

Privacy Policy

The purpose of this statement is to provide you with information about what personal data we collect, how we handle it, from what sources we obtain it, for what purposes we use it, to whom we disclose it and how you can find out about what personal data we process about you directly. This statement should also explain how we ensure the confidentiality and security of your personal data.

This privacy statement is valid and effective from 01.04.2025. Please note that this document may be updated.

1. What personal data do we process?

We may collect the following types of information:

Identification and address data: Academic title, name, surname, date of birth, contact address, place of business, registration number, VAT number.

Electronic contact details: Mobile phone, email address.

Other electronic data: Website from which the visitor visited the Refoks website, anonymised IP address, date of access and access time, http response code, data groups transmitted, browser data, country and city of access, internet provider and device model, screen resolution and operating system of the website visitor's computer.

Other personal data provided by our clients: Based on contracts, addenda or other documents entered into for the purpose of providing our products and services.

2. How We Use Your Information

We use your information to respond to your inquiries, ensuring that we address your questions and provide the necessary support. Additionally, we analyze the data to improve our website and services, enhancing user experience and functionality. If you request them, we may also send important updates or service-related messages to keep you informed. We are committed to protecting your privacy and do not sell, rent, or share your personal information with third parties for marketing purposes.

3. Cookies

We may use cookies to analyze traffic and enhance your experience. You can control cookie preferences through your browser settings.

Under current EU legislation, all website operators are obliged to inform their users if, when and what cookies they use and to obtain the users' consent to process cookies if required. Please read this "Cookies Policy" carefully to learn what cookies we may use and what information we may collect on our website in this context.

What are cookies?

Cookies are small text files that are sent by the website you visit to your terminal device (computer, laptop, smartphone, tablet) to be stored. Cookies are stored in the file directory of

the browser you use when you visit this website. Each time you visit this website again, the browser sends the cookies back to the website, which means that your device will be recognised and your use of our website on each subsequent visit will be improved.

4. Data Security

We implement appropriate technical and organizational measures to protect your data from unauthorized access, loss, or misuse.

5. Third-Party Services

Our website may contain links to third-party websites or use third-party services (**e.g., Google Analytics**). **We are not responsible for their privacy practices.**

6. Your Rights

The right to access your data: If you have any doubts about exactly what personal data we process about you, please do not hesitate to contact us. You have the right to know exactly what we keep about you.

Right to rectification: You have the right to have Refoks correct incorrect personal data concerning you without undue delay, and you have the right to have incomplete personal data completed (including by providing a supplementary statement).

Right to withdraw consent: You have the right to simply withdraw your consent to the processing of your personal data at any time, provided that consent is the legal basis for the processing of your personal data. To exercise these rights, please contact us.

7. Contact Us

If you have any questions about this privacy statement or the collection and processing of your personal data, please use the contact:

Email: support@refoks.com