

Privacy policy

In connection with your use of the www.moiproduct.com platform, we ask that you read these Privacy policy (hereinafter referred to as „Policy“).

When processing personal data, we are governed by Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter referred to as the "GDPR") and Act No.18/2018 Coll. on the protection of personal data and on amending and supplementing certain acts, as amended (hereinafter referred to as the "Personal Data Protection Act").

Protecting the personal information you entrust to us is important to us and we do everything we can to make you feel safe with us. The purpose of this Policy is to explain how the personal information you provide to us when using our websites www.moiproduct.com hereinafter referred to as „web side“), as well as through the mobile application.

Web side and apps are owned and operated by moiproduct, s.r.o. registered office Hurbanova 7, 040 01 Košice - mestská časť Sever, ID: 55 652 913, which makes this platform available solely for the purpose of facilitating communication between experts and consumers who choose to use the online service.

BY USING THE WEB SIDE AND APPS, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD AND AGREED TO THIS PRIVACY POLICY. If you do not agree or are unable to make this promise, you may not use the Platforms. In that case, you must (a) delete your account or contact us to request deletion of your information; (b) cancel any subscriptions using the features provided by Apple (if you are using iOS) or Google (if you are using Android); and (c) remove the app from your devices.

1. Who we are and how to contact us?

Operator:

Business name:	moiproduct, s.r.o.
Legal form:	Limited liability company
Registered office:	Hurbanova 7, 040 01 Košice - mestská časť Sever
ID:	55 652 913
VAT:	2122048335
VAT ID:	SK2122048335
Registered in:	Entry in the Commercial Register of the District Court of Košice, sec. Sro, vl.č. 57438/V

(hereinafter referred to as „ moiproduct, s.r.o.“)

If you need to contact us, you can do so via email: info@moiproduct.com.

We will get back to you as soon as possible.

The address at which the consumer can make a claim, complaint or other complaint:

moiproduct, s.r.o.
Hurbanova 7, 040 01 Košice - mestská časť Sever

Supervisory authority:
Slovak Trade Inspection Authority (SOI)
SOI Inspectorate for the Bratislava Region
Prievozská 32, 820 07 Bratislava
P.O. Box: 5
Supervision Department
tel. 02/58 27 21 72, 02/58 27 21 04

fax no. 02/58 27 21 70

<http://www.soi.sk>

<http://www.soi.sk/sk/Podavanie-podnetov-staznosti-navrhov-a-ziadosti.soi>

We may unilaterally change or amend the Privacy Policy at any time. The new version of the Privacy Policy is effective on the 15th day after it is published on the Platform. We will inform you of such a change by means of an information email.

2. What type of personal data do we collect?

We process personal data for various purposes. Below are the most commonly used purposes:

Types of data collected

- a) **Customer registration**- You can browse the e-shop and purchase goods without registering. You will be able to register via the registration form in the E-shop. When you register in the E-Shop, we will ask you for your personal data in order to register and create an account in the E-Shop (hereinafter referred to as the " Customer Account ").

- b) **Conclusion of a contract for the purchase of goods** - If you are interested in purchasing Goods in the E-shop, we will process your personal data for the purpose of concluding and performing the contract between us and you, which you conclude with us by accepting our General Terms and Conditions in the E-shop. We process your personal data for the above purpose on the legal basis of the contract you enter into with us, as the processing of your personal data is necessary for the performance of that contract. Upon conclusion of the

contract, we will provide you with information according to the Personal Data Protection Act and will also inform you of your rights.

- c) **Tracking Data and Cookies** - We use cookies and similar tracking technologies to track activity, performance and analytics, and important features on our app. areas of the app that you have used in the past in order to enhance your next visit to the app. you can choose whether to accept cookies by changing the settings on your cellular device. each browser is a little different, so look at your help menu to learn the correct way to modify your cookies.
- d) **Newsletter** - If you give us your consent, we will process your email address for the purpose of sending you a newsletter. In the newsletter we inform you in particular about attractive content in the E-shop. Consent to receive the newsletter is voluntary and can be revoked at any time directly in the email with which we send you the newsletter or at the above-mentioned email address. The legal basis for the processing of your personal data for the purpose of sending the newsletter is your consent, granted pursuant to § 13 (1) (a) of the OU Act.
- e) **Arranging and managing participation in competitions organised by us** - If you decide to participate in a competition organised by our company and you give us your consent for this purpose, we process your data for the purpose of organising the competition, arranging and administering your participation in the competition, evaluating the competition and awarding the prizes to the winners. The data we process for this purpose depends on the statutes/conditions of the specific competition. The legal basis for the processing of your personal data is the consent we will ask you to give when you enter the competition.

3. Legal basis for the processing of personal data.

Legal basis for the processing of personal data When operating the E-shop, we process personal data on the basis of various legal bases (consent, performance of a contract, fulfilment of a legal obligation, legitimate interest, etc.) depending on the purpose of the processing of personal data (registration in the E-shop, conclusion and performance of a contract, provision of a competition, sending a newsletter, etc.). With regard to the purpose of the processing of personal data, we will inform you of the legal basis and purpose of the processing of personal data, the recipients or category of recipients, the retention period of the personal data and other relevant information. We will also provide you with information about your rights in relation to the processing of personal data by us.

