

CERTIFICATE

DOCUMENT COMPLIANCE WITH LAW



PRIVACY POLICY

<https://droplino.com/>

§1 General Provisions

1. This document is an annex to the Terms and Conditions. By using our services, you entrust us with your information. This Privacy Policy helps explain what data we collect and how we use it. These data are important to us, so please read this document carefully, as it defines the principles and methods of processing and protecting personal data. It also sets the rules for the use of “Cookies.”
2. We declare that we observe personal data protection principles in accordance with applicable law, including the Polish Personal Data Protection Act and Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR).
3. Any person whose personal data is being processed has the right to obtain full information on how we use their data. We clearly communicate what data we collect, how and for what purpose we process it, who we share it with, and how we secure it. We also indicate which institutions should be contacted in case of doubts.
4. We use technical measures to protect data, including physical, hardware, software, and organizational safeguards, to prevent unauthorized access, misuse, alteration, or destruction of personal data.
5. We are the sole entity with access to the data unless explicitly stated otherwise in the Terms and this Policy. Data may be processed by payment providers or service delivery partners — only to the extent necessary.
6. Data is processed solely for purposes to which the user has explicitly consented, based on Art. 6(1)(a) and (b) GDPR — either by accepting the form or to fulfill a service.

§2 Privacy Principles

1. We treat privacy seriously. We respect your data and aim to ensure the highest standard of transparency and safety.
2. We use your data solely to fulfill your order and never abuse your trust. We clearly explain what we collect, how we use it, who we share it with, and how you can contact us.
3. If you have any doubts, we will immediately address them and explain everything clearly.
4. We strive to protect your data comprehensively and prevent misuse or unauthorized access.
5. The data controller's details are available in the “Contact” section of our website.
6. The legal basis for processing your data is Art. 6(1)(b) GDPR. Providing data is voluntary but necessary to enter into and fulfill the contract.
7. Data may be shared with entities processing it on our behalf and with trading partners — under Art. 6(1)(f) GDPR, where the legitimate interest is contract execution.
8. We store data within the EEA. If data is transferred outside the EEA, we use standard contractual clauses or Privacy Shield-type frameworks.
9. Personal data related to contract execution may be stored for up to 10 years for legal and accounting purposes.
10. You have the right to:
 - access, correct, or delete your data (right to be forgotten),
 - restrict processing (Art. 18 GDPR),
 - object to processing (Art. 21),
 - request data portability (if processed automatically).

You can file a complaint with the Polish Data Protection Authority (UODO).

§3 Scope and Purpose of Data Collection

1. We process personal data only as needed for service delivery or accounting purposes, such as:
 - order placement and processing,
 - VAT invoice issuing,
 - monitoring site traffic and user interactions,
 - email/phone communication,
 - newsletter registration,
 - personalized e-commerce recommendations.
2. We may collect:
 - name, address, email, phone number, NIP, PESEL, date of birth, browser info, and any other voluntarily provided data.
3. The data is collected for:
 - direct marketing,
 - fulfillment of legal obligations,
 - fraud prevention,
 - archival/statistical purposes.

We may store or process data on servers outside your country, including in the EEA or under applicable safeguards in third countries.

§4 Cookies Policy

1. We automatically collect data via cookies. Cookies are small text files stored in your browser and used to maintain sessions, customize content, collect stats, and ensure security.
2. We use:
 - session cookies (deleted when the browser closes),
 - persistent cookies (stored until manually deleted or expired).
3. Cookies help us:
 - optimize site experience,
 - identify logged-in users,
 - remember form input,
 - create anonymous usage statistics,
 - build remarketing lists for ads,
 - analyze demographic/behavioral patterns.
4. You can block or delete cookies at any time via your browser settings, but this may limit site functionality.
5. Browser-specific cookie settings guides:
 - Internet Explorer, Chrome, Firefox, Opera, Safari, Android, iOS, Windows Phone.

§5 Rights and Obligations

1. We may, if required by law, disclose your data to public authorities or third parties with appropriate legal basis.
2. You may at any time:
 - access, correct, delete your data, or object to its processing — without giving a reason,
 - contact us via email or other communication method to make such a request.
1. We process customer data based on:
 - legitimate interest (e.g., marketing, analytics, claim protection),
 - consent (e.g., email/phone marketing),
 - contract performance,
 - legal obligations (e.g., tax law).
1. Requests to delete or stop processing may limit our ability to provide services.
2. We profile only limited data (email, IP, cookies) for:
 - personalization,
 - marketing adjustment,
 - analytics.

We comply with all data protection laws and social norms. The Polish Financial Ombudsman (www.rf.gov.pl) handles out-of-court consumer disputes.

§6 Basic Security Rules

1. Each user should ensure the security of their own data and devices. Devices should:
 - a) have antivirus software,
 - b) use up-to-date browsers and firewalls,
 - c) be regularly updated.
2. Credentials (logins, passwords, PINs) must be stored securely and not accessible to others.
3. Be cautious with suspicious emails or attachments.
4. Enable anti-phishing filters in your browser.
5. Download software only from trusted sources.

6. Secure Wi-Fi networks with strong passwords and modern encryption (e.g., WPA2).

§7 Use of Social Media Plugins

1. Our site may contain plugins from Facebook (Meta) and Twitter (X Corp).
 - a) Facebook: <https://developers.facebook.com/docs/plugins>
 - b) Twitter: <https://dev.twitter.com/web/tweet-button>
 - c) These plugins can transfer data (like visited pages, time spent, clicks) to those platforms, especially if you are logged into your account.
2. For privacy info:
 - Facebook: <http://www.facebook.com/policy.php>
 - Twitter: <https://twitter.com/privacy> To avoid this, log out of those platforms before visiting our site.

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