

DATA PROTECTION POLICIES

INTRODUCTION

At ROQOBO we undertake to ensure that your personal information is protected and not misused.

By providing us with your personal information and using our website, we assume that you have read and understood the terms relating to the personal data protection information. ROQOBO is responsible for complying with current national and European data protection legislation and aims to treat your data lawfully, loyally and transparently.

COMPANY INFORMATION

ROQOBO, Unipessoal Lda.

Address: Travessa Vila Meã, 151, Conde, 4815-052 Guimarães, Portugal

Email: info@roqobo.com

VAT: 515 881 864

Website: www.roqobo.com

ROQOBO supplies textile products to a number of professional sectors, including:

- Textiles for Hospitality
- Laundry Textiles
- Textiles for individual and collective sports
- Gym textiles
- Textiles for Institutional Care
- SPA textiles
- Textiles for Hospitals
- Textiles for Wellness
- Textiles for Hairdressers
- Textiles for Merchandising
- Home Textiles

PURPOSE OF COLLECTING YOUR PERSONAL INFORMATION

The main reason we collect your personal information is to facilitate and improve the service you, as a customer, expect from us.

We collect your personal information to manage the purchases, orders or requests you make on our website.

The main purposes we have identified in ROQOBO are:

- Manage requests for information, suggestions and complaints from customers and their resolution.
- Research to improve our services.
- Market studies and commercial prospection, reports of consumption habits, statistical data and market trends, with the aim of providing you with products and services that may be of interest.
- Perform profiles and analyses about the behavior of our customers when using our website.
- Keep you informed about the latest products, offers, opportunities, etc., but only if you give us your consent.

The channels we usually use are: email, postal mail, phone and SMS.

MEANS OF GATHERING INFORMATION

Information collected in your visits to our website:

- We collect and store limited personal information and anonymous global statistics of all users who visit our website, whether that information you provide actively or by browsing our websites. The information we collect includes the direction of the Internet protocol (IP) of the device you are using, the navigation program used, your operating system, the date and time of access, the internet direction by which you accessed our

website and also information on how you use our pages.

- The information collected is used to know how long it takes to load the site, how it is used, the number of visits to different sections and the category of information that most attracts visitors. It also helps to identify whether the site is working properly and, in case of failures or errors, solve them more quickly by improving their performance so that they can offer a better service to all users.

- This information is collected through cookies.

For more information see our Cookie Policy.

LEGITIMATION FOR THE TREATMENT OF PERSONAL INFORMATION

The legitimation for the processing of your data is as follows:

- Compliance with a contract and/or business relationship.

- Compliance with different legal obligations.

- Legitimate interest, for example: security reasons, fraud prevention, improvement of our services and products through market research, request management, consultations or possible complaints;

HOW TO MODIFY THE CONTACT FORM

You can modify the way we contact you with information about our products and services by the following means:

- By the website www.roqobo.com

TO WHOM WE COMMUNICATE YOUR PERSONAL INFORMATION

In some cases we will need to communicate the information you have provided to third parties in order to provide you with the requested service, for example: transportation/delivery.

There are also companies that provide us with other types of services such as: information technology (information storage and processing), security services, financial, audit, etc. These third parties only have access to the personal information necessary to carry out their task. They are required to keep the information confidential and cannot use it differently than we requested.

In all cases ROQOBO assumes responsibility for the personal information you provide to us and we ask the third party companies with whom we share your information to apply the same degree of protection to you.

Likewise your personal information will be available to public administrations, judges and courts, for compliance with possible responsibilities arising from its treatment.

INTERNATIONAL TRANSFER

The personal information we collect is stored in the EU.

LINKS TO WEBSITES OF THIRD PARTIES

In the event that there are links to websites that are not produced or controlled by ROQOBO you will be informed, since ROQOBO does not control such websites or how they collect and use your personal information, nor is it responsible for those contents.

