

PRIVACY STATEMENT

Neoinfo d.o.o. is aware that the security of your personal data when using our website is extremely important, and we take the protection of your personal data very seriously. Therefore, we want you to know what data we store and how we use it. With this Privacy Statement, we aim to inform you about how we use your personal data, how we protect it, and how we manage it.

Data Collection

When you use our website, it is possible that we will store your personal data. Such data may include, for example, the name of your Internet service provider, the website through which you accessed our site, websites you visited from our site, and your IP address. We do not use this data to identify visitors to our website. From time to time, we use this data for statistical purposes, while ensuring user anonymity so that no individual can be identified from these statistics.

When we entrust data processing to third parties to provide you with a product or service you requested, or for other purposes you have consented to, we ensure that the third party is registered for such activity, provides adequate guarantees for data protection and confidentiality, and relies on technical and organizational measures to ensure compliance with data protection regulations.

Security

Neoinfo d.o.o. uses technical and organizational security measures to protect your personal data from manipulation, loss, or unauthorized access. Any personal data you provide to us during transmission will be encrypted to prevent misuse by third parties. Our security measures are continuously improved in line with technological developments.

Use of the Website by Minors

We remind you that all personal data processing may only be conducted by persons who are at least 16 years old. Use of our systems and tools by individuals under this age, including resulting data processing, is prohibited without parental/guardian consent. If such data processing occurs, we will suspend it as soon as we become aware and delete the data of such persons.

Collection and Processing of Personal Data

We collect personal data only if we have a valid legal basis, for example, to fulfill a contract, or when you voluntarily provide it to us (e.g., during registration, filling out forms, sending emails, placing an order for products or services, submitting inquiries or requests related to our products or services, or in similar situations where you choose to provide your personal data). The personal data database and its contents remain within our company. Access to your personal data is limited to our authorized employees who need it to perform their job duties and who are obliged to maintain confidentiality.

We may share your data with parties that provide support to our business and process or store data on our behalf, such as cloud services. All processors we cooperate with are carefully selected and use appropriate technical and organizational measures to ensure that your data is processed in accordance

with data protection provisions and with respect for your rights. This is ensured, among other things, by signing a written data processing agreement with the processors we cooperate with. Processors are not permitted to use the personal data entrusted to them for their own purposes or marketing purposes or to disclose it to third parties. Your personal data will not be shared with third parties (directly or through intermediaries) unless we have obtained your consent or there is a legal basis to do so.

We are responsible for the processing of personal data that you provide to us. If your personal data is transferred outside the European Economic Area, where data protection rules differ from those in Croatia, we are obliged to ensure that your personal data and privacy are adequately protected by verifying that appropriate safeguards are in place to ensure equivalent data protection standards in the destination country.

Legal Basis for Processing Personal Data

We collect your personal data only if we have a valid legal basis, for example:

1. Performance of a Contract

In some cases, we collect personal data to fulfill our contractual obligations toward you or to take certain actions at your request to enable contract conclusion.

2. Compliance with Legal Obligation

We may collect certain data because we believe in good faith that we must collect, process, or store it to comply with legal obligations or other applicable regulations.

3. Legitimate Interest

Some data is collected based on legitimate interest. For example, when filling out a general contact form, personal data in contact fields (data controller information, name, email, phone number, business-related information, and the text of your inquiry) is collected. We collect this information to respond to your inquiry and to understand your opinions, suggestions, and comments, and to offer new services or improve existing ones. These data are stored for a maximum of 12 months.

Consent

In certain cases, we collect your data based on your consent. For example, when subscribing to a newsletter, we will request your consent.

Currently, we do not collect data for newsletters. If we start such processing, we will implement the following provisions.

User Newsletter Subscription

- The data provided during subscription (title, name, email address, company) is used solely for sending newsletters, using the email address you provided. You must then confirm that you agree with the Legal Terms and that, as the owner of the email address, you consent to receiving the newsletter (so-called double opt-in).
- You can unsubscribe at any time using the unsubscribe option included in the newsletter or by sending a message to prodaja@adeopos.hr.
- Purpose: sending information about products, services, and events
- Legal basis: consent
- Retention period: until consent is withdrawn

Data Retention

We retain personal data only as long as necessary to provide the requested service or the service for which you gave consent, unless otherwise required by law (e.g., in connection with ongoing legal proceedings).

