

PRIVACY POLICY

We are committed to protecting and preserving the privacy of our visitors when visiting our website, purchasing on our online shop or communicating electronically with us. This policy sets out how we process any personal data we collect from you or that you provide to us through our website. We confirm that we will keep your information secure and that we will comply fully with all applicable Data Protection legislation and regulations.

1. What Data We Collect

When registering to access the resale online catalogue on our website, the Customer will be provided with a username and password. The Customer must keep this data strictly confidential, neither revealing nor sharing it with third parties. The Customer is fully and exclusively responsible for the use of this password, as well as any order made, even without knowledge.

When entering our website you have the possibility of subscribing to our newsletter, and so we collect some Personal Data, such as name and e-mail, which will be treated to receive information on the brand, namely: institutional and marketing communications, news, updates, offers, exclusive campaigns, and other related issues.

In the case of Users who purchase online, it will be collected necessary elements to complete the entire commercial transaction and to future necessary contacts, in order to ensure the best customer service, such as **complete name, e-mail, NIF, address and telephone number.**

We collect information coming from your use of our website, or from the communications that we send you, allowing you to highlight items or services that may be of interest to users and monitor site performance, become aware of which pages are the most popular, observe the method of connecting between pages more effectively, or determine the reason for some pages displaying error messages. These processes are only used for the purposes of creation and statistical analysis, never collecting personal information.

2. Use and Purpose of Processing Personal Data

2.1 - Ollarus uses Personal Data with the following purposes:

- Contact management with the User;
- Billing and collection of payment from the User;
- User registration and allow access to restricted areas of the Ollarus website, such as the online resale catalogue;
- Contact to troubleshoot problems with the User's order;
- Ensure that the website meets the User's needs, through development and publication of suitable contents matching the interests and requests expressed by the User, improving search capabilities and platform functionalities as well as obtaining the associated or statistic information regarding the type of User profile (analysis of consumption profiles).

2.2 - We can use data to carry out studies that allow us to enhance the service that we provide to our customers.

2.3 - Ollarus may also send you information about news and brand events. At any time, you can stop receiving our communications. To do so, simply click on the link available at the foot of the newsletter or send your request to info@ollarus.pt.

3. With Whom We Share Your Data

Any information or data provided by you will either be emailed directly to us or processed through a secure server behind a firewall, authentication and SSL encryption tools on our website platform that ensures data protection and security standards. User Data collected by Ollarus will be shared with third parties only when this sharing is necessary to fulfil a contract established between the User and Ollarus (shipping companies or bank agencies), according to pre-contractual arrangements upon the User's request, in particular for delivery of orders or when requested by government authorities, a judicial order or if strictly required by law.

4. Responsibility for Data Processing

The party responsible for processing the Personal Data is Ollarus, based at Rua da Primavera, 8 7200-126 Corval, Portugal, which provides the service and which in the context decides

which Data will be collected, the means of processing the Data and for what purposes data are used. The party responsible can be contacted through the following email: info@ollarus.pt.

5. Your Rights

The company Ollarus informs you that the User has a right to access Personal Data, as well as to correct, erase and transfer it. The User also has the right to limit data processing, as well as to decline it.

6. How to Exercise your Rights

If you do not agree with the terms in which your Personal Data are being processed, you can exercise the rights listed in the previous chapter through a communication to the Data Protection Officer as indicated in chapter 4. You can also submit a complaint to the Autoridade Nacional de Controlo [National Supervisory Authority] – CNPD.

7. Information's Security

We work with focus on the safety of your data by adopting technical and organisational safety measures suited to protecting our Users from unauthorised access, alteration or destruction of data, or non-authorised information which we possess being disclosed.