

# Confidentiality and personal data protection Policy

OF FIBRAN BULGARIA AD

In force from 25.05.2018

## Introduction

Fibran Bulgaria AD (Fibran) respects the privacy of its clients and guarantees the protection of their personal data to a maximum degree. This confidentiality and personal data protection policy (hereinafter referred to as "Confidentiality Policy") has been prepared and is based on the effective Bulgarian and European legislation in the field of personal data protection.

This Confidentiality Policy regulates the processing of personal data of physical persons or representatives of legal persons of our clients or potential clients, as well as of users of our websites: [www.fibran.bg](http://www.fibran.bg) (the "Website"), in connection with the services provided by Fibran, including those provided through and accessible on the Website.

This Confidentiality Policy, together with the Cookies Policy and any other documents that are mentioned on the Website, identifies the rules which Fibran will observe when processing personal data which we collect from you or about you, or which you provide to us. This Confidentiality Policy does not affect, does not restrict, and does not invalidate your rights deriving from the Personal Data Protection Act ("PDPA") or other relevant legislation.

If you have any questions or comments about this Confidentiality Policy, please contact us at: [gdpr@fibran.bg](mailto:gdpr@fibran.bg).

Please read this Policy carefully before you use the Website or provide your Personal Data, whether via electronic channels on the Website or in paper form, since by providing your Personal Data you agree with its conditions. If you do not wish that we process your personal data in the manner described in this Confidentiality Policy, please do not provide them to us. The provision of personal data on your part is voluntary with a view to using certain services provided by us, and using and/or accessing the Website. Please bear in mind that in some cases we will not be able to provide you with the service or goods that you have requested if you do not provide us with the necessary information. Please also note that in certain cases your consent for processing personal data may not be necessary if Fibran has other legal grounds, e.g. fulfillment of normatively established obligations.

## Who processes and bears responsibility for your personal data?

Fibran Bulgaria AD (Fibran, "we") is a company registered in the Trade Register at the Registry Agency with unified identification code (UIC) 121291243, which collects, processes and stores your personal data under the conditions of this Confidentiality Policy. Fibran is a personal data administrator within the meaning of the Personal Data Protection Act (PDPA). You can contact us at any of the following contact details:

Registered office: 1404 Sofia City, 33 Okolovrasten Pat St.

telephones: +359 2 850 40 90

e-mail: [gdpr@fibran.bg](mailto:gdpr@fibran.bg)

## III. Personal data categories processed by Fibran

Fibran can process publicly accessible personal data and/or personal data provided by you. The main types of personal data processed are:

- (i) Information about personal identification (incl. name, personal identifying number (EGN), identity document number, place of residence, nationality, language used for communication, etc.);
- (ii) Information about field of activity (incl. education, educational institution, place of work, position held, etc.);
- (iii) Contact details (incl. postal and electronic addresses, telephone and fax numbers, etc.);
- (iv) Financial information (bank account, etc.);
- (v) Information about representative (legal representative or attorney of such) of a client of ours who is a legal person;
- (vi) Data from the communication between us and you, your habits, preferences, satisfaction with our services (activeness when using such services, complaints, requisitions, etc.);
- (vii) Information regarding visits on the Website and using the Website, including operations and history of using the Website;
- (viii) Data received in the course of performing obligations deriving from normative acts (i.e. data deriving from queries, regulations, investigating bodies, notary public, tax services, court, enforcement agent);
- (ix) Data received in the course of performing contractual obligations (incl. name, address, telephone and/or e-mail address, etc.);
- (x) Data for access to portal for online orders (e-mail, delivery address)

Fibran can process data prepared and generated by Fibran in the process of providing services:

- (i) data on used end electronic communication device, type of device, operating system used, IP address, location;
- (ii) data on your preferred goods and services;
- (iii) Video recording upon a visit to Fibran's offices / sites;

For the purposes of ensuring proper performance of the services and of the obligations deriving from client contracts, Fibran has the right to process any information that is available in public registers (incl. public database and data disclosed on the internet), as well as information received from third parties in connection with the fulfillment of legal provisions regarding clients.

4. Fibran has the right and obligation to check the correctness of the personal data recorded in the database, where to such end it requires you to verify the data and, if necessary, to correct them or to confirm the correctness of your data.