Purpose of Use

The data we collect will only be used for providing our products and services, for analytical or statistical purposes aimed at improving our business, or for other purposes for which you have given your consent, except where otherwise required by law.

Use of Cookies

This website uses so-called “cookies.” Cookies are small text files stored on your device through your browser. Cookies store certain information (e.g., operating system language or site settings) and recognize your visits to websites via your browser (depending on the duration of the cookies).

This website uses four types of cookies:

1. Strictly necessary cookies, without which the website’s functionality would be limited
2. Preference cookies
3. Statistics cookies
4. Marketing cookies

Strictly Necessary Cookies

Necessary cookies make the website usable by enabling basic functions such as page navigation and access to secure areas. The website cannot function properly without these cookies.

Name	Service Provider	Purpose	Expires	Type
ARRAffinity	Adeopos.com	Used to distribute traffic to the website on several servers in order to optimise response times.	Session	HTTP
CookieConsent	Adeopos.com	Stores the user's cookie consent state for the current domain	1 godina	HTTP

For Preferences

Preference cookies allow the website to remember information that changes the way the site behaves or looks, such as your preferred language or the region you are in.

Name	Service Provider	Purpose	Expires	Type
CookieConsentBulkSetting	cookiebot.com	Enable cooke consent across multiple websites	Persistent	HTML
CookieConsentBulkSetting	cookiebot.com	Enable cooke consent across multiple websites	1 godina	HTTP

Statistics Cookies

Statistics cookies help website owners understand how visitors interact with the site by collecting and sending data anonymously.

Name	Service Provider	Purpose	Expires	Type
_ga	Adeopos.com	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	2 godine	HTTP
_gat	Adeopos.com	Used by Google Analytics to throttle request rate	1 dan	HTTP
_gid	Adeopos.com	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	1 dan	HTTP
Collect	Google-analytics.com	Used to send data ti Google Analytics about the visitor's devive and behavior. Track the visitor across devices and marketing channels.	Sesija	Pixel

Marketing Cookies

Marketing cookies are used to track visitors across websites. Their purpose is to display ads that are relevant to a specific user and encourage engagement, which is important for publishers and third-party advertisers.

Name	Service Provider	Purpose	Expires	Type
IDE	doubleclick.net	Used by Google DoubleClick to register and report the website user's actions after viewing or clicking one of the advertiser's ads, for measuring ad effectiveness and presenting targeted ads to the user.	1 year	HTTP
test_cookie	doubleclick.net	Used to check if the user's browser supports cookies.	1 day	HTTP
NID	google.com	The NID cookie contains a unique ID that Google uses to remember your settings and other information, such as preferred language (e.g., English), how many search results you want to display per page (e.g., 10 or 20), etc. https://policies.google.com/technologies/types?hl=en	6 months	HTTP
GPS	youtube.com	Registers a unique ID on mobile devices to enable tracking based on geographical GPS location.	1 day	HTTP
PREF	youtube.com	Registers a unique ID that Google uses to keep statistics on how the visitor uses YouTube videos across different websites.	8 months	HTTP
VISITOR_INFO1_LIVE	youtube.com	Attempts to estimate the user's bandwidth on pages with embedded YouTube videos.	179 days	HTTP
YSC	youtube.com	Registers a unique ID to keep statistics of which YouTube videos the user has watched.	Session	HTTP
yt-remote-cast-installed	youtube.com	Stores the user's video player preferences using embedded YouTube video.	Session	HTML
yt-remote-connected-devices	youtube.com	Stores the user's video player preferences using embedded YouTube video.	Persistent	HTML
yt-remote-device-id	youtube.com	Stores the user's video player preferences using embedded YouTube video.	Persistent	HTML
yt-remote-fast-check-period	youtube.com	Stores the user's video player preferences using embedded YouTube video.	Session	HTML

yt-remote-session-app	youtube.com	Stores the user's video player preferences using embedded YouTube video.	Session	HTML
yt-remote-session-name	youtube.com	Stores the user's video player preferences using embedded YouTube video.	Session	HTML

We use marketing cookies only if we have obtained your prior consent. If you are visiting this website for the first time, a notice will appear asking for your consent to use marketing cookies. If you give your consent, we will store a cookie on your device, and the notice will not appear again for the duration of the cookie's validity. Once the cookie expires, or if you actively delete it beforehand, the notice will reappear during your next visit, and you will be prompted to give consent again. You can withdraw your consent to the use of marketing cookies at any time by adjusting the settings in the table above. Of course, you can use our website without cookies (including strictly necessary cookies). You can limit or disable cookies at any time in your browser settings; however, this may result in limited functionality and affect the accessibility of the site.

