal data do we collect about you?

Personal data means any information that can be related to you. When you use our Site, service systems or app, such information is collected. This happens for example by accessing the content of our Site or if you sign up for our newsletter.

The personal data that we collect, and process can be categorized as follows:

- Your personal details, such as your name, e-mail address, physical address (if provided), phone number (if provided), IP address, in some cases geo location and language.
- Your purchase information, such as your personal details as specified above, company name, your delivery information, such as delivery address, if different from physical address, your order information, such as product name, quantity, product name, stock keeping unit no. and product serial no., quantity, date of purchase and dealer information, your payment information and friend referral (if applicable).
- Requests for customer support and technical assistance, containing your personal details, as specified above, product serial number, product warranty information, place of purchase and other relevant information, which PROTECT may inquire in order to proceed with your request.
- Your behavior information collected via use of cookies and similar technologies like pixels, tags and other identifiers in order to remember your preferences, to understand how our Sites and app(s) are used and to customize our marketing offerings

Furthermore, we adhere to the following principles when processing your personal data:

- We will only collect personal data for specified and legitimate purposes.
- We will not collect personal data beyond what is necessary to accomplish our purposes.
- We will not use personal data for purposes other than that for which the data was collected.
- We will not transfer personal data to third parties, except with prior consent.
- We will do our best to ensure that information is up to date by encouraging you to verify your personal data periodically.
- We will maintain appropriate technical and organizational measures to protect your personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access and against all other unlawful forms of processing.
- Except when stated herein, we will not store personal data longer than is necessary to accomplish the purpose for which the data were collected or for which they are further processed, or as is required by law.

## COOKIES

Cookies are small pieces of information stored on your computer with information about your visit to our website. No other website can use or view the cookies set by [protectbalkans.com](https://protectbalkans.com). We may use cookies on the website in order to make our website experience more convenient for you (such as saving your preferences for you). These cookies do not typically contain personally identifiable information. Please note that advertisers that serve advertisements on our Website may use their own cookies that are subject to the advertiser's Privacy Policy and not this one.

Most web browsers automatically accept cookies, but if you are concerned about the storage and use of cookies, you can edit your browser option to block them in the future. You may also delete cookies manually from your hard drive through your internet browser.

Third-Party Cookies: In the course of serving advertisements to this website, our third-party advertisers may place or recognise a unique "cookie" on your browser.

## HOW WE USE YOUR INFORMATION

[Protectbalkans.com](https://protectbalkans.com) only uses your personal information for the original purposes it was given. Your personal information will not be sold or otherwise transferred to unaffiliated third parties without your approval at the time of collection.

[Protectbalkans.com](https://protectbalkans.com) will not disclose, use, give or sell any personal information to third parties for any purposes unless required to do so by law.

Please note that personally identifiable information is used only to provide you with a more enjoyable, convenient online experience and to help us identify and/or provide information, products or services that may be of interest to you. We use your personally identifiable information to support and enhance your use of the Website and its features, including without limitation: e-mail submissions, providing customer service; tracking email invitations you send; and otherwise supporting your use of the Website.

[Protectbalkans.com](https://protectbalkans.com) may use your personal information for target advertising toward you based on things such as region, etc.

We may permit certain trusted third parties (such as Google Analytics) to track usage, analyse data such as the source address that a page request is coming from, the date and time of the page request, the referring Website (if any) and other parameters in the URL. This is collected in order to better understand our Website usage, and enhance the performance of services to maintain and operate the Website and certain features on the Website. We may use third parties to host the Website; operate various features available on the Website; send emails; analyse data; provide search results and links and assist in fulfilling your orders.

[Protectbalkans.com](https://protectbalkans.com) may disclose Contact Information in special cases where we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating our Terms and Conditions of use or may be causing injury or interference with our rights, property, our customers or anyone who could be harmed by such

activities.

We use non-identifying and aggregate information to better design our website and for business and administrative purposes. We may also use or share with third parties for any purpose aggregated data that contains no personally identifiable information.

## **HOW WE PROTECT YOUR INFORMATION**

We are committed to protecting the information we receive from you. We take appropriate security measures to protect your information against unauthorised access to or unauthorised alteration, disclosure or destruction of data. To prevent unauthorised access, maintain data accuracy, and ensure the correct use of information, we maintain appropriate physical, electronic, and managerial procedures to safeguard and secure the information and data stored on our system. While no computer system is completely secure, we believe the measures we have implemented reduce the likelihood of security problems to a level appropriate to the type of data involved.

## **EMAIL CHOICE/OPT-OUT**

If you receives an email from the Website and would prefer not to receive such communications in the future, you can do so by following the instructions in the emails. In addition, you may send an email to [info@protectbalkans.com](mailto:info@protectbalkans.com). We will make commercially reasonable efforts to implement your opt-out requests promptly, but you may still receive communications from us for up to ten business days as we process your request.

## **EXTERNAL LINKS**

Our website may link or contain links to other third party websites that we do not own or control. Please note that once you leave our website through an external link, you are subject to the Privacy Policy of the new website. We are not responsible or liable for the privacy policies, content, advertising, or any other materials available on a third party link.

## **DISCLAIMER TO SECURITY**

By consenting to the Terms and Conditions of the Website and hence the Privacy Policy, you consent that no data transmission over the Internet is completely secure. We cannot guarantee or warrant the security of any information you provide to us and you transmit such information to us at your own risk.

## **NOTIFICATION OF CHANGES**

[Protectbalkans.com](https://protectbalkans.com) reserves the right to change this Privacy Policy from time to time at its sole discretion. If at some point in the future, there are changes to our Privacy Policy, we will post them on our website as we like our readers to always be informed on what personal data we collect, how we use it and what your rights are.

If you have any questions or suggestions regarding our Privacy Policy, please contact us at: [info@protectbalkans.com](mailto:info@protectbalkans.com).