

# Privacy Notice

## Privacy Policy

This Policy regulates the storage and use of data.

## Why we need your personal information

We need your information to be able to perform services for you:

- Mentoring, including workshops and online programs
- Educations including blogs, Youtube channel and more;
- Therapeutic services.

## What we do with your personal information

Your data is stored and processed at our home location in Zagreb, Croatia.

## How long we keep your data

We keep your data at least in accordance with legal regulations and delete it in accordance with your request.

## What are your rights

Your rights are detailed in the Privacy Policy above. In case you are not satisfied with the way we manage your personal data , you can send us a complaint to [info@sensaviva.com](mailto:info@sensaviva.com). If you are still not satisfied with the response, or if you believe that we violated the legal regulations regarding the protection of personal data, you can send the complaint to the Personal Rights Protection Agency.

# Sensa Viva d.o.o. privacy policy

The privacy policy regulates the collection and processing of personal data. In this document, we have defined the purpose of data collection, how it is used, the types of data we collect, how long we keep it, and information regarding data processing. The purpose of the Privacy Policy is to allow you to control your rights regarding the collection and processing of personal data.

## What does the legal basis mean?

Under the legal basis for collecting and processing your data, we consider collection and processing of personal data on the basis of a legitimate reason, for which we do not have to have your prior consent for collection and processing of personal data.

## What Privacy Policy applies to?

This Privacy Policy applies to:

- Visitors and interaction of our visitors on our website and our social media pages,
- Visitors and clients in our physical locations;
- The teachers and participants of our workshops, and the events we organize;
- Visitors and participants of our webinars, online workshops and the like we organize;
- Logging into our newsletter, Youtube channel and blog;
- Users of our services;
- If you are in communication with our employees;
- If you are applying for a job at Sensa Viva d.o.o. or if you work or cooperate with Sensa Viva d.o.o.

## What data do we collect and what do we do with it?

In order to optimize and create the best user experience possible, we collect information about our users, subscribers, clients, suppliers, associates, employees and visitors of the website. We process and use the collected data to better understand the relationships we are in and the needs of the people we are in interaction with, regardless of which of these roles they are in.

During interaction with you, we process various types of data, and processing will depend on the type of interaction we have.

The data we collect includes directly and indirectly shared information. **Directly** shared information includes all personal information you provide to us through filling in contact forms on the website and/or social networks and through oral or written communication with our employees, **by applying** for open positions or in any other way where you contact us directly and share your personal information. **Indirectly shared information includes information** about the use of the website (IP address, time zone, browser type, etc.). They are collected by so-called cookies – text files that our computers exchange for the purpose of collecting information about the behavior of visitors and distinguishing between visitors. We have an option to select type of cookies you agree to on our home page but you can also disable this option in your browser not to collect and share your cookies. In this case, you may not be able to access certain parts of the page.

## Who has access to personal data and how long do we keep it?

Access to the collected personal data is provided to employees of Sensa Viva d.o.o. and may be to Sensa Viva suppliers solely for the purpose of IT and marketing support. We do not transfer or share your data for any other purposes. If this is relevant with a subcontractors and suppliers, we have concluded contracts for the processing of personal data.

We keep the collected data according to legal regulations depending on the purpose for which it was collected if we collect and process it based on legitimate interest. If we collect and process your data based on your consent, we keep it in accordance with your consent until you request for the deletion of your personal data.

## Cookies and how to disable them?

An English cookie is a text file that is automatically saved on your computer, tablet or mobile phone ('**Device**') when you visit a particular website, including our own. With the help of a stored cookie, the website can "remember" your Device and thus enable efficient navigation within the website. It stores your settings as for example language and thus improves the quality and your user experience on future visits. Our website [www.sensaviva.com](http://www.sensaviva.com) the following types of cookies:

- Technical cookies - necessary for our site to work and provide you with the service for which you visited it;
- Functional cookies – save your settings and give you a better experience when visiting again;
- Analytical cookies - track statistics such as the number of visitors and serve to see the success of the website. We also use third-party services like Google, social networks and Wix.
- Marketing cookies through which we collect information that helps us customize our site to your interest. For example, this information includes information about your visits to our site, the content you have watched, the links you have followed and the like.

You can disable cookies in your Internet browser. Different browsers use different ways and you can learn more about it on the Internet browser you are using.

## Social networks

When you log in and register on the website through a social media account or if you share the content of a website on social networks, social networks can also place cookies on your account. On each individual social network, you can choose settings for your privacy and you can learn more about it on their websites.

## Automated data processing and profiling

Your personal data may be subject to profiling in cases of Sensa Vive d.o.o. advertisement.

## Children's privacy

In the Republic of Croatia, a child is considered to be under the age of 16. Children's personal data is collected solely with the consent of the parents or guardians, under the same rules set out here.

## Requests from judicial authorities

We are obliged to share your personal data without your knowledge or your consent in cases of crime prevention or detection; the prosecution or prosecution of violators; estimates or collection of taxes or fees and by order of the court or any law.

## Your rights

You have the right at any time without any negative consequences to withdraw your consent for any kind of marketing communication and other processing.

You can also:

- request a data processing certificate including the purpose of processing, the source and category of personal data, recipients categories of recipients to whom personal data have or may be transferred, as well as the location of such transfer; the envisaged period of storage of personal data and the use of any automated decision-making and profiling
- request and disclose your personal data;
- request correction or supplementation of personal data;
- object to further or excessive processing of personal data;
- block the unlawful processing of personal data;
- request the deletion of your personal data;
- request the transfer of personal data to another controller.

For any of these requests you can contact us at our email: [info@sensaviva.com](mailto:info@sensaviva.com). You can also easily sign out of our list.

Please note that this request can only be requested by you or your legal representative and only for your personal data. For the purpose of protecting your privacy before we fulfill your request, we will ask you for proof of your identity.

All your requests will be processed in accordance with the legal regulations governing the protection of personal data. In case of unreasonable requests, we reserve the right to charge costs for processing it. We will provide a reply to each request as soon as possible and no later than 30 days from the date of receipt of the request.

## Right to lodge a complaint with the supervisory authority

If you believe that we have not carried out the processing of your data in accordance with the applicable Croatian or European data protection regulations, you can file a complaint with the competent supervisory authority in Croatia, the Personal Data Protection Agency.

## Limitation of responsibility

Sensa Viva takes available and reasonable measures to protect personal data from accidental misuse, destruction, loss, unauthorized change or access, but we cannot guarantee that any of the personal data we collect will never be revealed accidentally, contrary to the provisions of this Privacy Policy. We exclude liability for damage caused to users or third parties by accidental disclosure of personal data to the fullest legal extent possible.

Please note that we have no control over the personal data you provide when accessing or using other portals or directly to third parties, and we exclude liability for damages that may be caused to you or third parties for providing personal data in this way to the maximum legal extent possible.

## Privacy Policy Update

The privacy policy may change from time to time in accordance with legal changes and business needs, and we recommend that you check our website for updates. In case of any additional questions feel free to contact us at [info@sensaviva.com](mailto:info@sensaviva.com).