We provide personal data to the following recipients to the extent necessary:

- to persons who ensure the technical operation of our services, E-shop, Social Media Accounts and information infrastructure;
- to persons who ensure the security and protection of our services, E-shop and information infrastructure and who also regularly monitor and test this security and protection;
- to persons who provide us with analytical and statistical services for the purpose of improving and optimising our services, E-shop and Social Media Accounts. With

regard to the purpose of the processing of personal data, we will inform you in more detail about the recipients or category of recipients.

4. Privacy and disclosure of personal data

Your personal data is secure because its processing is carried out automatically by our information systems and through appropriate technical and organisational measures guaranteeing the security of personal data, including protection against unauthorised processing of personal data, accidental loss of personal data, erasure of personal data or damage to personal data. In terms of the Personal Data Protection Act, we have the status of controller, which means that it is our company that defines the purposes of the processing. In connection with our activities, your personal data may be transferred or disclosed to other entities, either as an independent controller or as a processor. As a controller, we ensure that all those to whom your personal data is transferred maintain a high standard of protection and have adequate personnel, technical, organisational and professional competence. In no case shall we provide personal data to a subject where this standard is not ensured.

5. Links to other websites

The E-Shop may contain links to our partners' websites and other websites that are not operated by us. If you click on a link to a third party website, you will be redirected to that website. We strongly encourage you to read the privacy policy for each website you visit.

6. How long do we keep the data?

We process your personal data in accordance with legal requirements, which means that we do not keep personal data for longer than is necessary for the purpose of the processing.

If we process your personal data on a legal basis - your consent, we process your personal data for the period of time for which you have given us consent to process your personal data or for the period of time necessary for the respective purpose of processing.

If we process your personal data on a legal basis - performance of a contract, we process personal data for the duration of the contractual relationship between us and you or for as long as necessary for the relevant processing purpose. If the contract is terminated, we normally proceed to disposal

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If we process your personal data on a legal basis - to comply with legal obligations, we process your personal data for the period of time specified by law.

If we process your personal data on a legal basis - our legitimate interest or the legitimate interest of third parties, we process personal data for the duration of the legitimate interest.

If we process personal data for the purpose of participating in a competition organised by us to promote our products or services, this period is specified in the specific competition statute or terms and conditions of the competition.

8. What are your rights when processing personal data?

There are a number of rights you can exercise in relation to the personal data we process about you.

a) Right of access to personal data

You have the right to access and obtain a copy of your personal data. If we process your personal data, we will provide you with information about what data we process about you, for what purpose, to whom we have provided your personal data, whether it has been transferred to a third country and how long we will keep the data. If you request a copy by electronic means, we will provide you with the information in a commonly used electronic format unless you request otherwise.

b) Right to rectification of personal data

If your personal data is incorrect, you have the right to have it corrected. If it is incomplete, you have the right to have it completed. You can correct or complete your personal data in your Profile settings, or you can ask us to correct it.

c) Right to restrict the processing of personal data

You have the right to restrict processing in the cases specified by the Personal Data Protection Act, for example until they are corrected (or verified as correct) or if the processing of your personal data is unlawful and you request a restriction of use instead of erasure, or if we no longer need the personal data for the purpose of processing it but you need it to assert a legal claim.

d) Right to erasure of personal data (to be forgotten)

You have the right to erasure of data in the cases determined by the Data Protection Act, unless this right is restricted by law. The right to erasure applies, for example, if your personal data is no longer necessary for the purposes for which it was collected or if you withdraw your consent to the processing of your personal data and there is no other legal basis for processing it.

e) Right to data portability

If we process data on the basis of your consent or a contract and the processing of your personal data is carried out by automated means, you have the right to data portability (the right to obtain the data

in a structured, commonly used, machine-readable format and the right to transfer it to another controller).

f) Right to withdraw your consent

If we process your personal data on the basis of your consent, you have the right to withdraw your consent to the processing of your personal data at any time.

g) Right to bring a data protection action

If you feel that your rights have been affected, you may file a petition with the Office for Personal Data Protection of the Slovak Republic for a data protection proceeding pursuant to § 100 et seq. of the Personal Data Protection Act.

h) Right to object to the processing of personal data

Pursuant to Section 27(3) of the Data Protection Act, we expressly draw your attention to the right to object to the processing of personal data concerning you (i) on grounds relating to your particular situation carried out pursuant to Section 13(1)(e) (processing of personal data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller), or (ii) on grounds relating to your particular situation carried out pursuant to Section 13(1)(e) (processing of personal data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller), or (iii). (f) (processing of personal data is necessary for the purpose of the legitimate interests of the controller or of a third party) of the OU Protection Act, including profiling based on these provisions, and (ii) for the purpose of direct marketing, including profiling to the extent that it is related to direct marketing.

With respect to the purpose of the processing of personal data, we will inform you in more detail of your rights in relation to such processing.

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Acceptance of these terms

By creating a profile or signing up to use the app, you explicitly consent that:

- i. We may store and process your personal data you provide through the usage of the app and through the account creation solely for the purposes indicated in this privacy policy. Such purposes may include sending you information and reminders through the app or to the email address.
- ii. We will not transmit any of your personal data to third parties unless otherwise is provided by this privacy policy.

Contact us

If you have any questions about this privacy policy, the practices of this app, or wish to exercise your rights related to your personal data, please contact us at email: info@moiproduct.com

Effective date: 1.6.2024