Privacy Policy

The Data Controller of the website is Flow - Valves Sp. z o.o., with its registered office in Kruszyn Krajeński, Łochowska 35, 86-005 Białe Błota, entered into the business register maintained by the District Court in Bydgoszcz, 13th Commercial Division of the KRS, under KRS number: 0000372032, NIP: 9671336482 (**Flow - Valves**).

You can contact us via email at: marketing@flow-valves.pl, send a traditional letter to the Flow - Valves address, or call us at +48 53 440 40 38.

In this Privacy Policy, you will learn how your data is collected and used when you visit the website flow-valves.pl. Information regarding the processing of personal data of Flow - Valves contractors, subcontractors, or service providers can be found in separate informational clauses.

Our goal is to properly inform you about the processing of personal data in accordance with the General Data Protection Regulation (GDPR), specifically Regulation (EU) 2016/679 of the European Parliament and the Council of April 27, 2016, on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR).

What personal data do we process, on what legal basis, and for what purposes?
Use of the Website We process data of all individuals who use the website (including IP addresses or other identifiers). This data is processed in order to provide electronic services, including the availability of the content posted on the website (Art. 6(1)(b) GDPR).

Contact Form | Direct Contact If you contact us via email or the contact form, we process the data you provide in our communication. Providing data is voluntary, but it is necessary to communicate with you. The data is processed to respond to the message and maintain further contact related to the message. The legal basis for processing is our legitimate interest (Art. 6(1)(f) GDPR) or possibly taking steps before entering into a contract (Art. 6(1)(b) GDPR).

Links to Other Websites The website may contain links to other sites. If you click on a link to another site, you will be redirected. Please note that these external entities are not operated by us. Therefore, we recommend independently reviewing their privacy policies. We have no control over, and bear no responsibility for, the content, privacy policies, or practices of third-party sites.

The website uses plugins, widgets, and other social media tools provided by portals such as LinkedIn and Google. The rules regarding the processing of personal data are directly described on the websites of the respective service providers.

The purpose and scope of data collection, as well as information about further processing and use of data by social media platforms, and related rights and privacy settings options, can be found on each of the mentioned portals. If you do not want the social media platform to link collected information on the website directly to your profile, you should log out from the social media platform before visiting the site.

The legal basis for processing data in this area is our legitimate interest (Art. 6(1)(f) GDPR).

Website Optimization
We may process data such as statistical information about user behavior, such as tracking their movement on the site or the time spent in a specific area of the website.

We analyze this data to optimize the website. In most cases, the information processed in this way is not personal data. However, if registration is available on the site, this information may be linked to your data from your registered account.

The legal basis for processing data in this area is our legitimate interest (Art. 6(1)(f) GDPR).

Pursuing Claims
We may process personal data for the purpose of establishing and pursuing claims or defending against claims. The legal basis for processing is Flow - Valves' legitimate interest (Art. 6(1)(f) GDPR), which involves protecting legal rights.

Cookies
Almost every website uses cookies to automatically collect personal data from users. Our website is no different. The information obtained in this way is stored on the user's computer.

The basic purposes of using cookies are twofold: maintaining the user's session and security (e.g., detecting abuse). In this regard, the use of cookies is essential.

Additionally, cookies may not be necessary but greatly facilitate the use of the website. They are used, for example, to:

- remember the user's choices regarding displaying a specific message or displaying it a certain number of times;
- monitor user activity on the site;
- collect anonymous, aggregate statistics to improve the functionality of the website.

We use services from external entities, which may change depending on market conditions and technological capabilities. These entities include Google Analytics, through which we track users who have previously visited the site and observe their behavior.

It is important to note that the user is not required to accept cookies (except for technical cookies). Through the web browser, users can configure it to prevent cookies from being stored on their computer. Cookies can also be deleted. However, failure to accept cookies may negatively impact the functionality of the website and may, in some cases, prevent certain features from working.

If you want to learn how to manage cookies, including how to disable them in your browser, you can consult the browser's help file. You can also find information on this topic on the following pages, depending on the browser you use:
Internet Explorer: https://support.microsoft.com/pl-pl/help/17442/windows-internet-explorer-delete-manage-cookies
Mozilla Firefox: http://support.mozilla.org/pl/kb/ciasteczka
Google Chrome: http://support.google.com/chrome/bin/answer.py?hl=pl&answer=95647
Opera: http://help.opera.com/Windows/12.10/pl/cookies.html
Safari: https://support.apple.com/kb/PH5042?locale=en-GB

By using the appropriate settings in your browser, you can delete cookies at any time or block their use in the future.

How Long Do We Store Data?
The period of data retention depends on the legal basis for their processing:

- if consent is given (e.g., for marketing communications), the period lasts until the consent is withdrawn;
- for processing data to perform a contract, data is retained for the duration of the contract and the statute of limitations for claims arising from the contract;
- for processing data in accordance with legal obligations, data is retained for as long as required by law;
- for processing data based on legitimate interests, data is retained as long as the legitimate interest exists.

The retention period for the above data may be extended if data processing is necessary for the determination or pursuit of claims, or the defense against claims. After these periods, data will be promptly deleted or anonymized.

Recipients of Data
We may transfer user data when necessary to provide services, fulfill legal obligations, and comply with applicable laws.

We use external service providers for certain tasks, such as accounting, legal services, marketing, and IT services. If necessary, the data may be provided to authorized authorities.

Sharing Data Outside the EEA (European Economic Area) Some of our service providers may be based outside the EEA, particularly in the USA. When transferring data outside the EEA, we exercise increased caution. We verify whether the providers guarantee a high level of protection of personal data in accordance with legal requirements applicable within the EEA. In the case of transferring personal data to entities based in the United States, we verify whether the entity is part of the EU-US Privacy Shield program and is listed in the certified organizations list maintained by the U.S. Department of Commerce.

Your Rights: You have the following rights under the GDPR (Art. 12-21):

- the right to information about the data we process (Art. 12 and 13 GDPR),
- the right to access your personal data (Art. 15 GDPR),
- the right to request the rectification of personal data (Art. 16 GDPR),
- the right to request the restriction of data processing (Art. 18 GDPR),
- the right to request the transfer of your personal data to another controller (Art. 20 GDPR),
- the right to object to data processing based on your specific situation (Art. 21(1) GDPR), but this is not absolute—meaning we can continue processing if we show there are valid, legally justified grounds for processing, overriding your rights and freedoms, or for the establishment, exercise, or defense of legal claims,
- the right to object to processing for direct marketing purposes,
- the right to request the deletion of personal data (Art. 17 GDPR)—the "right to be forgotten," if the data is processed unlawfully or if it must be deleted to comply with legal obligations.

You can also lodge a complaint with the supervisory authority, i.e., the President of the Personal Data Protection Office.

Data Protection

We use all available physical, technical, and organizational measures to ensure proper protection of personal data. Specifically, we safeguard against destruction, accidental loss, unauthorized disclosure, alteration, and access.

Updating the Privacy Policy

The Privacy Policy will be updated regularly, specially in the case of new legal requirements or guidelines being introduced. We also continuously take into account changes in the technology used in the data processing and protection process, changes in processing purposes, categories of data collected, and the legal basis for their processing.