Surely these websites have their own privacy policies, through which they will explain to you how they use and share your personal information. We recommend that you review the privacy policies of these websites before using them to ensure that you agree to the way in which your personal information is collected and shared.

HOW LONG WE STORE YOUR PERSONAL INFORMATION

We only store your personal information for the period necessary for the purpose for which it was collected and according to the legal basis of its processing in accordance with applicable law. Your data will be kept

for as long as there is a contractual and/or commercial relationship or until there is the exercise of the right of opposition, limitation and/or elimination.

In these cases we will keep the information properly blocked, without using it in any way, as long as it may be necessary for the purpose of declaration, exercise or defense of a right in a judicial process.

HOW YOU CAN EXERCISE YOUR RIGHTS

You have the right to have control over the personal information we collect, so we also make sure it is accurate and true.

You have the right to access your personal information, as well as to request rectification of inaccurate data or, if applicable, request its deletion when, among other reasons, the data are no longer necessary for the purposes for which it was collected.

In certain circumstances and for reasons related to your situation, you may deny the processing of your data. Your personal information will no longer be processed for the purposes to which it has been opposed. Likewise you can exercise your right to limit the processing of your personal information by asking us to keep it.

If technically possible, you can request the portability of your data from another controller. When exercising some of the above rights, we reserve the right to retain the data solely for the purposes of the declaration, exercise or defence of a right in judicial proceedings.

For the exercise of these rights or other additional questions you have regarding data protection, you can contact us via email info@roqobo.com.

We also inform you that you may file a complaint with the National Data Protection Commission, in case you consider that your rights have not been properly met. For more information you can consult: <https://europa.eu/youreurope/business/dealing-with-customers/data-protection/data-protection-gdpr/>

HOW WE PROTECT YOUR PERSONAL INFORMATION

We are committed to protecting your personal information. We use appropriate technical and organisational measures for the purpose of protecting your personal information and privacy. These measures are reviewed periodically.

We protect your personal information by using a combination of security controls, whether physical or logical, including access controls that restrict and manage how your personal information is processed and managed. We also ensure that our employees are properly trained to protect your personal information. Our procedures provide the possibility of asking for proof of identity before sharing your personal information with you.

We are especially committed to ensuring you the highest level of security and protection of the confidentiality of the personal information you provide to us. For this, business transactions are carried out within a secure server scope according to secure socket layer (SSL) protocol.

If you have problems accessing any part of our website, it may be due to the template or version of your browser, or the configuration of the browser's options.

The Internet is a way of communication that also makes possible to carry commercial transactions. One of the main concerns users face is the security of data on the network.

An e-commerce transaction reflects the entire process of making a commercial agreement including the contact between both parties: customer and company. The aspects that should bring together the entire business transaction are:

- Authentication that guarantees the individual or collective personality with which we communicate.
- Integrity, i.e. the content of communication between both parties cannot be modified.
- Confidentiality, which consists of ensuring that no one unauthorized can know the content of the communication.

DATA FROM MINORS

We do not collect personal information from minors without the permission of a Parent or Guardian. If you are a minor, please do not attempt to register as a user on our website. If we detect that, by lapse, we have obtained personal information from a minor, the same will be deleted as soon as possible.

RECOMMENDATIONS AND PRECAUTIONS

These are some of the precautions we advise our customers to take:

- Do not share with anyone your user, nor the password.
- Do not point in easily accessible places, e.g. computer, calendar, etc.
- Always use our SSL security system.
- Always close the browser session after you have accessed a security zone or have entered your user, or password, into the system.

MODIFICATIONS TO THIS DATA PROTECTION INFORMATION

We will review and update data protection information annually or when changes are made to the legislation or in any procedure for processing your personal information.

If you are a registered user and have indicated your email or mobile phone, we will notify you of the modifications made. If necessary, we will renew your consent confirming that you agree to the changes.

This data protection information was revised and updated in January 2022.