

## INFORMATION ABOUT DATA PROCESSING

- AGRAM YACHTING d.o.o., OIB: 93962936243, Obala kneza Branimira 5, 23 000 Zadar, (hereinafter: The Company) processes the data of its clients within the scope of its registered touristic activity. The Company is responsible for adequate personal data protection and as such adheres to all legal norms about processing, protection, confidentiality, treatment and storage of personal data.
- The data is processed in the manner of and to the extent defined by the Regulation (EU) 2016/679 European Parliament and of the Council of 27 April 2016, with provisions of relevant regulations as the legal basis for processing of your personal data.
- The main purpose of collecting our clients' personal data is to provide and improve our services and meet our legal requirements. Personal data are collected for the following purposes:
  - improving the functionality of our website [www.agram-yachting.hr](http://www.agram-yachting.hr)
  - making reservations for chartered yachts or client communication for the purpose of answering their queries about our services (via our website, e-mail or telephone)
  - fulfilling our contractual obligations towards our clients during the charter of the yacht
  - purchasing additional services
  - charging services
  - internal statistical data processing and the preferred services of our clients and informing our clients about our services, based on our legitimate interest with the aim of improving the quality and sale of our services
  - posting and collecting job applications via e-mail and the website [www.agram-yachting.hr](http://www.agram-yachting.hr)
  - meeting our legal obligations in accordance with the current.
- Tourism Services Act, Accounting Act, Occupational Health and Safety Act and Financial Institution Protection Act and accompanying ordinance.
- Your personal data submitted to the e-mail address [agram-yachting@agram-yachting.hr](mailto:agram-yachting@agram-yachting.hr) via advertised job openings or online job applications at [www.agram-yachting.hr](http://www.agram-yachting.hr) will be used solely for the purpose of gaining employment with the Company. By sending your application and CV, you provide consent that your personal data submitted for the purpose of employment are processed for the purpose of our current openings, but also for our future employment needs. You can revoke your consent at any point by contacting us at [agram-yachting@agram-yachting.hr](mailto:agram-yachting@agram-yachting.hr), after which we will delete your data or make them unavailable for processing of this kind.
  - In addition to the mentioned types of data collection and processing, we are entitled to process your data within the scope of our legitimate interests, except in cases when your interests or fundamental rights take precedence over it. Our legitimate interests for processing your data include the following cases:
    - detecting and preventing fraud and other types of criminal offence
    - processing personal data necessary for direct advertising activities of the Company (commercial activities, new products and services, changes of existing products and services) and for market exploration purposes.
- We process the following personal data necessary for the above-mentioned purposes:
  - your first and last name
  - your date of birth, address and nationality
  - your personal identification number
  - your contact information
  - your credit card number
  - number and type of your personal identification document
  - additional notes provided by you (e.g. allergies to pay attention to during your stay)
  - audio recordings of your conversations with our call-center agent
  - video records of building video surveillance systems
  - GPS coordinates of the cruise
  - your IP address while browsing our website.
- We collect personal data on the basis of use of video surveillance, your statements, or through visual inspection of your documents, that is, by making copies of your documents when this is prescribed by the law or internal regulations.
- Your data may be disclosed to the following groups of recipients when necessary, but solely for the purposes mentioned above:
  - service providers who provide assistance or support for services we offer to you (companies or associates with whom we have a commercial cooperation agreement, courier services, technical service providers, financial institutions)
  - public and legal authorities or other competent authorities upon request and for the purpose of submitting a report or fulfilling other legal obligations when the data submission obligation is stipulated by the applicable legislature.
- All entities who receive your data shall comply with the appropriate technical and protective measures to ensure the protection of your rights.
- Personal data will be stored in appropriate locations and will be stored for as long as necessary to fulfil the purpose for which they are processed.
- All personal data collected and processed can be revoked from processing upon your request except and if there is a legal obligation of the Company or a legitimate interest (e.g. court proceedings) for longer duration of storage.
- If you withhold certain data from us, we will not be able to fulfil our legal or contractual obligations, which will result in our inability to enter into a contract or inability to fulfil our contractual obligations.
- Processing of your personal data is conducted within or outside the European Economic Area, under the provision that all protection and organization requirements are met.
- Your personal data will be automatically processed and will serve as the basis for the creation of your personal user profile, when necessary, in order to analyze the services and exercised rights and improve the quality of the commercial relationship.
- You can exercise your right by submitting a request in writing to the e-mail address [agram-yachting@agram-yachting.hr](mailto:agram-yachting@agram-yachting.hr) or the physical address of the Personal Data Protection Officer of the Company at Obala kneza Branimira 5, Zadar. These include:
  - I. the right to access data
  - II. the right to correct or amend data
  - III. the right to limit automatic data processing (if applicable)
  - IV. the right to transfer or delete your personal data (if applicable)
  - V. the right to withhold consent for processing personal data for advertising purposes
  - VI. the right to file a complaint with regards to personal data processing.
- All your requests and complaints shall be resolved in accordance with the legal regulations and within the prescribed time-limits, no later than 30 days upon submission, after receiving irrefutable confirmation of your identity.
- When processing your request, the Company will prevent illicit data processing after receiving irrefutable confirmation of your identity.
- If you are not satisfied with our decisions and you believe that your rights have been infringed, you can contact the Personal Data Protection Agency, Selska cesta 136.
  - Personal Data Protection Officer contact information:  
e-mail: [agram-yachting@agram-yachting.hr](mailto:agram-yachting@agram-yachting.hr)