The different types of personal data can be processed individually or in a combination among them.

#### Purposes and legal grounds for personal data processing

*Personal data processing necessary for concluding or performing contracts with us or in connection with preparing for the conclusion of contracts with us.*

Fibran processes your data for the following purposes:

- (i) Identification of a client upon: conclusion of a new, or amendment of an existing, contract with us; clarifications about the services used; performance of a concluded contract.
- (ii) Preparation of proposals for the conclusion of contracts, sending of pre-contractual information, and draft contract;
- (iii) Data received from you in the course of performing obligations deriving from contracts concluded with you or a company represented by you, exercise of rights, and ensuring the performance of contracts on the part of our clients;
- (iv) Handling and responding to client complaints/queries/appeals/claims;
- (v) Payment of obligations, rescheduling of payable sums.

*In fulfillment of its legal obligations, Fibran processes your data for the following purposes:*

- (i) Issuance of invoices;
- (ii) For the performance of tax and social security control by the relevant competent bodies;
- (iii) Obligations envisaged in the Accountancy Act and the Tax and Social Security Proceedings Code and other related normative acts in connection with keeping proper and lawful accounting.

Fibran processes the respective data provided with the client's explicit written consent for their processing for the following purposes:

- (i) For direct marketing of products and services; electronic bulletin;
- (ii) Data provided by you when participating in raffles, inquiries, games, etc.

Processing is necessary for the purposes of Fibran's legitimate interests.

(i) For the purposes of safeguarding and ensuring the protection of the interests of visitors and employees, Fibran uses video surveillance equipment by means of which it makes a video recording upon a visit to a Fibran office.

(ii) Evaluation and ascertainment of user satisfaction, as well as the effectiveness of advertising that we offer to you and others, and to meet your expectations by providing adequate advertising;

(iii) Analysis of data on the history of purchases, preferences and behavior of clients;

#### Categories of third persons who are granted access to and process your personal data

(i) Transport/courier firms, postal operators with a view to performing our contractual obligations, sending of correspondences and communications in connection with the contract between us;

(ii) Persons who by assignment of Fibran maintain equipment and software used for processing your personal data;

(iii) Suppliers of the service for collecting debts, notary public, lawyer, enforcement agent or another third person, if the client has violated the obligation deriving from a contract with us;

(iv) The bank servicing the payments made by you;

(v) Persons to whom Fibran has provided the performance of a part of the activities or obligations related to a specific service that we owe to you;

(vi) Persons performing consulting services in different spheres – lawyers, accountants, etc.;

(vii) bodies, institutions, and persons to whom we are obliged to provide personal data by virtue of effective legislation;

(viii) Security firms holding a license for performing private security activity, processing the video recordings from Fibran's sites/offices and/or keeping other registers in the process of ensuring the access regime in such sites;

#### For what term are your personal data stored?

The length of storage of your personal data depends on the processing purposes for which they have been collected:

*Personal data processed for the purposes of concluding/amending and performing contracts* between Fibran and you or a company represented by you – for the term of effect of the contract and until the final settlement of all financial relations between the parties. Fibran can store some of your personal data for a longer term, as well, until the expiration of the respective limitation period for the purposes of protection in the event of possible client pretensions in connection with the performance/termination of contracts with us, as well as for a longer term, in case of a judicial dispute that has already arisen, until its final resolution by means of an enforced court /arbitration decision;

*Personal data processed for the purposes of issuing accounting/financial documents* for implementing tax and social security control, such as, but not limited to – invoices, debit and credit notes, delivery and acceptance protocols, contracts for the provision of services/goods, are stored for at least 11 years after

the expiration of the limitation period for discharging the public receivable, unless the applicable legislation envisages a longer term.

*Personal data processed for the purposes of direct marketing* – until the explicit withdrawal of the consent given for direct marketing or receipt of an objection to processing personal data for direct marketing.

*Data from video recordings from security cameras* – up to 30 days from creating the recording.

