

PRIVACY POLICY

1. What is personal data and what categories of data do we process at Polymark?

The GDPR (General Data Protection Regulation) establishes as a definition of "personal data" any information, regardless of its nature and the medium in which it is presented, capable of identifying a person. Examples of categories of personal data processed by Polymark are: Name, ID number, tax identification number, age, date of birth, telephone contact, email, address, payment data, electronic identifiers (digital login credentials), etc.

2. Who is responsible for the processing of your personal data?

Polymark Portugal, Lda, known as Polymark.

3. In what situations do we process your personal data?

At Polymark we process your personal data with your consent, when you make a purchase, when you contract a service or when you use our website. This processing can be done orally, in writing or through our website.

4. For what purposes do we process your personal data?

Polymark guarantees that your personal data is processed only and only for the purposes communicated to it and is not used for any other purpose. In this way, we process your personal data to ensure the quality of the service we provide you and to be able to better respond to your needs. Some examples of purposes for which we may use your data:

Direct Marketing - To inform you of news, opportunities and promotions that may interest you;

Customer Management - To send your orders to you through a carrier;

5. On what basis do we process your personal data?

These are the circumstances that allow us to process your personal data:

a) Your express consent, whether in writing, or orally, for example, for direct marketing purposes, to receive emails or SMS messages, from Polymark;

(b) the performance of a contract you have entered into with Polymark, such as a contract for the sale of goods;

c) Compliance with a legal obligation

Polymark undertakes to process your personal data in such a way as to ensure the confidentiality, security and protection of such data against unauthorized or unlawful processing and against its loss, destruction or damage.

6. How long do we keep your personal data?

Polymark retains your personal data only for the period of time strictly necessary to perform the purpose for which it was collected or, as the case may be, until you exercise your right to object or right to erasure. After this retention period, Polymark deletes your personal data.

7. To whom do we transmit your personal data?

Whenever necessary, Polymark may transmit your personal data to third parties – Polymark's partner companies, for example, freight transport companies – solely and exclusively for the purpose of performing a service you have contracted, such as delivery of a product. Your personal data may also be communicated, in compliance with the law, to State entities, such as the Tax Authority.

8. What are your personal data protection rights and how can you exercise them?

Rights	What do they consist of?
Right of access to information	You can obtain confirmation of which personal data is processed by Polymark, as well as information about the purposes of the processing or the storage periods of such data.
Right of rectification	You can request that your personal data be changed if it is incorrect or incomplete.
Right to erasure	You can request the erasure of your personal data, as long as there are no legal requirements for its retention
Right to portability	You can receive the personal data you have provided to us in a structured form in a machine-readable digital format.
Right to object	You may object to or withdraw the consent you have previously given to the processing of your personal data.
Right to restriction of processing	You may request the restriction of the processing of your personal data, in the form of: 1. Discontinuation of treatment; 2. Limitation of the scope of processing to certain categories of data or purposes of processing.

See our full Privacy Policy:

1. Framework

This Privacy Policy establishes Polymark's commitment to its clients in terms of personal data protection, aiming to strengthen and consolidate their relationship of trust and proximity. Through this Privacy Policy, Polymark informs its customers about the processing it carries out with their data, as well as the rights it recognizes as holders of personal data. Polymark acts in strict compliance with the principles described in this policy, Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR) and applicable data protection legislation, in all personal data processing activities for which it is responsible. Polymark processes personal data through various operational and technical means that support its business process activities.

(a) Objectives

The Privacy Policy, as a communication tool, has the following main objectives:

- Strengthen and consolidate Polymark's relationship of trust and proximity with its customers.
- Demonstrate transparency in the processing of personal data carried out by Polymark;
- Inform Clients of their rights, as holders of personal data, and how they can exercise them;
- Inform Customers about the Polymark Controllers to whom they can request the exercise of their rights, or clarify how their personal data is processed;

(b) Scope

The Privacy Policy applies exclusively to the processing of personal data carried out by Polymark, in the context of the intended purposes. For the purposes of this Privacy Policy, personal data is considered to be any and all information relating to an identified or identifiable natural person, i.e. a person who can be identified directly or indirectly, namely through an identification number or through specific characteristics of their physical, physiological, genetic, cultural or social identity.

