

PRIVACY POLICY

The website <https://ligna-group.com> is owned by LIGNA GROUP Ltd., UIC: 130924114, with registered office and address of management: Sofia, 23 Mizia Str. The website provides its customers access to the services and products offered by the LIGNA GROUP Ltd. and through it is not carried out online trading, both for individuals and legal entities. This Privacy Policy describes how your personal information is processed in the event that you provide your information through the contact form on the site.

This Privacy Policy is in accordance with Regulation 679/2016 (GDPR) and the Personal Data Protection Act in the Republic of Bulgaria.

PERSONAL INFORMATION

When you visit <https://ligna-group.com> it automatically collects certain information about your device, including information about your web browser, IP address, time zone and some cookies that are installed on your device. In addition, as you browse the site, we collect information about the individual pages or products you browse, what sites or search keywords have directed you to <https://ligna-group.com> and information about how you interact with the site. We call this automatically collected information "Device Information".

The site collects information about your device using the following technologies:

- Cookies - data files that are automatically installed on your device or computer and often include an anonymous unique identifier. For more information about cookies and how to disable cookies, visit <http://www.allaboutcookies.org>
- Log files - track site activity and collect data, including your IP address, browser type, internet service provider, redirects / landing pages, and date and time log
- . - Web beacons, "tags" and "pixels" are electronic files used to record information about how you browse the Site.

HOW DO WE USE YOUR PERSONAL DATA?

When you are on our site <https://ligna-group.com> we use the information about the device to help us identify potential risks (through your IP address), as well as to improve and optimize the site (for example, by generating analyzes about what you view, how you interact with the site, and how to evaluate the results of our marketing and advertising campaigns). We also collect device information to deliver relevant content and ads to partner sites, and to measure or understand ad performance. When you leave your details through the contact form (name and surname, telephone number, e-mail), we will contact you to find out what you need and to offer you the best offer for it. We may process the following categories of your personal data:

1. Communication data that you send to us, incl. provide us with any personal information you choose, whether by email, text message (SMS), social media messages, social media posting or other communication channels. We process this data in order to contact you, to identify bad faith and for legal protection.

2. User data, which includes data on how you use the site. We process this data to effectively manage the site - to ensure its security, to maintain backups of the site, as well as to ensure that you provide faster and easier access to personalized content for you, based on an analysis of your interaction with site.

3. Technical data - includes data on the use of the site, your IP address, your login details, details of your browser, duration of your visit to the site, navigation paths, details of the number of visits to the site, time zone settings of devices that you use to access the site. The source of this data is collected from a tracking analysis system. We process this data in order to analyze the use of the site, its administration and protection, as well as to provide you with interesting content and ads.

We may also use the types of data described above to provide you with relevant content and ads (including ads on Facebook, Instagram, LinkedIn, etc.) to measure your ad performance. The legal basis for this processing is our legitimate interests, which include expanding our business.

THIRD PARTY SERVICES

We do not disclose your personal data to third parties, except in a situation where the third party is part of the provision of a service for you. The third-party providers we use will only collect, use and disclose your information to the extent necessary for them to perform the services they provide to us. We use Google to help us understand how customers use our site - you can read more about how Google uses your personal information here:

<https://policies.google.com/privacy?hl=en>

You can also opt out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

We may share your personal information in order to comply with applicable laws and regulations, respond to subpoenas or other legitimate requests for information we receive, and otherwise protect our rights. We do not sell or share personal information with another company. We do not purchase data from other Personal Data Administrators.

INTERNET SITE

Our site is hosted by SuperHosting.Bg.

You can read their Privacy Policy here:

<https://www.superhosting.bg/web-hosting-page-terms-and-agreements>

SOCIAL MEDIA

LIGNA GROUP Ltd. name profile in the following social media: Instagram Facebook LinkedIn Although we do not receive customer data from these sites without the customer's consent, each of these sites has its own privacy policy and we encourage our customers to read their personal data policies:

https://help.instagram.com/519522125107875?helpref=page_content

<https://en-gb.facebook.com/policy.php>

https://www.linkedin.com/legal/privacy-policy?trk=seo-authwall-base_footer-privacy-policy

HOW DO WE GET YOUR CONSENT?

