

## Privacy Policy

### 1. General information

This Privacy Policy sets out the rules for the processing of personal data by the company **CONFIDENT sp. z o.o.** based at ul. Giełdowa 4D/U6, 01-211 Warsaw. Any questions regarding personal data protection can be sent to the following e-mail address: **info@stomalab.pl**.

### 2. Scope of personal data processed

We process the following personal data:

- Name and surname of the doctor and patient,
- Address email,
- Phone number,
- Delivery address,
- Company's tax identification number,
- Company name,
- Patient's age.

### 3. Purposes of data processing

Personal data is processed for the following purposes:

- Order processing,
- Marketing,
- Provision of services,
- Statistics.

### 4. Legal basis for processing

We process personal data on the basis of:

- User consent,
- Performance of the contract,
- The legitimate interests of the company.

### 5. Methods of collecting data

Personal data is collected:

- Via forms on the website,

- Automatically used cookies.

## 6. Data sources

Personal data is obtained:

- Directly from users,
- Via external platforms.

## 7. Data storage

We retain personal data until you withdraw your consent or as required by law.

## 8. Transfer of data to third parties

Personal data may be transferred to external systems, such as CRM Bitrix24.eu, which operates as a cloud service. We use this system to manage data in a manner consistent with GDPR requirements, ensuring appropriate security measures.

## 9. International data transfers

We do not transfer personal data outside the European Economic Area.

## 10. Data security

In order to protect personal data, we use:

- Limiting access to data,
- Regular audits and security checks.

## 11. User rights

Each user has the right to:

- Access to your personal data,
- Rectification of data,
- Deletion of data (“right to be forgotten”),
- Processing restrictions,
- Data transfer,
- Object to processing,
- Withdrawal of consent to data processing.

To exercise your rights, please contact us at the following email address: **info@stomalab.pl**.

## 12. Cookies

We use cookies on our website to:

- Ensuring the proper functioning of the website (mandatory cookies),
- Website traffic analysis (analytical cookies),
- Marketing activities (marketing cookies).

Users can manage their cookie settings when they first enter the website via the available banner.

## 13. Integration with analytical tools

We use Google Analytics to analyze website traffic. The data is processed in an anonymized manner.

## 14. Complaints

In the event of a violation of personal data protection rights, the user has the right to submit a complaint to: **Urzędu Ochrony Danych Osobowych (UODO)** ul. Stawki 2, 00-193 Warsaw Phone: 22 531 03 00

## 15. Changes to the Privacy Policy

We reserve the right to make changes to this Privacy Policy. Users will be informed about any changes to the website.

Date of last update: 01/02/2025