

Personal data protection

The company Mlinar pekarska industrija d.o.o. (hereinafter: Mlinar) undertakes to maintain confidentiality of personal data of all persons who provide such personal data to Mlinar in the process of making an order or a purchase, and to treat such data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) and with the Act on Implementation of the General Data Protection Regulation and other laws regulating personal data protection.

Data controller

This document describes how the controller MLINAR pekarska industrija d.o.o., Radnička cesta 228 c, Zagreb, Phone: 01/2382-300, E-mail: info@mlinargrupa.com, www.mlinar.hr processes personal data.

Mlinar collects consumers' personal data only to the extent necessary to perform its contractual obligations, to fulfil its legitimate interests and its legal obligations or if you have given your consent for the processing of your personal data.

Consumers' personal data will not be available to third parties in any way, except to the extent necessary for performance of contractual obligations, i.e. for the delivery of the order, or in the event that this is required in order to act upon an instruction of any competent authorities of the Republic of Croatia.

Legal notice

Any documents, photographs or data published on the website www.mlinar.hr may not be reproduced, copied, distributed or otherwise used in any commercial purposes without Mlinar's explicit approval. All materials found on the www.mlinar.hr website are the exclusive intellectual property of Mlinar and they may only be used with explicit approval of the holder of copyright and the holder of the trademark and/or design rights. Mlinar enables the use of services and the content provide on the website www.mlinar.hr as regulated in these terms of purchase.

Privacy Policy pertains to confidentiality of personal data collected in the process of customer registration at the website www.mlinar.hr or in the process of registration of customers for receiving product and special promotion information at the website www.mlinar.hr. This Privacy Policy is an integral part of the Terms of Purchase (Precontractual Information) for the website www.mlinar.hr. Mlinar as the provider of website services www.mlinar.hr complies with applicable regulations with a view to protecting the privacy of its customers/users, especially with the General Data Protection Regulation.

Customers using the website www.mlinar.hr (hereinafter: Customers) or Users who wish to receive product and special promotion information (hereinafter: Users) are instructed to read everything provided on this web page in order to better understand what data is collected and processed by Mlinar, for which purpose, based on which legal basis, with whom that data is shared and why, what protection measures it implements and what your rights are in regard to access to personal data, their rectification, right to restriction of processing, erasure, right to portability and your right to object.

Each Customer or User who has any questions regarding personal data may send an e-mail to the following address: zastita.podataka@mlinargrupa.com.

By accepting this Privacy Policy (by clicking), or upon Customer registration or logging in at the website www.mlinar.hr on the part of a User who wishes to receive product and special promotion information in the stores and in the web shop, the Customer or User confirms to have read and understood, and also that they consent to personal data processing as outlined in this statement.

At the moment of registration on the website www.mlinar.hr the Customer is required to provide the following information: name and last name, city/town, e-mail address and phone number. The Customer may also indicate their gender and date of birth as optional data. If the User intends to take part in prize-winning games or competitions, he may be requested to provide other personal data as well, such as, for instance, phone number or other, depending on the requirements of the relevant prize-winning game or competition.

If the Customer or User fails to provide the required mandatory data for a specific activity that requires such data, he will not be permitted to take part in that activity because it will be technically impossible to perform it without such data.

Apart from this data, Mlinar also automatically collects data from your computer, which may include your IP address, and there are also situations where we automatically collect other types of data, such as date and time of accessing Mlinar website, information about the hardware, software or browser you are using or about the operating system on your computer, application version or your language settings. During visits to the website www.mlinar.hr, IT systems and software systems collect certain personal data whose transmission is implicit in the use of Internet communication protocols. This concerns information that is not associated with specific individuals but, by its nature, could, through processing and combination with third-party data, enable the identification of users. This category of data includes IP addresses or the domain names of computers used by data subjects connecting to the website, the URI addresses of requested resources, the time of the request, the method used to submit the request to the server, the size of the file obtained in response, the numerical code indicating the status of the server's response, and other parameters relating to the operating system and the users.

We may also collect information about clicks and websites you have been shown.

Mlinar collects and processes Customer's personal data at www.mlinar.hr for the purpose of authenticating the Customers who access the website www.mlinar.hr, performing the contracts on purchase of goods or services, delivering goods to the Customer, communication with the Customer or any legal proceedings in connection with contract performance. We also partly implement automated processing in order to constantly improve our processes in the interests of the Customers, to make the offered goods or services individualized for the Customer, and to adapt the offer of our products and services to the Customers' habits and needs. Mlinar collects and processes personal data of Customers who log in using their profiles as a Customer on the website www.mlinar.hr.

Mlinar collects and processes personal data of Users who wish to receive product and special promotion information so that it may send notifications to them, invite them to take part in prize-winning competitions by e-mail, social networks or other communication channels for which the Customer had previously registered, for the requirements of any legal proceedings connected with contract performance, or for the requirements of creating a user profile with a view to individualizing notifications, or for market research and for improving the efficiency and quality of our services.

