

Privacy Policy

Basic information on Data Protection	
Responsible	Arogreen, S.L.
Purpose	Provision of online services Management of web users Commercial communications related to our services
Legitimation	Express consent and legitimate interest
Recipients	No data is transferred to third parties, except legal obligation
Rights	Access, rectify and delete the data, as well as other rights, as explained in the additional information
Additional Information	You can consult additional and detailed information on Data Protection in the attached clauses found at www.arogreen.com/politica-privacy

In Arogreen, S.L. we work to offer you the best possible experience through our products and services. In some cases, it is necessary to collect information to achieve this. We care about your privacy and we believe that we should be transparent about it.

Therefore, and for the purposes of the provisions of REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of April 27, 2016 (hereinafter, "GDPR") regarding the protection of natural persons with regard to the processing of personal data and the free circulation of these data, and LAW 34/2002, of July 11, on Services of the Information Society and Electronic Commerce (hereinafter, "LSSI"), Arogreen, S.L. informs the user that, as data controller, it will incorporate the personal data provided by users in an automated file.

Our commitment begins by explaining the following:

- Your data is collected so that the user experience improves, according to your interests and needs.
- We are transparent about the data we collect about you and why we collect it.
- Our intention is to offer you the best possible experience. Therefore, when we are going to use your personal information, we will always do so in compliance with the regulations, and when necessary, we will request your consent.

- We understand that your data belongs to you. Therefore, if you decide not to authorize us to process them, you can ask us to stop processing them.
- Our priority is to guarantee your security and treat your data in accordance with European regulations.

If you wish to obtain more information about the processing of your data, consult the different sections of the privacy policy below:

Who is responsible for the processing of your personal data?

Identity: Arogreen, S.L.

Registered office: Composer Verdi, 84

C.I.F. number No.: B675023540

Email: rgpd@arogreen.com

Arogreen, S.L. You have designated a Data Protection Officer or an internal contact person within your organization. If you wish to make a query regarding the processing of your personal data, you can contact him through the email rgpd@arogreen.com

What personal data do we collect?

The personal data that the user can provide:

- Name, address and date of birth.
- Telephone number and email address. Location.
- Information related to payments and returns.
- IP address, date and time you accessed our services, internet browser you use and data about the device's operating system.
- Any other information or data that you decide to share with us.

In some cases, it is mandatory to fill in the registration form to access and enjoy certain services offered on the web; Likewise, not providing the requested personal data or not accepting this data protection policy means that it is impossible to subscribe, register or participate in any of the promotions in which personal data is requested.

Why and for what purpose we treat your data?

In Arogreen, S.L. we process the information provided by interested parties for the following purposes:

- Manage orders or hire any of our services, either online or in physical stores.
- To manage the sending of the information requested.
- Develop commercial actions and perform the maintenance and management of the relationship with the user, as well as the management of the services offered through the website and the work of information, being able to perform automatic assessments, profiling and segmentation of customers in order to customize the treatment according to their characteristics and needs and improve the online customer experience.
- Develop and manage contests, sweepstakes or other promotional activities that may be organized.
- In some cases it will be necessary to provide information to the Authorities or third party

companies for auditing purposes, as well as to handle personal data from invoices, contracts and documents in order to respond to claims from customers or Public Administrations.

We inform that the personal data obtained as a result of your registration as a user will be part of the Register of Activities and Processing Operations (RAT), which will be updated periodically in accordance with the provisions of the RGPD.

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What is the legitimacy for the processing of your data?

The processing of your data may be based on the following legal bases:

- Consent of the data subject for the contracting of services and products, for contact forms, requests for information or registration in e-newsletters.
- Legitimate interest for the processing of data of our customers in direct marketing actions and express consent of the person concerned for all matters relating to automatic assessments and profiling.
- Fulfillment of legal obligations for fraud prevention, communication with public authorities and third party claims.

How long do we keep your data?

The processing of data for the purposes described above will be kept for the time necessary to fulfill the purpose of its collection (for example, for the duration of the business relationship), as well as for the fulfillment of legal obligations arising from the processing of data.

To which recipients is your data communicated?

In some cases, only when necessary, Arogreen, S.L. will provide user data to third parties. However, data will never be sold to third parties. External service providers (e.g. payment providers or delivery companies) with whom Arogreen, S.L. works may use the data to provide the corresponding services, however, they will not use such information for their own purposes or for transfer to third parties.

Arogreen, S.L. endeavors to ensure the security of personal data when it is sent outside the company and ensures that third party service providers respect confidentiality and have appropriate measures in place to protect personal data. These third parties are obliged to ensure that the information is handled in accordance with data privacy regulations.

In some cases, personal data may be required by law to be disclosed to public bodies or other parties, only what is strictly necessary for the fulfillment of such legal obligations will be disclosed.

Personal data obtained may also be shared with other group companies.

