

## Privacy policy FarmaProm

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1. The controller of your personal data is FarmaProm Polska spółka z ograniczoną odpowiedzialnością spółka komandytowa (Limited Liability Company Limited Partnership) with its registered office in Cracow, ul. Czerwieńskiego 12, entered in the register of entrepreneurs of the National Court Register maintained by District Court for Kraków – Śródmieście in Cracow, 11th Commercial Department of the National Court Register under no. 0000320159, having tax identification number (NIP) 679-287-88-55 (hereinafter referred to as: FarmaProm). Contact details, including the Data Protection Officer's ones, can be found at <https://www.farmaprom.pl/pl/kontakt/>. This document refers to the address farmaprom.pl, itapteka.pl or their subdomains, hereinafter referred to as the individual parts of FarmaProm portal, FarmaProm websites, FarmaProm web services, FarmaProm applications or in any other similar way.

2. Your personal data will be processed for the following purposes:

- to provide services offered by FarmaProm supplied directly to you or on behalf of an entity for whom you are working or with whom you are cooperating, based on a contract concluded with FarmaProm (in this regard FarmaProm acts as a data processor if the contract with FarmaProm was concluded by an entity for whom you are working or with whom you are cooperating),
- related to your use of the individual parts of FarmaProm portal, in order to enhance safety, develop FarmaProm portal according to the diagnosed users' needs and for billing purposes (in this regard FarmaProm acts as a data controller).

Processing of your personal data for purposes other than the above mentioned provision of services will only be possible with your prior consent.

3. The recipients of your personal data may be: entities from the FarmaProm capital group and FarmaProm's partners in terms of maintenance, organisation and logistics of processes.

4. Information on the scope of the data we process, the data retention period and your rights:

- the personal data we collect include: name, surname, the account's ID number and details of the company, in which the account was created, type of account and account permissions, location, IP numbers,
- the data indicated in point 10 below on the use of Hotjar by FarmaProm,
- data may be kept for the period during which FarmaProm will carry out its activities,
- you have the right to access, rectify, delete, restrict, transfer and object to your data.

5. FarmaProm web services use cookies. By using FarmaProm websites you agree to the use of cookies in accordance with this Privacy Policy. You can, however, set the conditions for storing or accessing your data in a different way by changing the cookie settings on your browser.

6. Cookies are small pieces of information sent by the website you visit and stored on the device (computer, laptop, smartphone) you use when browsing the website. Cookies contain various pieces of information necessary for the proper functioning of web services, they also enable, among other things, remembering user preferences and personalising websites in terms of displayed content or preparing website visit statistics.

7. We use our own cookies as well as third party cookies

a) Our own cookies. There are two main types of cookies used on FarmaProm websites: session and permanent cookies. Session cookies are temporary files that are stored in the user's device until the user logs out, leaves the website or turns off the software. Permanent cookies are stored in the user's device for a period of time specified in the parameters of cookies or until they are deleted by the user.

- We use session cookies to ensure proper operation of the service, authentication (verification whether the service is used by the person who entered the access data), and remembering some user preferences important only for the duration of the session.
- We use permanent cookies to store certain user preferences such as information about the acceptance of the privacy policy or information about the chosen language.

b) Third party cookies. FarmaProm web services use functions provided by our business partners, which involves the use of additional cookies. The use of such cookies is described below:

- Google Analytics – they are used to collect general and anonymous static data on FarmaProm web services' users, as well as statistical data on FarmaProm websites' traffic. In addition, in order to ensure maximum privacy, we have activated the available IP address anonymization function. More details on the use of cookies by Google Analytics can be found at the following address: <https://www.google.pl/intl/pl/policies/technologies/cookies/>.
- Hotjar – to collect the necessary data to illustrate how users use FarmaProm application. The details are to be found in point 10 below.

8. The default settings of your web browser usually allow the placement of cookies on the user's device (computer, laptop, smartphone). In accordance with applicable laws, if the user does not change such browser settings after he or she has received information about the cookies used on the site, it is tantamount to his or her consent to the use of cookies on the website. However, deleting or blocking cookies may result in the improper functioning of some areas of FarmaProm websites.

9. We also collect other data than the ones we collect using cookies. These data are mainly IP addresses, duration of visit, information about the type and version of operating system and browser.

10. We also use Hotjar, a tool which allows us to better understand the needs of visitors to our websites and to optimize their functioning. Hotjar is a service (technology) by means of which we can analyse how users use our applications or websites (e.g. how much time they spend on our websites/in our applications, what is particularly useful for them, among others, by creating the so-called heat maps, short video sessions of activity on the website/in the application, surveys etc.). This allows us to build and maintain our solutions according to users' needs. Hotjar uses cookies and other technologies to collect data on activity on our websites as regards:

- IP addresses (transmitted during the session of a given user and stored in a form that does not allow identification),
- information about the screen size of the device (screen resolution), device type (unique device identification numbers), operating system
- browser,
- the geographical location in general (only the country),
- the selected/preferred language used to display our websites.

Hotjar keeps the above information on behalf of FarmaProm in the form of a user profile, after prior pseudonymization – with the exception of an IP address that is not anonymized but communicated by the user when using the website and stored in a form that does not allow identification, which means that Hotjar does not have the information or tools to identify the person whose data to the extent described above it has received for the purpose of creating a profile.

Hotjar is obliged, on the basis of an independent contract concluded with FarmaProm, not to disseminate any data collected on our behalf. More information can be found on the Hotjar support page: [www.hotjar.com](http://www.hotjar.com), in the „Support” tab, in the section „about Hotjar”.

11. We store the collected data in order to ensure the highest quality of our services, security of use of our solutions and care in relation to the administration of our systems. The data collected by means of cookies are not disclosed to third parties, with the exception of public authorities authorized by law.

12. If, as a logged-in user of any FarmaProm web service you are moving on to eTAP web service available at: <https://e-tap.pl/client/web/>, the following eTAP Privacy Policy applies.