

PRIVACY POLICY OF MLEKARA BITOLA

This privacy policy regulates the manner in which the Industry for milk, dairy and juice products Joint Stock Company Mlekara Bitola (“**Controller**” and/or “**Mlekara Bitola** „) collects, uses and processes the data collected by you as subjects of personal data (hereinafter referred to as “**You**”, “**Subject/s**” or “**User/s**”) when visiting the website www.bimilk.mk (“**Website**”).

By accessing the Website, you confirm that you have read, understood and agreed to the terms of the Privacy Policy.

1. Types of data that we collect

When accessing the Website, your personal data, which you voluntarily leave by commenting or asking a question and by using the Contact option placed on our Website, will be collected and processed. If you undertake any of these actions, it is understood that you have given your consent to processing personal data for the purposes for which you submit them.

By commenting or by asking a question through the Website, data as follows is processed:

- Name;
- Surname;
- e-mail address;
- Telephone number (only if provided by the User, as the field is optional)

In addition, our Website uses the tool “Cookies” which collects data such as:

- The name of the web browser,
- The computer type,
- Technical information about the connection you use when visiting the Website such as the operating system and the ISP,
- IP (internet protocol) addresses which are assigned by the internet service provider and are different for each user.

The collection and the processing of this data is done with your consent and with the acceptance of our tool for “Cookies”. For more details please read the Cookie Policy.

2. Manner of using your data

2.1. We may use your personal data for the following purposes:

- Processing, administration and improvement of our Website and premises and other aspects of the way we conduct our operations;
- To manage, develop and to improve our operations and particularly our relationship with the organization you represent (if any) and any related transactions; and
- To protect our business from fraud, money laundering, breach of trust, cyber-attack, theft of patented materials and other financial or business crimes.

2.2. Occasional use of your personal data

We will process your data only to the necessary extent in order for us to be able to meet the objectives referred to above, and only where we assess that our processing will not harm you or your privacy in a way that exceeds our legitimate interest in the implementation of those goals.

3. Manner of processing your personal data and deadlines for storing your data

Your data will not be processed for any purpose other than the purpose for which it was collected. The collected personal data is processed mechanically and/or electronically, solely by persons employed/hired by the Controller who have access to them and who are authorized to perform analysis, by respecting the principles of processing of personal data in accordance with the Law on Personal Data Protection.

The controller executes the processing of your personal data in accordance with the regulations for personal data protection in the Republic of North Macedonia, by undertaking all the foreseen technical and organizational measures for ensuring the confidentiality and the protection during the processing of personal data at its disposal.

Additionally, the Controller applies security measures when collecting, storing and processing information for protection against unauthorized access, alteration, disclosure or destruction of your personal data and non-personal data stored on your site as well.

Your personal data can be only submitted before the competent authorities, in accordance with a legally prescribed procedure.

If you decide to withdraw your consent for processing of your personal data, your personal data will be deleted, except for the personal data for which the Controller is legally obliged to keep within a legally determined period of time in accordance with the Law on Archive Material or other applicable law.

When making a comment or when asking a question through the Website, the Controller processes the personal data until the consent is withdrawn, ie until the moment when you decide to delete your comment or question or you ask us to do it for you.

The personal data within the accounting documents, including contracts, communication and business correspondence, will be kept by the Controller no more than the deadline set for keeping them, in accordance with the applicable laws.

4. Given for use and transfer of your personal data

The controller does not transfer the personal data to any of the member state of the European Union or of the European Economic Area, nor any international organization.

We can make your personal data available for use only if we have obtained your consent for it or if we have received a request by a competent authority with public authorizations.

5. Storing and destroying your data

We keep your personal data accurate and up to date and when we no longer need it, the data we have about you is destroyed.

Your personal data, depending on its nature and purpose of processing, is stored in accordance with the Privacy Policy. If you want to know more about this, contact us for more information.

Please note that we may retain some information about you, even after we find out that you have left the organization you represent, so that we can keep a continuous touch with you, if and when we contact you again, as a representative of another organization.

6. Your rights

In accordance with the Law on Personal Data Protection, as subjects whose personal data we process, you are entitled to the following rights:

- To be informed by Mlekara Bitola about the manner of processing your personal data and whether they are used in accordance with the purpose for which they were given;
- To submit a request before Mlekara Bitola to delete your personal data, whereby Mlekara Bitola is obliged to delete your personal data within 30 days from the day of submitting the request, under conditions provided by the Law on Personal Data Protection;
- To request from Mlekara Bitola to transfer your personal data to another controller;
- To request from Mlekara Bitola restriction of the processing of your personal data;
- To submit a request before Mlekara Bitola with which you will withdraw the consent given for the purposes of processing your personal data;
- To file a complaint before Mlekara Bitola regarding the manner of processing your personal data, including a complaint against an automatic processing (and profiling).

If you would like to exercise any of the rights mentioned above, please contact us (see section below "**Contact**").

You can also file a complaint regarding our processing of your personal data before the Directorate for Personal Data Protection (more information about this you can obtain at the following link: info@privacy.mk).

7. Privacy of personal data of subjects under the age of 14

The processing of personal data of children is legal if the child is at least 14 years old.

Mlekara Bitola knowingly does not collect personal identification information from the subjects of personal data that are under the age of 14, without the consent of the legal guardian of the child, ie without the processing being allowed by the legal guardian of the child. If you are a parent or guardian and are aware that your children under the age of 14 have provided us with personal information, please contact us (see below in the section "**Contact**").

If Mlekara Bitola has collected personal data of children under the age of 14 without the processing being permitted by the legal guardian of the child, ie without a given consent, Mlekara Bitola will undertake steps to remove that information from our servers.

8. Contact

Your questions, comments and requests regarding this Privacy Policy and our personal data processing are welcomed.

If you have any questions, please contact our Personal Data Protection Officer Irena Mishkovska, at the following e-mail irena.cupona@bimilk.mk.

9. Change of the privacy policy by the Controller

This privacy policy may be amended at any time by posting the amended text of the Privacy Policy on our Website, as well as the date of the update. The changes to the privacy policy take effect immediately upon publication. Due to this we ask you to kindly periodically review the Privacy Policy and to read any possible changes to it. By continuing to access and use our Website, the user agrees to the changes and accepts the provisions of this Privacy Policy.

10. Date of publication of the Privacy Policy

This Privacy Policy is published on 28.02.2022