Web Analysis

This website uses Google Analytics, a web analytics service provided by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States ("Google").

With your consent, Google analyzes your use of this website on our behalf. For this purpose, cookies listed in the table above are used. The information Google collects regarding your use of this website (e.g., referring URL, pages visited on our site, browser used, language settings, operating system, or screen resolution) is transmitted to Google servers in the U.S., stored, analyzed, and provided to us in anonymized form. Your usage data is not linked to your full IP address. This website has enabled Google's IP anonymization feature, which deletes the last 8 digits (IPv4) or last 80 bits (IPv6) of your IP address. Google is certified under the EU-U.S. Privacy Shield framework, in accordance with Commission Decision (EU) 2016/1250 of 12 July 2016 regarding adequacy of protection under the European-U.S. Privacy Shield program. Appropriate data protection levels are applied to data processed by Google in the U.S.

The IP address provided by your browser for Google Analytics will not be associated with other Google data. You can prevent cookie storage through your browser settings; however, please note that some website features may not function fully in that case.

You can withdraw your consent for web analytics at any time by downloading and installing Google's Browser Plugin or by managing your consent in the table above using the Opt-Out-Cookie option. Both methods prevent web analytics as long as you use the browser with the plugin installed or until you disable the Opt-Out-Cookie.

For further information on Google Analytics, please refer to the Google Analytics Terms of Service, Google Analytics Security and Privacy Basics, and Google Privacy Policy.

Your Rights

Regarding the processing of personal data, you have the following rights:

Right of Access

You can request confirmation of whether your personal data is being processed and to what extent.

Right to Rectification

If we process incomplete or inaccurate personal data, you may request correction or completion at any time.

Right to Erasure

You can request the deletion of your personal data if the purpose for which it was collected no longer exists, if processing is unlawful, if processing disproportionately affects your protected interests, or if the processing relied on consent that you have withdrawn. However, you must take into account possible other reasons that may prevent complete deletion, such as legal retention obligations, ongoing procedures, or the establishment, exercise, or defense of legal claims.

Right to Restriction of Processing

You have the right to request restriction of processing if you contest the accuracy of your data during the period that allows us to verify accuracy, if processing is unlawful but you prefer restriction instead of erasure, if the data is no longer needed for the intended purpose but you still require it for legal claims, or if you have objected to the processing.

Right to Data Portability

Data you have provided to us and which we process based on your consent or to fulfill a contract, if processed automatically, will be provided to you upon request in a structured, commonly used, and machine-readable format.

Right to Object

If we process your data to fulfill tasks of public interest, exercise official authority, or based on our legitimate interests, you can object to processing if there is a stronger interest in protecting your data. You can object to the sending of marketing materials at any time without giving a reason.

Right to Lodge a Complaint

If you believe that we have violated data protection regulations in processing your personal data, resulting in infringement of your interests, rights, or freedoms, please contact us so we can clarify any issues.

All the rights above can be exercised directly with Neoinfo d.o.o. via email: prodaja@adeopos.hr

If you have complaints about our work, you can submit a complaint to the supervisory authority for personal data protection:

Agency for Personal Data Protection
Martićeva ulica 14, HR-10000 Zagreb
Tel: +385 (0)1 4609-000

Fax: +385 (0)1 4609-099

Email: azop@azop.hr

Web: www.azop.hr

Data Controller Contact

For any problems, questions, or suggestions, please contact:

Neoinfo d.o.o.

Slavonska avenija 1c, HR-10000 Zagreb

Email: prodaja@adeopos.hr

Additional information regarding personal data protection and privacy at Neoinfo d.o.o. can be found in the document "Data Protection and Privacy Policy."

The continuous development of the Internet requires occasional adjustments to our Privacy Statement, and we reserve the right to make changes as necessary.