Privacy

**CHAPTER I. PERSONAL DATA PROCESSING POLICY**

In order to provide our services and to improve them, **RICHREACH EDUCATION LTD**, through **website**, processes the personal data of the users of the website, in compliance with the provisions of the legislation in force protecting personal data, i.e. the **EU Regulation 2016/679** on the protection of individuals with regard to personal data processing and to the free movement of such data.

The processing of the above-mentioned personal data is performed by **RICHREACH EDUCATION LTD**. directly.

In this respect, **RICHREACH EDUCATION LTD**. becomes a personal data operator, in compliance with the provisions of the **(EU) Regulation 2016/679**

Personal data categories for the people subject to processing are:

– *data given with a general identification function* (first name, last name, alias, date and place of birth, country of origin, citizenship, nationality, residence, home address and / or mailing address, if applicable), occupational and personal data, and special personal data or data having a general applicability identification function:

> ID Card series and number;

> passport number;

> first and last name;

> e-mail address;

> mobile phone number;

> Facebook and Facebook Messenger account;

> address;

> personal identity number;

> your voice and questions when you contact us;

> your image when you visit our locations;

> information related to your bank account – the IBAN account and the bank card data related to that account

– *data generated by* **RICHREACH EDUCATION LTD** based on the data referred to under point a) and the operations performed by the user, namely: customer identification code etc.; Data relating to how you use our website, which we obtain through tracking technologies, such as cookies, IP address registration, log files.

This data includes the IP address and, if you have registered, the registration details, as well as information such as the pages you have viewed, for how long, and your itinerary on the website.

**Refusing to provide personal data entails the inability to provide services.**

The personal data of subjects mentioned above are processed for the following purposes:

**CHAPTER II. THE PURPOSE OF DATA COLLECTION AND PROCESSING**

We hereby inform you that the processing and collection of your personal data is made by **RICHREACH EDUCATION LTD** exclusively for the purpose of concluding the sale & purchase agreement – online from **website** in order to acquire the purchased products and deliver the purchased products by **RICHREACH EDUCATION LTD**, as well as:

> For a better understanding of customers, in order to perform portfolio management;

> To implement personal data security measures;

> To design, develop, test and use IT systems and IT services (including data storage in the country);

> To confirm the services / products you have ordered through the website and the application;

> For possible refunds of the amounts paid as a result of product return;

> To provide you with additional information on the services / products requested;

> To handle claims and complaints on the services provided;

> When you sign up for an event, you can have the option to sign up (by ticking a box or otherwise) to an activity or service other than the one you are requesting.

For example, if you sign up for a promotional activity, you can also be asked if you want to subscribe to the **website** newsletter or for other products, services and / or events of **RICHREACH EDUCATION LTD**, or if you allow us to use your personal data for advertising purposes, or to participate in a poll.

You have the right to refuse these additional options.

> If and when you subscribe to our newsletter, we will use your personal information to periodically send you newsletters. You will be eligible to receive various information about our activities and events and our affiliates (bonuses, contests, raffles, promotions, social campaigns, new products launched or offered by us or our affiliates), whether organized by us or by the affiliated companies.

> If, and only when you agree to participate in a survey, we will use your personal data to send you our surveys, which are usually conducted to find out our customers’ opinions about our products and services, and improve their experience with us, but also to get a confirmation of your preferences, wishes, market expectations, and therefore to be able to offer you better products and services.

> To improve your experience on our website and to provide you with customized content, we collect data about your use of the website, such as the pages you have viewed for as long as your itinerary.

These data include your IP address and, if you have registered, your registration details, and are collected using cookies or other tracking technologies.

In this regard, we inform you that we have the following categories of cookies on our website: essential, advertising, tracking, analysis and customization.

All cookies, except the essential cookies that are required for our website to work, may be refused if you wish.

If you delete all cookies, certain features of our website, such as retaining the registration details, will not work and the experience on our site may be affected.

In order to accomplish the aforementioned processing purposes, **RICHREACH EDUCATION LTD** processes the personal data provided to it as well as the data that the site **website** generates based thereto.

It is possible that, after meeting the archiving deadlines or following the data deletion request, **RICHREACH EDUCATION LTD** may dispose data anonymisation, thus depiving them from personal character and continue the processing of anonymous data for statistical purposes.

The persons concerned have the following rights in the context of the processing of personal data:

1. **The right to information** is the right to receive details regarding the processing activities carried out by **RICHREACH EDUCATION LTD**;
2. **The right of access to data** is the right to obtain confirmation from **AVG EDUCATION SERVICES LIMITED** regarding the processing of personal data, as well as details of the processing activities, including making available to you a document containing the personal data processed by **RICHREACH EDUCATION LTD**
3. **The right to rectification** is the right to obtain the correction and completion by **RICHREACH EDUCATION LTD** of inaccurate or incomplete data;
4. **The right to delete data (the „right to be forgotten”)** is the right to obtain the deletion of your personal data from the databases of **RICHREACH EDUCATION LTD**  to the extent that the conditions provided by the law are complied with;
5. **The right to restrict processing**, in the cases and under the conditions stipulated by the law;
6. **The right to data portability**, respectively **(i)** the right to receive personal data in a structured way, commonly used and in an easy-to-read format, and (**ii**) the right for these data to be sent by **RICHREACH EDUCATION LTD** to another data operator, to the extent that the conditions provided by law are complied with;
7. **The right to oppose** is the right to oppose the processing of personal data (including through the creation of profiles) for reasons related to the particular situation of the data subject, under the conditions provided by law;
8. **The right not to be subjected to an automatic individual decision**, that is, the right not to be the subject of a decision taken solely on the basis of automatic processing activities, except when this type of activity is (**i**) necessary for the conclusion and / or the execution of a contract between the parties, (**ii**) a requirement of the legislation in force, (**iii**) has been expressly accepted by the data subject.

In the cases identified under points (i) and (iii), the data subject has the right to express his / her point of view, to obtain human intervention and to challenge that decision.

1. **The right to address the National Supervisory Authority for Personal Data Processing or to the competent courts**, insofar as it deems necessary.

**DATA LOCATION**

Data is stored within the territory of the European Union in full compliance with legal requirements and in conditions of maximum safety and protection.

**RICHREACH EDUCATION LTD**  as author, owner and administrator of the website, observes the private nature and security of the processing of personal data of each individual accessing the application, respectively our website.

**RICHREACH EDUCATION LTD**  team tries to protect as much as possible the right to privacy and the image of the users of the website. We aim to offer you, the website users, and a safe online experience that does not adversely affect your personal life. In this regard, we make every effort to ensure that the information you enter in our database is used only for the purposes described in this chapter.

**RICHREACH EDUCATION LTD** undertakes to safely manage, solely for the purposes presented herein (***Ch. ii***), the personal data provided to us by the users. We use the information collected on the website to manage your account registration, solve your requests, improve our website, and consult our users in order to increase the quality of our products and services.

By creating and signing up in your account, you agree to the use of your personal data, to be informed by e-mail or other forms of communication on website updates, new opportunities offered by **RICHREACH EDUCATION LTD**, and on the additional information that is in your interest, as well as newsletters with useful information.

Any information provided by you through the website will be deemed as and will represent your express consent that your personal data will be used by **RICHREACH EDUCATION LTD.** for the purposes stated herein.

If you have any doubts, you can use the contact methods presented on the „[Contact](https://dcw.ro/avg/contact/)” page.