

Personal Data Processing Policy

01.12.2021

The processing of personal data of the **Customer** / registered **Customer**, based on the personal data processing policy (hereinafter referred to as the "**Privacy Policy**"), is performed by the **Company** and/or **Third parties** named by the **Company**.

The **Customers** agree to the **Terms and Conditions** (ticking "I agree") will be deemed to be the written consent of the person on **Privacy Policy**.

For the **Application**, the provision of information by the **Customer** to the **Company** is mandatory.

In case of non-provision of information, the **Company** will not be able to provide **Services** to the **Customer**.

1. Definitions

- 1.1. Unless the context otherwise requires, the terms used in the **Privacy Policy** have the meaning assigned to them by the **Terms and Conditions**, unless there is a conflict between the meanings outlined in Article 1 of this document and the **Terms and Conditions**. In the event of a collision, the meanings outlined in this document shall prevail.

2. Personal Data

- 2.1. Through the **Application**, to ensure the proper delivery of relevant **Services** to **Customers**, the **Company** collects the following information based on the consent of **Customers**.
 - 2.1.1. Data provided to the **Company** by the **Customer** personally:
 - Data:
 - Mobile phone number;
 - E-mail;
 - Name;
 - Surname;
 - Bank Card Details;
 - Location;
 - Additional information provided by the **Customer** to the **Company** on its initiative, in writing and/or orally.
 - 2.1.2. Data that the **Company** receives independently from the **Customer**:
 - IP Address of the **Customer** / registered **Customer**.
 - The browser types and versions used;
 - The operating system used by the accessing system;
 - The date and time of access;
 - The pages of our service that you visit;
 - Referrer URL (the previously visited page);
 - The type of mobile device you use;
 - Your mobile device unique ID;
 - The IP address of your mobile device;
 - Your mobile operating system;
 - The type of mobile internet browser;

- Unique device identifiers and other diagnostic data.

3. Purpose of the data processing

- 3.1. The processing of personal data of **Customers** by the **Company** and/or a person named by the **Company** is carried out for predetermined purposes.
- 3.2. The personal data of the **Customers** / registered **Customers** are processed by the **Company** and/or the person named for the provision of decent and high-quality services by the **Company** to the **Customers** and the smooth use of the **Application**.
- 3.3. General purposes for data processing:
 - 3.3.1. Improve, refine and simplify **Application** usage;
 - 3.3.2. Provide the service to the **Customer**;
 - 3.3.3. Enabling the **Customer** to use the product delivery service;
 - 3.3.4. Detect/block suspicious/illegal transactions or actions;
 - 3.3.5. Prevent fraud and other possible offenses;
 - 3.3.6. Compile statistics with maximum accuracy and thus improve the **Service**;
- 3.4. Special purposes for data processing:
 - 3.4.1. The **Company** provides the mobile number with constant contact with the **Customer**, informing him about the order and informing him about the delivery of the product;
 - 3.4.2. The **Company** provides contact with the **Customer** via email, including when the **Customer** does not have access to the phone number or the number no longer exists. Also, the **Company** provides the **Customer** with updated service information, promotions, and other information/information via e-mail;
 - 3.4.3. The name and surname of the **Customer** are used to identify the **Customer**.
 - 3.4.4. The Bank Card details are used to remunerate the service the **Company** provides.
 - 3.4.5. The **Customer's** location is used to deliver the order.
- 3.5. Data is also processed for marketing purposes and to offer the most customized offers/benefits to the **Customer**.
- 3.6. The **Customer** has the right to request the data processor to terminate the use of data about him/her for direct marketing at any time.

4. Data Transfer

- 4.1. The **Company** reserves the right to transfer **customer** data to other persons, including and not only, **Service Providers**, for the purposes outlined in this Policy.
- 4.2. In the event of the exercise of the powers provided for in paragraph 4.1, the **Company** shall provide to an outside person only the information necessary to achieve a specific purpose outlined in this Policy.

5. Changes

- 5.1. Some changes/additions may be made from time to time in **Privacy Policy**, which shall be automatically reflected in the **Application**. By using the app, you agree to the above changes or additions. In case of significant changes/additions, the **Company** will inform you about it through the **Application**.

6. Notes

- 6.1. The **Company** understands the importance of the rules of protection or processing of personal data of each **Customer**.
- 6.2. What matters to the **Company** is the opinion and attitude of each **Customer**, including and not only, about the processing of personal data.
- 6.3. The **Company** expresses its desire and readiness in case of any remarks/advice to understand the complaint made by the **Customer**, therefore, if any, please contact info@bodo.delivery.