

Privacy

Privacy policy

The present website is being owned and managed by “Cremio” JSC. We undertake to protect your personal data in conformity with the confidentiality policy. The present policy on personal data protection (“Policy”) defines the type of information we collect, the purposes for which we use it and the rights we have concerning this information. While using the present website, you accept the terms and conditions of the policy. For the purposes of the Data Protection Directive (95/46/EC) (the “Directive”), “Cremio” JSC performs the role of “personal data controller”.

Collection and use of personal information

We collect and maintain personal information about you that includes (but is not limited to) your name, address, email address and telephone and fax number (“Personal data”). We receive your personal information from the following sources:

- Voluntary provision of information via filling in forms available at some webpages enlisted in the supplementation to the present confidentiality policy (in general, “websites” and each and every of them “website”);
- Your commercial transactions with us;
- Your browser when you visit our website interacts with us. This information could be processed and used by us with the assistance of analytical instruments for example Google Analytics.

We use the personal information you provide us with to ensure that the contents of our websites is presented in the way most effective for you and your computer to procure you with information, products or services required by you, or that we believe would be of interest to you (whereas you agreed to this) to perform the obligations that result from agreements entered between you and us to allow you to take part in the interactive opportunities of our services and inform you about changes underwent by our service. Any time you have the right to contact you via direct marketing.

Sharing personal data

We do not provide your personal information to third parties, except for the cases below.

We reserve our right to provide personal data in the cases in which we believe this is necessary to abide to law, adhere to the terms and conditions of using the website or protect the rights, ownership or security of “Cremio” JSC, of our clients or of third parties.

We could transfer personal information to other members within “Cremio” JSC for business purposes.

We do not sell your personal information to third parties. Nevertheless we could provide a new owner with personal information in the case of selling some or the whole company “Cremio” JSC (personal information could be among the business assets transferred to the buyer).

Personal data protection

We would undertake all reasonable measures to ensure that all the personal data provided to us via

our website remain confidential!

Your rights

You have the right to accessing the personal information we maintain about you. You have the right to correct errors in your personal data. It is your responsibility to ensure that we have precise information for getting in touch with you. This would provide us with the opportunity to provide the best service.

If at some time you would like us to fully erase your personal information from all our systems, or if you just want us to update the personal information we have about you, please get in touch with us while using the contact form. Nevertheless, please bear in mind that we need basic information about you to provide you with our services. In the case that you require eliminating some or the whole information, then by all chances you would not be capable to be using or accessing this Website or parts of it.

Cookies

When using our website for the first time, the cookies would be stored on your hard disk. The next time you visit our website (from one and the same computer), our server would recognize the “cookie” and would provide information about your last visit. If you do not want the “cookies” to be stored on your hard disk, you should choose the particular options on your web browser. Nevertheless please bear in mind that this may interfere in your accurate use of the website or hinder whatsoever use of it.

Inquiries / Requests

Please address your inquiries or questions concerning our confidentiality policy while using the contact form.

Terms and conditions of use

The present policy is part of our Terms and conditions of use that manage the website use (both could be modified or updated from time to time and without notification). While using the present website we believe that you accept the terms and conditions of using the website and the terms and conditions of the policy on personal data confidentiality. The use of your personal information by us is not subject of the terms and conditions and the rules on using the website and the terms and conditions of the confidentiality policy that become effective at the time at which we use the particular information.

Confidentiality protection

Please contact us in all cases if you are somehow dissatisfied and we are sure we could solve all the problems or issues you could have in this light.

Alerting under the Whistle-blowers or Persons Publicly Disclosing Information about Violations Act

The Whistle-blowers or Persons Publicly Disclosing Information about Violations Act promulgated in 2023 enforces the requirements of Directive (EU) 2019/1937 of the European Parliament and of the Council of 23 October 2019 on the protection of persons who report breaches of Union law and aims

at ensuring protection of the persons in the public and the private sector who lodge alerts or publicly disclose information about violations of the Bulgarian legislation or the acts of the European Union of which they became aware in work context.

“Cremio” JSC understands and acknowledges its responsibilities in its capacity of obliged subject under article 12, paragraph 1, point 2 of the Act and established channel for internal whistleblowing that is in conformity with the requirements provided for in the Act.

How could you alert under the Act while using the channels created by “Cremio” JSC?

- **Alert in writing** – via filling in the [form](#) and sending it online to email: myday@myday.bg, that was created and being used only to this end;
- **Alert in writing** – via filling in [form](#) and sending it to address: city of Sofia, P.O.B. 1220, region “Serdika”, 15, “Iliyantsi” Boul.

Please bear in mind that should you choose this manner, you should indicate the following addressee on the envelope: Officials responsible under ЗЗЛПСПОИИ. Do not indicate the sender!

- **Verbal alert** – via calling: 02 / 931 10 87 (from 8.30 a.m. to 17.30 p.m. on business days);
- **Verbal alert** – via personal meeting with the official/s in charge of acceptance and consideration of alerts under the Act within suitable term agreed between the parties.

Minutes should be drawn about the verbal alerts by the employee who accepted the alert and it should be suggested to the whistleblower to sign them, if he or she wishes so.

Please bear in mind that anonymous signals alerts would not be considered!