

PRIVACY AND COOKIES POLICY

This policy defines the rules for the collection, processing and use of personal data obtained by Z-Eco Energy sp.z o.o. a limited partnership with its seat in Gospodarz, Gospodarz 51A, 95-030 Rzgów, entered into the national court register - register of entrepreneurs - under the number: 0000779448, NIP 7282837007, REGON 382965661.

General information

Based on Article. 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46 / EC (general regulation on data protection) ("GDPR"), we would like to inform you that:

The administrator of personal data is Z-Eco Energy sp.z o.o. limited partnership with its seat in Gospodarz, Gospodarz 51A, 95-030 Rzgów, entered into the national court register - register of entrepreneurs - under the number: 0000779448, NIP 7282837007, REGON 382965661.

Whose data is processed by the Administrator?

The administrator processes the personal data of natural persons (consumer clients, entrepreneurs and Internet users, visitors and users of the platform provided by the Administrator).

What data is processed by the Administrator?

We only process ordinary data, such as: name, surname, telephone number, e-mail address, login and password of the Customer established in connection with registration on the platform provided by the Administrator, address, delivery address, PESEL number or NIP number of the Customer, as well as data information technology in the form of cookies.

What is the purpose of data processing?

(1) Data collected using the contact form, by telephone or e-mail contact from the customer and collected using the online chat function:

The purpose of data processing is to answer the inquiry from the customer, in particular regarding the products or services offered. Data processing is also used to prepare an individual offer or contract - at the customer's request.

(2) Data collected during account registration:

The purpose of processing the data collected during the registration of the Customer's account is the conclusion and implementation of the Website Agreement (more about the Website Agreement - see: Website Regulations), i.e. maintaining the Customer's account, ensuring its functionality, providing access to the history of orders and complaints.

(3) Data collected in the Newsletter form:

The data collected in the newsletter subscription form are processed in order to provide commercial information from Z-Eco Energy sp.z o.o. limited partnership based in the host. Commercial information is sent in connection with the expressed consent to receive it.

(4) Data collected to conclude the contract:

The data provided by the Customer in connection with the request to conclude the contract are processed precisely in order to take steps leading to the conclusion of the contract with Z-Eco Energy sp.z o.o. a limited partnership with its seat in the Host and for the purpose of performing this agreement. The data is then also processed to the extent necessary to recognize the complaint, as well as to provide instructions and assistance during the use of the goods offered by the Administrator.

IT data (cookies):

Cookies are collected in order to adapt the content of the Website pages to the Customer's preferences and to optimize the use of these pages. The files are also collected in order to create statistics that help to understand how Internet users use websites and thus improve their content.

Cookies also allow you to maintain the Customer's session after logging into the Customer's account, so there is no need to re-enter the login and password when opening the Website's subpage.

What types of cookies does the Administrator's website use?

The website uses the following cookies:

- ssupp.vid - contains the ID of the website visitor, the file expires after 6 months;
- ssupp.visit - it is used to monitor the number of previous visits for statistical purposes, it is necessary to track automatic messages, the file expires after 6 months;
- ssupp.chatid - conversation ID; it expires when the browser is closed.

What is the legal basis for data processing?

(1) In terms of data collected using the contact form, by telephone or e-mail contact of the Customer and via online chat:

The legal basis for processing is Art. 6 sec. 1 lit. f GDPR, i.e. the legitimate interest of the Administrator. This interest is answering customer inquiries as well as creating and adjusting individual offers as part of the Administrator's business activities, at the request of the Customer.

(2) With regard to the data collected when registering the Customer's account:

The legal basis for processing is Art. 6 sec. 1 lit. b GDPR, i.e. conclusion at the request of the Customer and performance of the Service Agreement, i.e. the contract for the maintenance of the Customer's account on the platform provided by the Administrator.

(3) With regard to the data collected via the Newsletter form:

The legal basis for processing is Art. 6 sec. 1 lit. a GDPR, i.e. the consent of the user (Customer) interested in receiving commercial information.

(4) In the scope of data collected in connection with the conclusion of the contract with the Customer:

The legal basis for processing is Art. 6 sec. 1 lit. b GDPR, i.e. performance of the contract or taking steps leading to its conclusion - at the customer's request.

