

Protection of Personal Data

Dear Customers and Visitors NENA DOG – Website,

Our primary concern is to protect your data, your personal rights, and to consider your right to information retrieval in the collection, processing and use of your personal information. Our treatment of personal data is in accordance with Act No. 18/2018 coll. of laws of the Slovak Republic on the Personal Data Protection Act and the Regulation 2016/679 of the European Parliament and of the Council (hereinafter referred to as GDPR).

Responsible for the processing, use and protection of personal data:

NENA DOG s.r.o.
Šustekova 4
85104 Bratislava
Slovakia
ID No.: 46 912 991
VAT: SK2023644216

Contact data:

Email: info@loptaprepsa.sk
Telefón: 00421 949 898 789

Seller's e-commerce information system is registered by the Office for the Protection of Personal Data of the Slovak Republic pursuant to Act no. 122/2013 coll. on the protection of personal data. Registration of the personal information system entitled "Information system", registration number: **201410762**.

1. Obtaining and using your personal information

1.1. Operator NENA DOG s.r.o. in accordance with Act no. 18/2018 coll. The Personal Data Protection Act and the Regulation 2016/679 of the European Parliament and of the Council (hereinafter referred to as the GDPR) process the personal data of the customers in order to:

- a) Processing of the order, issuing a tax document and filing a claim in the NENA DOG internet shop in the range of: (name, surname, postal address, e-mail address, telephone number, bank connection).

The Seller hereby informs the Purchaser that in accord with § 13 of the Law on Personal Data Protection the Seller, as an operator in the process of concluding the purchase contract, will process personal data of the Purchaser without his/her consent as the person concerned, as processing of personal data of the Purchaser is required for the contract performance in which the Purchaser acts as one of the contracting parties.

- b) Customer registration and marketing

When registering and signing up for news subscriptions, you have the option to tick the box to express your consent to the use of your personal data for our marketing purposes in the GDPR terms. The buyer may withdraw consent to the processing of personal data at any time in writing form. Cancellation of the registration and consent to the news releases can be done electronically via email at info@loptaprepsa.sk. Consent expires within 1 month of receipt of the revocation of consent by the buyer to the seller. If the buyer does not register or subscribe to newsletters, there will be no denial of the contractual relationship.

1.2. Your personal information

Personal information you provide to the operator through a registration form or direct order must be true and, in the case of a change, you are obliged to inform the operator immediately of their change.

You can view, edit and remove your personal data at any time in the “my account” section of the website by logging in using your email address and password. If you have forgotten your password, you can simply click on the “Forgotten password” link on the log-in page, then enter your registered email address into the form and we will send you a replacement password. If a third party is trying to gain access to your data, this process is safe, as the new password will be sent only to your personal email address.

2. Rights of the person concerned

The person concerned has the right to file a complaint with the Office for the Protection of Personal Data of the Slovak Republic if he/she considers that it is directly concerned with his/her rights established by the GDPR Regulation or the relevant legislation.

The person concerned has a right vis-à-vis the operator:

- a) request access to personal data, confirm if the personal data are processed
- b) for the repair of personal data,
- c) for the deletion of personal data,
- d) to limit the processing of personal data,
- e) the right to transfer personal data
- f) the right to object to the processing of personal data
- g) request the liquidation of personal data that is being processed if there has been a violation of the Personal Data Protection Act or other valid legal regulation of the Slovak Republic.
- h) blocking his/her personal data because of withdrawal of consent prior to expiry of its period of validity if the operator processes personal data subject to the consent of the person concerned.

These rights can be claimed by contacting NENA DOG’s company.

3. Provision of data to third parties

Your personal information may be provided to the third parties and intermediaries, entities cooperating with NENA DOG s.r.o., which are, for example, shipping and delivery companies. The current list of these entities is as follows:

- a) Geis Parcel SK s.r.o., Trňanská 6, 960 01 Zvolen, Slovakia, ID no.: 46489592, company registered with the District Court of Banská Bystrica, File no.: 21503/S
- b) Direct Parcel Distribution SK s.r.o., Technická 7, 821 04 Bratislava, Slovakia, ID no.: 35834498, registered with the District Court of Bratislava I, File no.: 26367/B
- c) Slovenská pošta, a.s., Partizánska cesta 9, 975 99 Banská Bystrica
- d) At the payment via Credit card: Global Payments s.r.o. a limited liability company, having its business in Czech Republic, with its registered office at V Olšinách 626/80, Strašnice, 100 00 Prague 10, Czech Republic, Business identification number: 042 35 452 registered with Commercial Register, administered by the Municipal Court in Prague, Section C, Insert 244453.
- e) Admin of website NENA DOG: FOXON, s.r.o., Vajanského nábrežie 5, 811 02 Bratislava, Slovakia, registered with the District Court of Bratislava I, File no.: 78284/B

If you lose your information, please contact our customer service team (https://www.ballthrowerfordogs.com/about_us). The personal data you submit to NENA DOG s.r.o. will not be passed on to any unauthorized third party outside the company.

