

## PRIVACY POLICY AND PERSONAL DATA PROTECTION

### **1. Information about the personal data administrator**

Hedonia V LTD is a company registered in the Commercial Register at the Registry Agency with UIC 200836289.

### **2. Contact information regarding the protection of personal data**

Contact person: Miglena Zibilyanova, phone +359888365993

### **3. How and why we process your personal data**

We process your personal data in the context of the services we offer in order to register clients and register a reservation for clinical examinations.

We process personal data in compliance with the following general principles: legality; good faith and transparency; correlation of the processing with the goals; accuracy and timeliness; minimizing data; storage restriction; accountability; integrity and confidentiality; consent of users for data processing, when the purpose of processing requires such.

### **Processing of personal data for the performance of services after your consent**

We process your personal data only with your consent, so that we can provide you with the services for which a reservation is made in the examination appointment system, provided on our website.

The processing of personal data in this case is related to establishing the identity of the client, recording an appointment in the calendar schedule and sending a confirmation to the provided e-mail address.

Consent should be freely expressed, specific, informed and unambiguous, given by clear confirmatory action.

In this case, you inform yourself with the help of this policy and confirm your consent by ticking in the appropriate checkbox before the text "I have read and agree to the privacy policy".

Without your consent, as described above, the process of recording a review cannot continue and your personal data will not be recorded in the database of the appointment system.

### **4. What personal data we collect**

To fulfill the above purposes, we process the following categories of personal data: Name, telephone number, e-mail address, data about your animal (such as species, sex, breed, age, complaints and duration of the latter).

### **5. When and why we share personal data**

We will not disclose your personal information to third parties under normal circumstances.

We may provide them to bodies, institutions and persons to whom we are obliged to provide personal data under applicable law, in exceptional circumstances, when required by us in the manner prescribed by law.

### **6. For how long we store your personal data**

Your data is stored in our system for no longer than one year (1 year) from the date of receipt.

## **7. Your rights under the General Regulation**

According to the General Data Protection Regulation, you have the following rights in relation to the processing of your personal data:

### **Right to information:**

You have the right to request:

- information on whether data relating to you are processed, information on the purposes of such processing, on the categories of data and on the recipients or categories of recipients to whom the data are disclosed;
- a message in an understandable form containing your personal data that is being processed, as well as any available information about their source;
- information on the logic of any automated processing of personal data concerning you, at least in the case of automated decisions.

### **Right of correction:**

In case the processed data are incomplete or wrong / wrong data, you have the right, at any time, to request:

- delete, correct or block your personal data, the processing of which does not meet the requirements of the law;
- notify third parties to whom his personal data have been disclosed of any deletion, correction or blocking, except where this is not possible or involves excessive effort.

### **Right of objection:**

At any time you have the right to:

- objections to the processing of your personal data if there is a legal basis for it; where the objection is justified, the personal data of the natural person concerned may no longer be processed;
- object to the processing of your personal data for direct marketing purposes.

### **Right to limit processing:**

You can request a restriction on the personalized data being processed if:

- you dispute the accuracy of the data, for the period in which we have to check their accuracy; or
- the processing of the data has no legal basis, but instead of deleting it, you want its limited processing; or
- we no longer need this data (for the specified purpose), but you need it to establish, exercise or defend legal claims; or
- You have objected to the processing of the data, pending verification that the controller's grounds are lawful.

### **Right to data portability:**

You can ask us to provide the personal information you have entrusted to our care in an organized, orderly, structured, generally accepted electronic format if:

- we process the data according to the contract and based on the declaration of consent, which can be withdrawn or on a contractual obligation, and
- processing is performed automatically.

This right affects only personal data processed with the consent of or for the performance of a contract and the processing is carried out by automated means. When exercising this right, you may not receive all the information you have when exercising the right to information. The right of portability is limited

to the extent that it is technically feasible, ie. we may not be able to obtain personal data that we have received and are not responsible for its accuracy.

**Right of appeal:**

In case you believe that we are violating the applicable regulations, please contact us to clarify the issue of the following coordinates:

e-mail: miglenaz@gmail.com

Contact person: Miglena Zibilyanova

You have the right to file a complaint to the Commission for Personal Data Protection at the following coordinates:

Email: kzld@cpdp.bg

Website: www.cpdpc.bg

Address: Prof. Tsvetan Lazarov "№ 2

Sofia 1592

Requests for access to information or for correction are submitted personally or by a person expressly authorized by you, through a notarized power of attorney.

An application may also be submitted electronically, in accordance with the Electronic Document and Electronic Signature Act.

We will rule on your request within 14 days of its submission. In case of an objectively necessary longer term - in order to collect all the requested data and this seriously complicates our activity, this term can be extended up to 30 days. With our decision we give or deny access and / or the information requested by the applicant, but we always motivate our answer.

**8. Provision of personal data**

The provision of your personal data is an unavoidable necessity for the provision of our service. The refusal to provide personal data puts us in a position to be unable to provide the service.

**9. Relevance of the policy**

In order to implement the latest protection measures and in order to comply with current legislation, we will regularly update the current privacy policy. We invite you to regularly review the current version of this privacy policy, to be constantly informed about how we take care of the protection of the personal data we collect. If you would like the privacy policy to be made available to you on a durable medium, please contact the contact person.