(5) In the field of IT data:

The legal basis for processing is Art. 6 sec. 1 lit. a GDPR, i.e. the consent of the website user.

Who can be the recipient of the collected data?

The recipients of personal data collected by the Administrator may be:

1. Entities cooperating with the Administrator in conducting its activities business, in particular its contractors, contractors and representatives.
2. Suppliers of software, IT systems, e-mail, IT service
3. Entities providing postal and courier services.
4. Entities providing billing services to the Administrator - accounting offices; banks.
5. Law offices, courts - if it is necessary to pursue claims and resolve disputes.

What are my rights in relation to data processing?

1. Every person whose data is processed by the Administrator has the right to:
 - a. request access to your data,
 - b. requests to delete, rectify, limit processing, transfer your data.
2. Additionally, when the data are processed pursuant to Art. 6 sec. 1 lit. f GDPR (see: What is the legal basis for data processing?), the person whose data is processed by the Administrator has the right to object to the processing.
3. Additionally, when the data are processed pursuant to Art. 6 sec. 1 lit. a GDPR (consent), the person whose data is processed by the Administrator has the right to withdraw consent at any time. Withdrawal of consent, however, does not affect the processing carried out prior to the withdrawal of consent.

Each person whose data is processed by the Administrator also has the right to lodge a complaint with the supervisory body, which is the President of the Personal Data Protection Office.

The rights described in points 1-3, the rights can be exercised by contacting the Administrator by traditional mail (Z-Eco Energy sp.z o.o. Spółka komandytowa with its registered office in the Host, Gospodarz 51A, 95-030 Rzgów) or by e-mail: biuro@z-ecoenergy.com .

How to withdraw consent to cookies?

You can withdraw your consent to the use of cookies on your device at any time. For this purpose, you can delete cookies that have been saved on your device so far via the Administrator's website and you can also change the settings for storing cookies using the web browser you use.

Necessary cookies are necessary for the proper functioning of the Administrator website or make its use easier. Removing or disabling them may prevent you from using some of the website's functions or affect the comfort of using it.

In order to explain to you how to change the cookie storage settings, we present instructions corresponding to the most popular types of web browsers:

- 1) Google Chrome: <https://support.google.com/chrome/answer/95647?hl=pl>
- 2) Mozilla Firefox: <https://support.mozilla.org/pl/kb/ciasteczka?redirectlocale=en-US&redirectslug=Cookies>
- 3) Microsoft Edge <https://support.microsoft.com/pl-pl/microsoft-edge/delete-file%C3%B3w-cookie-w-brows%C4%85darce-microsoft-edge-63947406-40ac-c3b8-57b9-2a946a29ae09>
- 4) Opera: <http://www.opera.com/browser/tutorials/security/privacy/>
- 5) Safari: <https://support.apple.com/pl-pl/HT201265>

Is it my responsibility to provide my personal data? What are the consequences of refusing to provide data?

Providing personal information is voluntary. However, refusal to provide data makes it impossible to achieve the purposes for which processing is necessary (see: What is the purpose of data processing?), In particular:

1. providing information or answering an inquiry - when it comes to data provided via the contact form, by telephone / e-mail contact and online chat;
2. conclusion and performance of the contract - when it comes to data provided in connection with placing orders, the Service Agreement (maintaining the Customer's account);
3. sending information about goods, services, promotions, discounts - when it comes to data provided in connection with the Newsletter service.

How long is my personal data kept?

Personal data is stored until:

1. the expiry of the limitation period for claims under contracts for the conclusion and performance of which the data has been collected
2. effective objection - in the scope of data processed pursuant to art. 6 sec. 1 lit. f GDPR;
3. withdrawal of consent - in terms of data processed on the basis of art. 6 sec. 1 lit. a GDPR.

When it comes to cookies - see: What types of cookies does the Administrator's website use?

Are my data transferred to a third country or an international organization?

The data is not transferred to a third country or to an international organization.

Is my data used for profiling or automatic decision making?

Personal data is not subject to profiling or automatic decision making.