2. Privacy Policy

a) Our commitment

As the protection of your personal data is a priority for Polymark, we are committed to only processing personal data that is strictly necessary to provide you with the best services, ensuring transparency in information and application of best practices in the field of security and protection of your personal data.

Whenever your personal data is processed by contracted entities, Polymark will require these entities to present the same level of privacy and security guarantee in terms of personal data protection.

We want to earn your trust and make you feel that your personal data is safe with us, as we will always be committed to protecting your privacy, assuming, with great seriousness and commitment, our responsibilities with regard to the protection of your personal data.

Whenever you have any questions about the processing of your personal data, we will be available to help you by email dpo@polymark.pt or by phone +351 233 209 060.

b) What personal data do we use and what do we use it for?

Polymark is committed to only processing personal data that is strictly necessary for each process.

Exemplifying:

1) Online - Within the scope of the online account, personal data is used to allow you to purchase items remotely and access your purchase history.

2) Transaction Management – Whenever you request the indication of your tax identification number in your purchases, we need to register it and transmit it to the Tax Authority;

3) Direct Marketing – We will also need your contact details (email and/or mobile phone number) to be able to send you information communications about news, campaigns and offers, discounts or benefits, generic or targeted. You may, at any time, withdraw your indication to receive this type of communication.

c) How long do we keep your personal data?

We only keep your personal data for the period strictly necessary to fulfil the purposes identified above, within the legal limits. At the end of the defined retention period, Polymark undertakes to delete, destroy or anonymize your personal data. In general, Polymark retains transaction data for a period of 10 years, which is the period defined by law.

d) With whom may we share your personal data?

In certain cases, we may disclose your personal data to entities that provide services to us, in the context of home deliveries, repairs and service of items, financial services and marketing actions. We will transmit your personal data to the Tax Authority, as required by law. Under no circumstances does Polymark share your personal data with other companies or brands for other business purposes.

e) What are your rights and how can you exercise them?

As a rule, the data subject has the following rights in terms of data protection: right of access, right of rectification, right of erasure, right of limitation, right of portability, right of opposition. In cases where you have given consent to certain processing of your personal data, you may withdraw it at any time. To exercise any of these rights, you must do so through the email provided by Polymark, dpo@polymark.pt. Polymark will carefully review the requests, assessing their legitimacy and relevance, and will respond in a timely manner. If necessary, the holder of personal data may also file a complaint with the National Data Protection Commission (CNPD).

f) Cookies

Polymark uses, on its Website, cookies that allow us to improve the performance and browsing experience of our users, increasing, on the one hand, the speed and efficiency of response and, on the other hand, eliminating the need to repeatedly enter the same information. The placement of cookies not only helps the Websites to recognise your device the next time you visit us, but will also be essential for the operation of the cookies. The cookies used by Polymark on its Website do not collect personal information that allows the user to be identified, but only store generic information, namely the form and/or location of the user's access and the way in which they use the Websites. Cookies only retain information related to the User's preferences.

Session cookies: These are temporary cookies that remain in the browser's cookie file until it leaves the website, so no record remains on the user's hard drive. The information collected by these cookies is used to analyse website traffic patterns.

Ultimately, this allows us to improve the content and improve the usability of the site.

Analysis cookies: These are those processed by us or by third parties, allow us to quantify the number of users and carry out the measurement and statistical analysis of how users use the service offered. We examine your navigation on our website with the aim of improving the provision of products or services that we make available to you. On our website, we use cookies from Google Analytics.

g) How do we protect your personal data?

We have a variety of information security measures in place to protect your personal data, such as technological controls, administrative measures and procedures that ensure the protection of your personal data, preventing its misuse, unauthorized access and disclosure, loss, improper or inadvertent alteration, or unauthorized destruction. Among others, we highlight the following measures:

1. Restricted access to your personal data;
2. Storage and transmission of personal data securely;
3. Protection of information systems through devices that prevent unauthorized access to your personal data;
4. Implementation of mechanisms that ensure the integrity and quality of your personal data are safeguarded.

h) Updates to this Privacy Policy

This Privacy Policy may be revised and updated, which will be disclosed through our website.