Mlinar pays special attention to protection of personal data of children and persons under the age of 16, because children deserve special protection regarding their personal data seeing as they may be less aware of the risks, consequences and relevant protection measures or their rights in connection

with personal data processing. This right to protection pertains especially to processing and using personal data of children for the purpose of marketing or for creating personal or user profiles and collecting children's personal data when they are using services offered directly to the child. Consent of holder of parental responsibility is not necessary at the moment of registration at the website www.mlinar.hr, but if the User indicates his year of birth and registers as an underage person, Mlinar will take special care when processing that User's personal data in the context of its services and offering marketing activities; it will make sure that all information and communication is given using clear and simple language that the child can easily understand. If we find that such data has been provided to us without consent of a parent or guardian of a child who is under 16, that data will be erased without delay. No part of the website www.mlinar.hr has been designed to attract anyone under the age of 16.

Mlinar will not collect or process any special categories of personal data within the meaning of Article 9, paragraph 1 of the General Data Protection Regulation (such as information about your health or your religious beliefs).

By providing his personal data and by confirming (clicking) to accept the General Terms and Conditions, this Privacy Policy and the terms of use of personal data, the Customer enters into a contractual relationship which serves as the basis for purchasing products and services that the Customer chooses on the website www.mlinar.hr and which is contained in the Terms of Purchase (Precontractual Information); consequently, processing of such personal data is legal because it involves taking action at the Customer's request in order to perform the transaction of purchasing products and services in accordance with the Customer's order.

A User who registers for the selected Mlinar's service at the website www.mlinar.hr can opt to receive product and special promotion information, by entering his data at the web page www.mlinar.hr and selecting the option of consent for marketing purposes.

Mlinar will not share the Customer's or User's personal data with any other parties, except in case defined in the following item and in situation when this is required under law.

When the performance of a contract for the purchase of products and services in accordance with the Customer's order requires it, Mlinar will share the Customer's personal data with the:

1. The service provider responsible for maintaining the website www.mlinar.hr and other processors for the purpose of contract performance and achieving the intended purpose, with whom Mlinar has concluded an agreement, who are bound by our instructions, and over whom we exercise supervision to ensure the lawful processing of personal data.
2. Sponsors of prize draws and promotional contests in the process of delivering prizes to winners, when Mlinar, as the organizer of the prize draw or contest, specifies in the official rules that the prize delivery to the winner will be arranged by the sponsor.
3. Third parties where such processing is necessary to comply with the data controller's legal obligations or for the performance of tasks carried out in the public interest (e.g., the Ministry of the Interior, the Personal Data Protection Agency, etc.).

Data retention period

Mlinar will retain the personal data of registered Customers using the website www.mlinar.hr for as long as the purpose of processing is being performed, which is the period between the moment the registration becomes active and six months after the end of Customer's registration, during which time any possible complaints from the previous period will be handled. Mlinar retains personal data

of registered User who wish to receive product and special promotion information for as long as the purpose of processing is being performed or until consent is revoked.

Customer and User may request and obtain from Mlinar the complete information about the personal data that has been stored by it, or rectification of that data, by sending an e-mail to the address of the data protection officer: zastita.podataka@mlinargrupa.com.

Your Rights

Right of access to data

You have the right to obtain information on whether your personal data is being processed, which categories of personal data are being processed, for what purposes, the recipients or categories of recipients, the expected period for which the data will be stored, and similar information.

Right to rectification

You have the right to request the correction of inaccurate or incomplete personal data concerning you.

Right to erasure (right to be forgotten)

You have the right to request that Mlinar erase your personal data (the right to be forgotten) if your personal data is no longer necessary for the purpose for which it was collected, as well as for other reasons provided for under the General Data Protection Regulation.

Right to restriction of processing

You have the right to request the restriction of processing of personal data in cases where you contest the accuracy of the data, when you consider the processing to be unlawful, when you object to erasure, or when you have lodged an objection to the processing and are awaiting confirmation of whether the legitimate grounds of the controller override the reasons of the data subject.

Right to data portability

You have the right to have your personal data transferred to another data controller.

Right to file a complaint

If, despite all measures taken to protect personal data, you believe you have grounds for a complaint, please contact the Data Protection Officer at the following email address: zastita.podataka@mlinargrupa.com.

Customer and User also has the right to lodge a complaint directly with the supervisory authority, the Personal Data Protection Agency, at the following contacts:

PERSONAL DATA PROTECTION AGENCY (AZOP)
Ulica Metela Ožegovića 16, Zagreb
Phone: +385 1 4609 000
Fax: +385 1 4609 099

Email: azop@azop.hr

Website: <http://www.azop.hr>

In accordance with relevant regulations, Mlinar has appointed a data protection officer who can be contacted in connection with any questions regarding the processing of your personal data or exercising your rights to personal data protection. Contact details: zastita.podataka@mlinargrupa.com.

Changes of the Privacy Policy

Mlinar may change this Privacy Policy at any time by publishing the amended text of the Privacy Policy at the website www.mlinar.hr. As a result, Mlinar recommends that Customers and Users occasionally check this Privacy Policy for changes. If a Customer or User disagrees with this Privacy Policy, we instruct such Customer or Buyer to leave the website www.mlinar.hr and not access it or use it any more.