

Greenmade Online Store Privacy Policy

INFORMATION ABOUT THE DATA CONTROLLER

This Privacy Policy shall apply to greenmade.pro and greenmade.promo Internet websites (hereinafter referred to as the “Websites”) owned by Anatoly Ignatievich Rudakov, a self-employed entrepreneur, OGRNP (Primary State Registration Number of Self-Employed Entrepreneur) 312583406000018, hereinafter referred to as the “Administration”.

This Privacy Policy contains information about the processing and protection of users’ personal data when they use the Websites. The Administration recommends that you visit this website regularly, as this Privacy Policy may be updated to reflect amendments made to the law or changes in our internal processes.

If you have any questions regarding the processing of your personal data, please contact the Administration sending an e-mail to the e-mail address shop.greenmade@gmail.com, or sending a letter to the address: 92 Suvorov Street, Penza, Penza Region, Russia.

GENERAL INFORMATION

The Administration provides the possibility to visit most pages of the Websites and read the information placed thereon without the need to provide any personal data.

In order to receive information about your actions on the Websites for statistical purposes, as well as to improve the functionality of the Websites, as well as for marketing purposes, the Administration stores information about your actions on the Websites in anonymous (depersonalized) form and processes it. When the purpose of processing personal data disappears, the processing of personal data is terminated, and the personal data are destroyed.

The Administration does not collect or process personal data of special categories (information about race and ethnicity, religious or philosophical beliefs, sexuality, sexual orientation, political preferences, participation in trade unions, as well as information about your health, genetic and biometric data).

WHY DOES THE ADMINISTRATION PROCESS YOUR PERSONAL DATA

The purposes pursued by the Administration in processing your personal data are as follows:

- to ensure implementation of contracts concluded by the user when registering on the Websites and/or when making purchases on the Websites;
- to improve the efficiency and usability of the Websites, as well as the ways of purchasing and receiving the goods, as well as for other advertising and marketing purposes;
- to improve the quality of the goods sold;
- to respond to your messages and to answer your questions.

LEGAL BASIS OF PROCESSING PERSONAL DATA

The legal basis for processing your personal data is as follows:

- Processing of personal data is necessary to perform the contract concluded with the data subject or to perform the actions required in order to conclude the contract.

- Your consent to the processing of personal data for the purposes specified in the consent to processing of personal data.
- Processing required to fulfill legal obligations.
- If this is due to our legitimate interests (ensuring the continued security and normal operation of our website and related IT systems, etc.) that cannot be overridden by your interests and fundamental rights.

AUTOMATED DECISION MAKING

The Administration does not use automated decision making regarding you and other users of the Websites.

WHAT PERSONAL DATA ARE PROCESSED AND HOW THEY ARE USED

Categories of personal data

To use the Websites and access their functions, you shall provide the following personal data:

- Your e-mail address and password, specified during registration on the Websites;
- Telephone number;
- Your surname, name and patronymic, specified during registration;
- Information about your address where the goods are to be delivered (city, street, house number, apartment number and zip code);
- Information about your orders placed on the Websites;
- Information about your subscriptions to products posted on the Websites.

Description of solutions

Registration of an account. To use the Websites and access all their functions, you will need to create a personal account. To do this, you will be required to specify your surname, name and patronymic, and your mobile phone number on the registration form, confirm the validity of the mobile phone number by entering the code from the message sent by the Website, and specify the e-mail address. The Administration collects and processes the personal data provided, to which you consent during registration, only for the purpose of providing you with the necessary services and goods using the Websites functionality.

Account and order history. You can view, update and correct your account information, password and preferences, as well as delete your account at any time. Moreover, you can view the history of your orders placed using the Website functionality. When registering on the Websites and/or on one Website, you create an account to interact with the Administration by sending messages to the Website Administration for the purpose of placing an order for the goods on the Website and/or including the goods in the “Favorites” category. The Website Administration will consider all the actions taken at your account as actions taken by you. The Administration strongly recommends that you maintain the confidentiality of your login and password.

Services. You can manage all your orders, as well as the delivery addresses in the “Address Book” and “My Orders” sections of your account. The Administration strongly recommends avoiding errors when specifying the delivery address, since accurate indication of the address will facilitate timely delivery of the Goods.

Using the “Subscriptions” section of your account, you can subscribe to informational messages with the Website’s news, as well as unsubscribe from receiving such messages.

Using the “Selected Goods” section, you can save your favorite goods. This service allows you to simplify access to the goods you have saved.

The “Report Receipt” service. In the absence of the necessary Goods on the Website, the “Report Receipt” function will be available for such a Good instead of the “Add to Cart” function. In such a case, the Administration will use your data to communicate with you, if the product becomes available.

Support. When you contact the technical support service, the Administration may ask you to provide information required to ensure the necessary support (for example, your order number, information to certify you as a customer of the Website and/or account holder and a problem description). In addition, it may be useful or even necessary to provide the administration with files confirming existence of the problem and/or placement and payment for the order. Such files may also contain personal data; you can send these files at your own discretion, and sending such files can speed up the resolution of your problem.

