

Privacy Notice

This Privacy Notice describes how we collect and process your personal information through VIA EUROPA websites, services, online and physical stores, and applications that reference this Privacy Notice (together "VIA EUROPA Services").

Controller of Personal Information

SC VIA EUROPA SRL based in Bucharest 040956, str. Almasu Mare nr. 14, bl. 58, ap. 57, Romania, VAT no. RO17505776, reg. no. J40/7385/2005, is data controller of personal information collected and processed through VIA EUROPA Services.

Personal Information about Customers we collect

Here are the types of information we gather:

- **Information you give us:** we receive and store any information you provide in relation to VIA EUROPA Services. You can choose not to provide certain information but then you might not be able to take advantage of many of our VIA EUROPA Services.
 - Name
 - Address
 - Email address
 - Personal identity documents
 - Age
 - Date of birth
 - Phone number
 - Place of establishment
 - Bank account information
 - VAT number
- **Automatic Information:** we automatically receive and store certain types of information when you use VIA EUROPA Services, such as information about your use, including your interaction with content and services available through VIA EUROPA Services. We use cookies and other unique identifiers and we obtain certain types of information when your web browser or device accesses VIA EUROPA Services and other content served by or on behalf of VIA EUROPA SRL on other websites.
 - IP address
 - Location
 - Browser type
 - Device Operating system
 - Timestamps
 - Navigation history
 - In-site application tokens

Purposes VIA EUROPA process your Personal Information

We process your personal information to operate, provide, and improve the VIA EUROPA Services that we offer our customers. These purposes include:

- **Purchase and delivery of services.** We use your personal information to take and handle orders, deliver services, process payments, and communicate with you about orders, services, and offers.

- **Provide, troubleshoot, and improve VIA EUROPA Services.** We use your personal information to provide functionality, analyse performance, fix errors, and improve usability and effectiveness of the VIA EUROPA Services.
- **Personalisation.** We use your personal information to personalise your experience with VIA EUROPA Services.
- **Comply with legal obligations.** In certain cases, we have a legal obligation to collect and process your personal information. For instance, we collect information regarding place of establishment and bank account information for identity verification and other purposes.
- **Communicate with you.** We use your personal information to communicate with you in relation to VIA EUROPA Services via different channels (e.g., by phone, email, chat)..

Personal Information sharing

Information about our customers is an important part of our business and we are not in the business of selling our customers' personal information to others. VIA EUROPA shares customers' information only as described below and with partners that are either subject to this Privacy Notice or follow practices at least as protective as those described in this Privacy Notice.

- **Third Party Service Providers:** We employ other companies and individuals to perform functions on our behalf. Examples include fulfilling orders for services, sending postal mail and e-mail, processing payments, transmitting content and providing customer service. These third-party service providers have access to personal information needed to perform their functions, but may not use it for other purposes. Further, they must process the personal information in accordance with this Privacy Notice and as permitted by applicable data protection laws.
- **Protection of VIA EUROPA and Others:** We release account and other personal information when we believe release is appropriate to comply with the law; enforce or apply our Conditions of Use and other agreements; or protect the rights, property or safety of VIA EUROPA, our users or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction.
- Other than as set out above, you will receive notice when personal information about you might be shared with third parties and you will have an opportunity to choose not to share the information.

Transfers out of the European Economic Area. Whenever we transfer personal information to countries outside of the European Economic Area in the course of sharing information as set out above, we will ensure that the information is transferred in accordance with this Privacy Notice and as permitted by the applicable laws on data protection.

Personal Information security

We design our systems with your security and privacy in mind.

- We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.
- We do not handle directly credit card data, but our providers follow the Payment Card Industry Data Security Standard (PCI DSS) when handling credit card data.
- We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

Third-party advertisers and links to other websites

VIA EUROPA Services may include third-party advertising and links to other websites and apps. Third party advertising partners may collect information about you when you interact with their content, advertising, and services.

Customer choices

If you have any questions or objection as to how we collect and process your personal information, please contact our customer service at dataprotection@via-europa.ro. Many of our VIA EUROPA Services also include settings that provide you with options as to how your information is being used.

- As described above, you can choose not to provide certain information but then you might not be able to take advantage of many of the VIA EUROPA Services.
- You can add or update certain information. When you update information, we usually keep a copy of the previous version for our records.
- If you don't want to receive in-app notifications from us, please adjust your notification settings in the app or your device.
- When you consent to our processing your personal information for a specified purpose, you may withdraw your consent at any time and we will stop any further processing of your data for that purpose.

In addition, subject to applicable law, you have the right to request access to, correct, and delete your personal data, and to ask for data portability. You may also object to our processing of your personal data or ask that we restrict the processing of your personal data in certain instances. If you wish to do any of these things, please contact our customer service at dataprotection@via-europa.ro.

Children policy

VIA EUROPA doesn't sell services to children. If you're under 18, you may use VIA EUROPA Services only with the involvement of a parent or guardian.

Personal Information storage period

We keep your personal information to enable your continued use of VIA EUROPA Services, for as long as it is required in order to fulfil the relevant purposes described in this Privacy Notice, as may be required by law such as for tax and accounting purposes, or as otherwise communicated to you.

Contacts, Notices & Revisions

If you have any concern about privacy at VIA EUROPA or want to contact one of our data controllers, please contact our customer service at dataprotection@via-europa.ro.

Our business changes constantly and our Privacy Notice will change also. You should check our website frequently to see recent changes. Unless stated otherwise, our current Privacy Notice applies to all information that we have about you and your account. However we will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.