When you provide us with personal information by filling out the contact form on the site, you declare that you agree with the types of personal data processing that we perform related to the specific purpose specified in the contact form.

YOUR RIGHTS

According to Regulation 679/2016 (GDPR) and Personal Data Protection Act you have the following rights:

- The right to be informed that your data is being processed, what type of processing is being carried out, how long your data is being stored, for what purposes it is being processed, what measures are being taken to secure it;
- The right to access your personal information - you have the right to access your stored data and to the data that were processed at the time of your request;
- The right to request from the Personal Data Administrator access to, correction or deletion of personal data or restriction of the processing of personal data - You have the right to request that your incorrect, incomplete, inaccurate or outdated data be corrected;
- The right to object the processing – E.g. you may object the use of your e-mail for direct marketing purposes;
- The right to data portability - you have the right to request from LIGNA GROUP Ltd. to provide a structured, widely used and machine-readable format for data transfer;
- The right to withdraw consent at any time - You can withdraw your consent to the processing of personal data without having to argue. Withdrawal of consent does not affect the lawfulness of prior processing;
- The right to appeal to a supervisory authority - You have the right to lodge a complaint or objection with the supervisory authority in the country:

COMMISSION FOR PERSONAL DATA PROTECTION

Sofia 1592, Blvd. "Prof. Tsvetan Lazarov "№ 2;

Information and Contact Center - tel. 02 / 91-53-518

Reception - working hours 9:00 - 17:30

E-mail: [kzld@cpdp.bg](mailto: kzld@cpdp.bg) Website: www.cpdp.bg.

- The right to be forgotten - You have the right to request that your personal data be deleted if you believe that the processing is illegal or if you believe that the personal data provided are no longer needed by LIGNA GROUP Ltd. In some cases, however, the company will retain personal data if necessary to ensure the legality of its activities and compliance with legal and regulatory requirements.

STORAGE OF PERSONAL DATA

We will retain your personal information only for as long as is necessary to fulfill the purposes for which we collected it, including for the purposes of meeting all legal, accounting or reporting requirements. When deciding the exact time to retain data, we consider the volume, nature and sensitivity of the data and transactions, the potential risk of unauthorized use or disclosure, the purposes of the processing and whether ensuring our legitimate interests can be achieved by other means and under other legal requirements. For tax purposes, the law requires us to store basic information about our customers (including contact information, identity, financial data and transactions objectified through payment documents) for five years. In some circumstances, we may anonymize your personal data for research or statistical purposes, in which case we may use this information indefinitely without further notice.

HOW TO CONTACT US

Within the meaning of Regulation 679/2016 (GDPR) and the Personal Data Protection Act in the Republic of Bulgaria LIGAN GROUP Ltd. is a Personal Data Administrator. If you have any questions or concerns, you can contact us in the following ways:

Address: Sofia 1124, 23 Mizia Str .;

Phone: +359 2 816 4224; +359 885 295 861;

Email: [office@ligna-group.com](mailto: office@ligna-group.com)

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HYPERLINKS

The site <https://ligna-group.com> may contain hyperlinks to other Internet sites that are completely independent of this site. LIGNA GROUP Ltd. does not insist or guarantee the accuracy, completeness or authenticity of the information contained in any such hypertext link or other Internet site, and access to all other Internet sites linked to the site <https://ligna-group.com> is at your own risk.

LIMITATIONS OF LIABILITY FOR DAMAGES

LIGNA GROUP Ltd. does not expressly undertake any obligation to indemnify in respect of any direct, indirect, incidental, causal or special damages arising out of or in any way connected with access to or use of the site <https://ligna-group.com> including, but not limited to, any loss or damage caused by viruses that have affected your computer equipment or your trust in the information obtained through the site <https://ligna-group.com>.

AMMENDMENTS AND UPDATES IN CURRENT POLICY

This Policy may be updated at any time. We invite you to regularly review the current version every time you visit the site, so that you are constantly informed about possible changes.

Date of last revision: 01.03.2022