It is important to us that we provide you with a customer-friendly order and delivery service, both before and during the delivery process. Depending on the Delivery Service Provider you have selected, this may

include the opportunity to select delivery time, date and location/ destination prior to parcel dispatch and during transit. In order for the DSP to provide a time frame for delivery of your parcel, we need to pass on personal details such as your address, email address and contact phone number to the delivery company. Depending on the DSP you have selected, you will receive an email or a text message with further details of your delivery and the possibility to change delivery options where possible.

4. Use of Cookies and similar technologies

4.1. What are Cookies

Cookies are alphanumeric identifiers that are transferred to your computer through your web browser. Many online transactions are impossible without the use of cookies, including areas such as the virtual “shopping cart” on most websites. Once you have logged in to the NENA DOG website, so-called “session cookies” are used to identify you for the duration of your visit. These session cookies will expire automatically when you log out. Visiting the NENA DOG online shop also requires the use of permanent cookies, and enable the saving of the content of your shopping basket for the duration of your browsing as well as for later visits to the store. They are also used to recognize misuse, such as the creation of duplicate accounts. Finally, we use cookies to store your most recent search terms used in our store, to help you to find recently searched for items more quickly. The mobile version of the shop also cookies to greet you personally when you visit the homepage, to show you orders from the last days and their delivery status, and to allow email address log-in fields to be automatically filled. The permanent cookies do not contain any of your personal data such as name, email address or IP address. We do not use cookies to build up individual profile information about your usage of the site.

4.2. How to control cookies

You can control and/or delete cookies as you wish – for details, see aboutcookies.org. You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some services and functionalities may not work.

5. Use of Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc („Google“). Google Analytics uses cookies – files which are stored on your computer and which allow an analysis of your use of the website. The information generated by these cookies is generally transferred to a Google server in the USA and stored there. This site uses IP anonymization, meaning that your IP address is abridged within the European Union and any contracted states in the European Economic Area before it is sent to the USA. Only in exceptional cases with the full IP address be transferred to the Google server then abbreviated there. Google uses this information on behalf of the website owner to analyze your use of the website, compiling reports on website activity and to provide other services related to website usage and internet usage for the website operator. The IP address provided by your browser as part of Google Analytics will not be merged with other Google data. You can prevent cookies from being saved by setting your browser software accordingly. However, this may result in your not being able to fully utilize all the functions of the NENA DOG website. If you wish, you can also prevent Google from collecting and processing the data (including your IP address) by downloading and installing the browser plug-in available here: <https://tools.google.com/dlpage/gaoptout?hl=en>

6. Use of social media plugins and similar technologies

a) NENA DOG s.r.o. uses Facebook’s Custom Audiences communication tool. Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA. When you visit the NENA DOG’S website, remarketing tags are used to create a direct connection between your browser and the Facebook servers. Facebook will recognize, that your IP address has visited the NENA DOG’s website and connects this information to your Facebook user account so that it can display relevant Facebook ads. For more information on how Facebook collects and uses this data, and how to protect your privacy, see the Facebook privacy policy at Facebook Privacy Policy (<https://www.facebook.com/privacy/explanation>). You may exercise your right of

withdrawal from Facebook Custom Audiences here:
(https://www.facebook.com/ads/website_custom_audiences).

b) Google Plus, Google Inc., 1600 Amphitheatre Parkway Mountain, CA 94043, USA

c) Pinterest, Pinterest Inc., 635 High Street, Palo Alto, CA, USA

d) Twitter, Twitter Inc., 795 Folsom St., Suite 600, San Francisco, CA 94107, USA

e) Heureka Shopping s.r.o., Karolinská 650/1, 186 00 Praha 8 – Karlín, Czech Republic, ID.Nr.: 02387727
VAT ID: CZ02387727

7. Use of Smartsupp

This web site uses Smartsupp live chat, which collects user and visitor's data such as: IP address, browser type, operating system type, approximate location, and so on. Your personal data might be collected by us or 3rd parties, such as Smartsupp.com, s.r.o., Milady Horákové 1957/13 602 00 Brno Czech Republic, ID Nr.: 03668681, VAT ID: CZ03668681

8. Use of Piwik Analytics

This web site uses Piwik, which collects user and visitor's data such as: IP address, browser type, operating system type, approximate location, and so on. <https://matomo.org/blog/2017/09/gdpr-potential-consequences-matomo/>

9. Volunteering

The person concerned provides the personal data to NENA DOG operator voluntarily, without any coercion and enforcement by the operator. He/she declares that if he/she is under 16, he/she has asked his/her legal guardian (parent) for permission to process his/her personal data.

Bratislava, 12.5.2018
NENA DOG s.r.o.