Where is your data stored?

In general, data is stored within the EU. For data sent to third parties outside the EU, we will ensure that they offer a sufficient level of protection, either because they have Binding Corporate Rules (BCR) or because they have adhered to the "Privacy Shield".

What rights do you have and how can you exercise them?

You can address your communications and exercise your rights by sending a request to the following e-mail address: rgpd@arogreen.com.

Under the provisions of the RGPD you can request:

- Right of access: you can request information of those personal data that we have about you.
- Right of rectification: you can communicate any change in your personal data.
- Right of deletion and oblivion: you can request the deletion after blocking personal data.
- Right to limit processing: this means restricting the processing of personal data.
- Right of opposition: you can withdraw your consent to the processing of data, opposing further processing.
- Right to portability: in some cases, you can ask for a copy of the personal data in a structured, commonly used and structured, commonly used and machine-readable format for transmission to another data controller.
- Right not to be subject to individualized decisions: you may request not to be subject to decisions based solely on automated processing, including profiling, that produce legal effects or significantly affect the data subject.

In some cases, the request may be refused if you request the deletion of data necessary for compliance with legal obligations.

Also, if you have a complaint about the processing of your data, you can file a complaint with the data protection authority.

Who is responsible for the accuracy and veracity of the data provided?

The user is solely responsible for the veracity and accuracy of the data included, exonerating Arogreen, S.L. of any responsibility in this regard. Users guarantee and respond, in any case, the accuracy, validity and authenticity of the personal data provided, and undertake to keep them updated. The user agrees to provide complete and correct information in the registration or subscription form. Arogreen, S.L. reserves the right to terminate the contracted services that had been concluded with the users, in case the data provided are false, incomplete, inaccurate or not updated.

Arogreen, S.L. does not answer for the veracity of the information that are not of own elaboration and of which another source is indicated, for what neither assumes any responsibility as for hypothetical damages that could originate for the use of the above mentioned information.

Arogreen, S.L. reserves the right to update, modify or delete the information contained in its web pages and may even limit or deny access to such information. Arogreen, S.L. is exonerated from liability for any damages that the user may suffer as a result of errors, defects or omissions in the information provided by Arogreen, S.L. provided that it comes from outside sources.

Likewise, the user certifies that he/she is older than 14 years old and that he/she has the necessary legal capacity to give consent for the treatment of his/her personal data.

How do we handle personal data of minors?

In principle, our services are not specifically addressed to minors. However, in the event that any of them are directed to minors under fourteen years of age, in accordance with Article 8 of the RGPD and Article 7 of the LO3/2018, of December 5 (LOPDGDD), Arogreen, S.L. will require the valid, free, unequivocal, specific and informed consent of their legal guardians in order to processing the personal data of minors. In this case, the DNI or other form of identification of the person giving consent will be required.

In the case of persons over fourteen years of age, data may be processed with the consent of the user, except in those cases in which the law requires the assistance of the holders of parental authority or guardianship.

What security measures do we apply to protect your personal data?

Arogreen, S.L. has adopted the legally required levels of security for the protection of Personal Data, and tries to install those other additional technical means and measures within its reach to avoid the loss, misuse, alteration, unauthorized access and theft of Personal Data provided to Arogreen, S.L.

Arogreen, S.L. is not responsible for hypothetical damages or prejudices that could be derived from interferences, omissions, interruptions, computer virus, telephone breakdowns or disconnections in the operative functioning of this electronic system, motivated by causes beyond Arogreen, S.L.'s control; of delays or blockages in the operation of this electronic system, caused by causes beyond Arogreen, S.L.'s control. The user is not responsible for delays or blockages in the use of this electronic system caused by deficiencies or overloads of telephone lines or overloads in the Data Processing Center, the Internet system or other electronic systems, as well as damage that may be caused by third parties through illegitimate interference beyond the control of Arogreen, S.L. Nevertheless, the user must be aware that Internet security measures are not impregnable.

Links to other websites

On the website www.arogreen.com there may be links to other websites. By clicking on one of these links and accessing an external website, the visit will be subject to the privacy policy of that website, being Arogreen, S.L. disassociated from any kind of responsibility about its privacy policy.

How do we use cookies?

The Arogreen, S.L. website uses cookies to optimize and personalize your browsing experience. Cookies are physical information files that are hosted on the user's own terminal, the information collected through cookies is used to facilitate user navigation through the portal and optimize the browsing experience. The data collected through cookies can be shared with the creators of the same, but in no case the information obtained by them will be associated with personal data or data that can identify the user.

However, if the user does not want cookies to be installed on your hard drive, you can configure your browser to prevent the installation of these files. For more information see our Cookies Policy www.arogreen.com/politica-cookies.

Can the privacy policy be changed?

This privacy policy may change. We recommend that you review the privacy policy from time to time.