

# Privacy Policy

Last updated: 20/01/2025

KIM NATURA Ltd. ("we," "our," or "us") is committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or make a purchase through our services.

## 1. Information we collect

We collect various types of information to provide and improve our services to you. The types of information we may collect include:

### 1.1. Personal Data

- **First name**
- **Last name**
- **Phone number**
- **Email address**
- **Country**
- **Street address**
- **City**
- **ZIP Code**

This personal data is collected solely for the purpose of processing and delivering your orders.

### 1.2. Technical Data

- **IP address**
- **Device Information**
- **Browser type and version**
- **Operating system**
- **Referring website**

This technical data is collected to help us understand how our website is being used, optimize performance, and improve user experience.

## 2. How we use your information

We use the information we collect for the following purposes:

- **Order fulfillment:** To process and deliver your orders, including sending you emails related to your order.
- **Customer support:** To provide you with support and address your inquiries.
- **Personalization:** To customize your experience on our website and recommend products that may be of interest to you.
- **Analytics:** To analyze usage patterns and trends to improve our website and services.
- **Security:** To protect our website and services from fraud, abuse, and other harmful activities.

## 3. How we share your information

We do not sell, trade, or otherwise transfer your personal information to outside parties except in the following circumstances:

- **Service providers:** We may share your information with trusted third parties who assist us in operating our website, processing payments, and delivering products to you. These third parties are required to maintain the confidentiality of your information.
- **Legal compliance:** We may disclose your information when required by law, such as in response to a subpoena or other legal process.
- **Business transfers:** In the event of a merger, acquisition, or sale of all or part of our business, your personal information may be transferred as part of that transaction.

## 4. Security of your information

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

## 5. Your rights and choices

You have the following rights regarding your personal information:

- **Access and correction:** You have the right to access and correct your personal information held by us.

- **Opt-Out:** You may opt out of receiving marketing emails from us by following the unsubscribe instructions in those emails. However, you may still receive transactional emails related to your orders.
- **Data deletion:** You may request that we delete your personal information, subject to certain legal obligations.

## **6. Cookies and tracking technologies**

We may use cookies and other tracking technologies to collect and store your information. You can choose to disable cookies through your browser settings, but this may affect your ability to use certain features of our website.

## **7. Changes to this privacy policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any significant changes by posting the new policy on our website and updating the "Last updated" date.

## **8. Contact us**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at: [info@kimnatura.hr](mailto:info@kimnatura.hr)