

PRIVACY POLICY

This **Privacy Policy** is an integral part of the **Terms and Conditions** of **Dvije njuške (Nosy buddies)**, Craft Businesses for manufacturing, trade, and services, Mandaličina 12, Zagreb, owner Iva Čoh, OIB 45048923389. The statement refers to the privacy of personal data collected and used on the website www.dvije-njuske.hr.

We collect, use and manage data to ensure a better user experience and performance of a website, and we implement reasonable safeguards designed to protect the information we collect.

We invite customers to read this Privacy Policy carefully for complete transparency and maximum security when using our website. The electronic confirmation implies that you have read and understood our Terms and Conditions and gave us your consent to collect, process, and share data under this statement and legal regulation.

The Privacy Policy of Dvije njuške (Nosy buddies) can be changed at any time by publishing it on the website www.dvije-njuske.hr, and the changes come into force upon publication on the website. For the same reason, we invite customers to check the Terms and Conditions occasionally for potential changes, as they will not be explicitly notified of changes.

Dvije njuške (Nosy buddies) will not misuse personal data collected from the order form.

When purchasing by using our order form, a contractual relationship is concluded, which is the basis for the processing of your personal data, in order to perform the contract in which you as a customer become a party.

Personal data is all data used to determine the customer's identity such as first and last name, e-mail, phone number, residential address, etc.

We collect and maintain information in order to provide the best possible service, improve the quality of our Services, support our marketing and analytics, and settle disputes and complaints.

Dvije njuške (Nosy buddies) will not disclose collected customer personal data to a third party, but we may use your information to comply with and enforce applicable legal requirements including but not limited to:

- **Payment methods via credit and debit cards** at www.dvije-njuske.hr. When paying through contracted providers of credit/debit card and payment services, our contractual payment partners are obliged to store data within European best practices and to store them under the PCI DSS certificate to meet the highest level of data protection, safeguarding, and processing.
- **Delivery service.** To ensure the proper delivery of the Dvije nuške (Nosy buddies) products you order from us, distribution services that are our contractual partners and who are obliged to store data within European best practices, may ask for your ID card according to contractual relationship with our partners. Should the customer does not have an appropriate identification document, and it is not possible to confirm the identity of the person, the delivery service has the right to refuse delivery.

Privacy protection is important to us, we will never share your personal information with third parties except for the purposes described in this Policy. We will always inform you when sharing and transferring data.

Dvije njuške (Nosy buddies) uses third-party web analytics services, that use automated technologies to collect data (such as IP addresses, cookies, and other device identifiers) to evaluate the use of our Services. To learn more about how to manage and opt out third-party web analytics services please visit:

GOOGLE & YOUTUBE - <https://policies.google.com/privacy>

FACEBOOK - www.facebook.com/policy.php

INSTAGRAM - <https://privacycenter.instagram.com/policy>

When registering as a recipient of a newsletter or other information regarding our products and promotions, we may ask for your personal data such as e-mail address, name, family name, and telephone number. The legal basis for the processing of your data is consent. Therefore, the user who signs up to receive notifications about our products and promotions by entering their data on the website www.dvije-njuske.hr permits us to contact them for marketing and informative purposes which may include sending SMS, email, letters, or phone calls.

Data that is automatically recorded by accessing the website, and is not personal data (choice of browser, sessions, bounce rate, etc.) Dvije njuške (Nosy buddies) has the right to use exclusively to evaluate website visits and improve its content and functionality.

We will make sure that the information we send follows your interests and that we believe is useful information for you as our loyal user.

Should you have any questions or want your data to be removed from our databases (when possible), unsubscribe using the "Unsubscribe" link or contact us via e-mail: info@dvije-njuske.hr regarding your personal data.

The Privacy Policy have been put into effect on February 1, 2023.