Statistical information. The Administration can track your IP addresses, network service providers, browser types, and other information about the client environment (for example, your device model, operating system, screen resolution, etc.) received from the users visiting the Websites. The Administration can also process information about what Goods you purchase; information about the Goods placed by you in the “Favorites” section, information about the web pages that you visited just before going to the Website; the pages of our Website that you have visited; time spent on these pages; the information you have searched for on our Website; time and date of access; as well as other statistics. The Administration uses this data to compile traffic statistics for the Website, as well as to improve the security and availability of the Website pages, as well as to improve your access to the Goods. The Administration does not request, track, or access any information that identifies you for the purposes of the above functions.

Personal data storage period

Personal data will be deleted no later than 1 (one) calendar month upon deletion of the account.

COOKIES AND MODULES FOR SOCIAL NETWORKS

Cookies are files or pieces of information that can be stored on your computer or other devices (for example, a smartphone or tablet computer) when you visit the Websites. This data consists of alphanumeric lines and/or special characters that provide a unique identification of your device, but may also contain other information.

The Administration uses various types of cookies (text files that are stored on your device):

- user input cookies;
- authentication cookies;
- performance cookies;
- cookies with your preferences and settings;
- security related cookies (anti-fraud);
- third-party advertising cookies;

- own analytical cookies;
- social media tracking cookies.

Some Websites may use electronic tags used by the Administration to obtain comprehensive statistics on the effectiveness of advertising campaigns and other operations. Moreover, the Administration may include electronic tags in e-mails sent to you to determine the effectiveness, efficiency and optimization of mailing lists and user experience. For these purposes, the Administration may use various analytical services.

You can configure your browser settings so that cookies are blocked or your system informs you when a website wants to set cookies. Please note that blocking cookies may result in you being unable to use some Website functions.

In addition, the Websites use modules for social networks. Using social network modules, you can share information posted on the Websites in your social network accounts.

PRINCIPLES OF PERSONAL INFORMATION PROTECTION

The Administration's policy regarding the processing of your personal data is characterized mainly by minimizing the amount of personal data processed. All the information collected is consistent with the processing purposes, and the processing purposes cannot be achieved without such information. Any additional information not related to the main purpose of the Website is provided by the users only at their own discretion.

In some statutory cases the Administration may transfer your personal data to third parties, in particular, if the provision of personal data is required by a state authority.

Due to certain features of the relationship between you and the Administration, which presupposes the need to forward the goods you have purchased, the Administration needs to attract external service providers. The Administration provides such external service providers only with a limited amount of personal data. External service providers are also responsible for protecting your personal data.

The responsibility for your personal data protection is limited to the Websites; if you find links to third-party websites, you may go to such websites at your own risk. The Website administration is not responsible for the protection of your personal data, which is collected and/or may be collected on such third-party websites.

WHERE ARE THE PERSONAL DATA PROCESSED

All the personal data collected is stored and processed on servers located in the Russian Federation.

IF YOU ARE A RESIDENT OF THE EUROPEAN UNION, WE HEREBY INFORM YOU THAT THE RUSSIAN FEDERATION HAS NOT BEEN RECOGNIZED AS ENSURING AN ADEQUATE LEVEL OF PERSONAL DATA PROTECTION BY THE EUROPEAN COMMISSION (https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/adequacy-decisions_en). HOWEVER, THIS DOES NOT MEAN THAT THE ADMINISTRATION DOES NOT PROVIDE AN ADEQUATE LEVEL OF SECURITY FOR YOUR PERSONAL DATA.

The Administration implements all the necessary measures for the protection of your personal data established both by the legislation of the Russian Federation and by the requirements of the General Data Protection Regulation 2016/679 (hereinafter also referred to as the "GDPR").

YOUR RIGHTS AND WAYS TO IMPLEMENT THEM

The Administration hereby informs you that you have the following rights with respect to personal data processed by the Administration:

- **The right to be informed.** You have the right to receive clear, transparent and understandable information about how the Administration uses your personal data and about your rights arising from the processing of your personal data.
- **Right of access.** This right allows you to receive a copy of personal data that is processed by the Administration, and to verify that the Administration processes your personal data in accordance with the legal requirements.
- **Right to correct.** You can send a request for changes to your personal data that are processed by the Administration.
- **Right to delete (right to be forgotten).** This right allows you to ask the Administration to delete or erase personal data if the Administration has no reason to continue processing them, as established by law.
- **Right to limit processing.** This right allows you to ask the Administration to suspend processing of your personal data, for example, if you want the Administration to establish their accuracy or the ground for processing.
- **Right to data portability.** You may ask the Administration to transfer your personal data. The Administration will provide you or the third party you have selected with your personal data in a structured standard machine-readable format.
- **Right to object.** You may at any time object to processing of your personal data, if such processing is in the legitimate interests of the Administration.
- **Right to withdraw consent to data processing.** If you withdraw your consent, the Administration will not be able to provide you with access to certain functions of the Websites. The Administration will notify you about this if you withdraw your consent.
- **Right to file a complaint.** You have the right to contact the data protection authority in your country to act against the Administration's data protection and privacy practices.
- **Right to deactivate cookies.** If you want to restrict or block all cookies set by the Website services, use the tool available in your browser.

If you need to implement the rights granted to you, you can contact the Administration in any available way.

If you send a request related to the exercise of your rights, the Administration may need additional information to confirm your identity in order to avoid sharing your information with a third party.

The Administration will respond to your request within 30 calendar days from the date of receipt of a specific request. If your request takes more time due to its complexity, the Administration will send you a notification.

If you want to send a complaint related to processing of your personal data by the Administration, you can do this by sending an e-mail to shop.greenmade@gmail.com.