

Privacy Policy (GDPR – General Data Protection Regulation)

This document describes how we use and process your personal data you have provided to us. There is also information on how to contact us if you have questions about such personal data. We will be happy to answer your questions.

Contact details of the administrator:

Kubacka NatureLAB, s.r.o (Ltd.),

Edvarda Beneše 30, 747 05 Opava

Delivery address: Malé Heraltice 73, 747 75 Velké Heraltice (Czech Republic)

Business ID: 07217617, TAX ID: CZ07217617

Registered in the Commercial Register maintained by the Regional Court in Ostrava, Section C 74971/KSOS

Phone + 737 322 616, e-mail: info@nature-lab.cz

What type of personal data do we collect?

We only collect the personal data for the purpose of delivering the ordered shipment or performing the offered service based on the performance of the concluded Contract. To deliver a shipment, we need name, surname, delivery address, billing address, e-mail, phone number and payment information according to the type of payment.

For what purpose do we process personal data?

Processing of personal data is necessary for fulfilment of the Contract arising from sending of the order, for the following purposes:

- Tracking the order.
- Delivery of ordered goods.
- Establishment of a personal account with the option to set up privacy.
- Settlement of complaint.
- Information about product news.

We also need an e-mail address to inform you about discounts and special events, competitions and other interesting news. You are asked for your conscious consent to this extended marketing communication. Consent shall be carried out by confirming the e-mail sent to you by sending the order or by filling in the registration form for these e-mails.

If you do not wish to receive this information, you have the option to delete your consent at any time. This option can be found in the footer of each advertising email or in the Privacy Section of your account. You can also contact an authorized person at the above-mentioned e-mail.

What personal data do we share with third parties?

The e-shop is connected to several third-party applications that further process data for their purpose. You can find a complete overview of third-party applications that our e-shop uses in your account in the Privacy Section.

If you have not sent an order and you do not have a personal account created, the e-shop cannot transfer any personal data to third party application. We collect information about your computer content through third-party applications. This data is anonymous. It cannot identify you as a person and is only used to produce statistics and analyse them (e.g. the statistics) afterwards.

Period of Personal Data Processing

Processing of the personal data will take place on our part for the period of the effectiveness of the Contract. We follow the process of creation of a Purchase Contract, which begins with the delivery of the order or the sending of consent for marketing communication. This period takes the time of 4 years. After this time, we archive only the legally specified documents.

How we use cookies

We use two types of cookies. Our own cookies which serve directly for running of the e-shop. We store popular products, then products added to the cart or products in comparison. We also use third-party cookies that store information about your visits to the e-shop anonymously. These can then be used for analytical or marketing purposes. All information in the cookies we store is anonymous. Our websites use the re-targeting technologies from Sklik Service operated by Seznam.cz, a.s. This allows us to show visitors who have already shown interest in our products, our advertisements in the advertising network of Seznam.cz, a.s. Our websites use the re-marketing technologies from AdWords operated by Google. This allows us to provide visitors who have already shown interest in our products with our ads on Google's advertising network. You can [opt out](#) of the use of Google cookies.

What security procedures do we use to store personal data?

The Provider has adopted and maintains such technical and organizational measures to prevent unauthorized or accidental access to personal data, its alteration, destruction or loss, unauthorized transfers, its other unauthorized processing, as well as other misuse of the personal data.

1. Anonymization of personal data.
2. Ability to restore the availability and access to personal data on time and in the event of physical or technical incidents.
3. The process of regular testing, assessment and evaluation of the effectiveness of established technical and organizational measures to ensure the security of processing.
4. Multi-level firewall.
5. Antivirus protection and control of unauthorized access.
6. Encrypted data transfer through IT technologies.
7. Access to personal data only for the authorized persons of the Provider.
8. Servers with personal data locked in the server room.
9. Workstations and information systems accessible with a password only.

How can you control the personal data you have provided?

If you are a Customer of our e-shop (you have sent at least one order), a personal account is made available for you. Here in the Privacy Section tab, you will find an overview of the personal data we store about you and for what purpose we process it. You will also find an overview of third parties that interfere with our e-shop and to whom we pass on your personal data. We never transfer your data to third parties for the purpose of direct marketing. Here you may control consents to the use of your personal data and there is also the possibility to revoke your consent or your entire account and delete your personal data.

General Provisions

1. A Customer provides his/her personal data to the Seller for the purpose of concluding the Purchase Contract with the Seller and for the purpose of the proper duration of legal relationship between the Customer and the Seller established by the concluded Purchase Contract. Consent to the processing of personal data in its entirety under this article is not a condition that would in itself make it impossible to conclude the Purchase Contract.
2. The Customer voluntarily provides his/her personal data and agrees to provide them to third parties under the conditions set out here below.
3. Personal data will be processed in electronic form in an automated manner or in printed form in a non-automated manner.
4. If the Buyer believes that the Seller or processor are processing his/her personal data in contrary to the protection of the Buyer's private and personal life or in contrary to the law, in particular if the personal data are inaccurate with regard to the purpose of their processing, he/she can act as follows:
5. Ask the Seller or Processor to his/her electronic address or in writing for an explanation.
6. Require the Seller or Processor to remedy the situation in this way, using his/her electronic address or in writing.
7. If the Buyer requests information regarding the processing of his/her personal data, the Seller is obliged to pass this information to the Buyer e-mail address or in writing by post. The Seller has the right to request reasonable compensation for such information in accordance with the preceding sentence, not exceeding the costs necessary for the information, in the event of repeated request.
8. The Seller is a duly registered administrator of personal data. Personal data of Customers are secured against any misuse. The handling of personal data of the Customers is to be governed by the relevant provisions of Act No. 101/2000 Coll., on protection of personal data and on amendment of certain laws, as amended and effective.
9. You can report any errors, queries, leaks or misuse of personal data to the relevant Office for Personal Data Protection. (UOOÚ).

Opava, date 1 July 2022