## VII. Your rights in connection with the processing of your personal data

### *General rights*

In connection with personal data processing, you have the following rights that you can exercise at any time while we store or process your personal data by sending an application to Fibran's address specified above or via electronic channels to e-mail: [gdpr@fibran.bg](mailto:gdpr@fibran.bg)

You have the right to request from Fibran:

a copy of your personal data and access thereto at any time;

to correct without undue delay your incorrect personal data, as well as any data that are no longer up to date;

your personal data in a form convenient for porting to another personal data administrator, or to request that we do so without your being obstructed on our part (right to portability);

your personal data to be deleted without undue delay in the presence of any of the legal grounds therefor;

to limit the processing of your personal data, where in such case your data will only be stored and not processed. Our refusal for limitation will be explicitly in written form only, and we are obliged to motivate it with a lawful reason;

You also have the right:

to withdraw your consent for the processing of your personal data at any time by means of a separate request addressed to Fibran, in the case of processing based on given consent;

to object to the processing of your personal data;

to object to automated processing, including profiling;

not to be an object of decision solely based on automated processing including profiling;

*You have the right to appeal to the supervisory body*

You have the right to submit an appeal directly to the supervisory body, where the body competent therefor is the Commission for Personal Data Protection, address: 1592 Sofia City, 2 Prof. Tsvetan Lazarov Blvd. ([www.cdpd.bg](http://www.cdpd.bg)).

If you wish to submit an appeal regarding the processing of your personal data by Fibran, you can do so at the specified contact details of the Administrator (at the above-specified contact details).

### *Automated decision making*

The administrator does not use your personal data for automated decision making. If we intend to use your personal data for automated decision making, you have the right to be informed thereof, as well as to receive information about the logic of any automated processing of personal data pertaining to you.

### *Objection against usage for direct marketing*

You have the right to object against the processing in future of your personal data for the purposes of direct marketing and advertising, as well as against their disclosure to third persons, and their usage on their behalf for the purposes of direct marketing and advertising, by withdrawing the consent given by you at any time. To such end, you can send an electronic communication with the respective request for discontinuation of the use of your data for the purposes of direct marketing to: [gdpr@fibran.bg](mailto:gdpr@fibran.bg)

*Can you refuse the provision of personal data to Fibran and what are the consequences thereof?*

In order for us to conclude a contract with you and/or to provide you with the requested products and/or services and/or to deliver the ordered goods in accordance with the legal and subsequently our contractual obligations, Fibran needs certain data that are to identify the party to the contract, its attorney, contact details, details for the payment of obligations.

The non-provision of such data obstructs the ability for us to conclude a contract with you.

#### VIII. How do we protect your data

Fibran applies organizational, physical, information technology and other necessary measures in order to guarantee the security and protection of your personal data and the monitoring of personal data processing.

Among other things, such security measures include the following activities:

- Fibran has established the requirements for processing, registration and storage of personal data with the internal procedures whose observation is constantly monitored;
- the access of Fibran's employees to personal data and the permission for personal data processing in Fibran's database is restricted depending on their duties;
- Fibran has established confidentiality obligations for its employees;
- the access to Fibran's office equipment and the computers of any employees is restricted;
- we apply all necessary organizational and technical measures envisaged in the Personal Data Protection Act, as well as the best practices from international standards;

To ensure maximum security when processing, porting and storing your data, we may use additional protection mechanisms such as encryption, pseudonymization, etc.

The security measures we apply are subject to ongoing improvement and adaptation to the latest technologies.

#### Connection to other websites

Sometimes the Website can contain links/ references (hyperlinks) to other websites. We do not operate such related websites and do not approve the contents, services and products on such websites. We advise you to use related websites carefully and with the necessary attention regarding their contents and conditions of use. Fibran is not responsible for the privacy policy or the contents on such websites, and we advise you to examine their privacy policies. Nevertheless, as soon as Fibran receives information regarding illegal activities or illegal information on such websites, Fibran will take immediate measures to remove the electronic references (links) thereto.

#### Cookies policy

To familiarize with the Cookies Policy, please visit the Cookies Policy page.

#### Personal data on children

We consciously do not collect personal information from children aged under 16 years. If we find out that we have collected personal information of a child under the age of 16, we will take steps to delete such information as soon as possible or to obtain the consent of the person bearing parental responsibility for the child.

#### Amendments to the Confidentiality Policy

It is possible that we update our Personal Data Protection Policy from time to time. In the event of any changes in this policy, a notice will be published on our website, as well as the updated Personal Data Protection Policy. Any amendments and supplements to the Confidentiality Policy will only be applied following the publication of its updated contents accessible via our Website.