

Privacy policy

Web page <https://aerosolmageesci.com> is managed by the company Aerosol d.o.o. Kamniška 39 A, SI-1000 Ljubljana, Slovenia. Aerosol d.o.o. is the controller of all data gathered via <https://aerosolmageesci.com>. If you want to exercise any of your rights in relation to our processing of your Personal Information, Aerosol d.o.o. shall be the responsible party.

As used in this Privacy Policy, " Aerosol ", "we", "us" or "our", "ours" refers to the company Aerosol d.o.o. Your privacy is very important to us, and we are committed to maintaining your confidence and trust by protecting your personal information and data. This Privacy Policy tells you how and for what purpose Aerosol collects your personal information and data via our website and how your privacy is protected.

Collection of personal information

We collect four different groups of personal information that you give us directly:

- Subscriptions to our latest news and updates
- Sales inquiry
- Technical inquiry
- User's group registration

Collection and processing of subscriptions to our latest news and updates

We receive your personal data when you fill out an online subscription form at our website or when you agree to subscribe to the latest news and updates in our sales and technical inquiry forms. This way we gather the following personal data:

- e-mail address,
- name.

We use gathered personal data for sending you by e-mail our latest news and updates and to personalize sent messages. We will send you up to four e-mails per month. You can unsubscribe anytime by using the link »Unsubscribe« in any of our e-mail messages.

Collection and processing of sales inquiry

We receive by email at sales@aerosolmageesci.com personal data when you fill an online sales inquiry form at our website. This way we gather the following personal data:

- type of inquiry,
- name of the product,
- industry,
- research area,
- contact information (name, e-mail, telephone number, organization, address, country)
- preferred means of contact,
- how you find us info.

We use gathered personal data for any further communication (e.g., phone call or email) or action (e.g., quote) from Aerosol d.o.o. related to your sales inquiry and for follow-up.

Collection and processing of technical support inquiry

We receive by email at support@aerosol.eu personal data when you fill out an online technical support inquiry form at our website. This way we gather the following personal data:

- name of the product,
- serial number,
- general reason for support,
- subject of request,
- description of the problem,
- contact information (name, e-mail, telephone number, organization, address, country)
- preferred means of contact,
- support files.

We use gathered personal data for any further communication (e.g. phone call or email) from Aerosol d.o.o. related to your technical support inquiry and for follow-up.

Collection and processing of user's group registration

We receive your personal data when you fill an online user's group registration form at our website. This way we gather the following personal data:

- name,
- user name,
- e-mail,
- serial number of the product,
- country,
- owner of the product,
- operator.

We use gathered personal data for managing user accounts and to provide access to product-related documentation and for sending by email regular product SW updates and other product-related information.

Information we share with third parties

We do not share personal data that directly identifies you such as your name, surname, email address, and home address with third parties for their own use unless it is either required by law or we determine that disclosure is reasonably necessary to enforce our rights, property, or operations.

How long and where we store your information

We store the personal data you give us directly (e-mail address, name, etc.) until the withdrawal of your consent or until you ask to delete them. We may retain your personal data information beyond that period if necessary for legal, operational, or other legitimate reasons. Personal data and non-personal information we collect is stored on secure servers located in European Union.

Security

Security of our users' information is a priority at Aerosol d.o.o., and we take a range of measures to help protect it, including encryption of personal data. Even so, no security measure is 100% perfect. This means we cannot guarantee the security of your information and do not assume any responsibility for the unauthorized use or access to your information under our control.

The rights of users

You may exercise certain rights regarding your information processed by us. In particular, you have the right to do the following: (i) you have the right to withdraw consent where you have previously given your consent to the processing of your information; (ii) you have the right to object to the processing of your information if the processing is carried out on a legal basis other than consent; (iii) you have the right to learn if information is being processed by us, obtain disclosure regarding certain aspects of the processing and obtain a copy of the information undergoing processing; (iv) you have the right to verify the accuracy of your information and ask for it to be updated or corrected; (v) you have the right, under certain circumstances, to restrict the processing of your information, in which case, we will not process your information for any purpose other than storing it; (vi) you have the right, under certain circumstances, to obtain the erasure of your Personal Information from us; (vii) you have the right to receive your information in a structured, commonly used and machine readable format and, if technically feasible, to have it transmitted to another controller without any hindrance. This provision is applicable provided that your information is processed by automated means and that the processing is based on your consent.

How to exercise these rights

Any requests to exercise User rights can be directed to the Aerosol d.o.o. through the contact details provided in this document. These requests can be exercised free of charge and will be addressed by the Aerosol d.o.o. as early as possible and always within one month. If you have any questions, comments, or concerns about this Privacy Policy or our practices, please contact:

- Us by writing to: Aerosol d.o.o., Kamniška 39 A SI-1000 Ljubljana, Slovenia or sales@aerosol.eu or
- Our local Data Protection Authority by writing to: Informacijski pooblaščenec, Zaloška cesta 59 1000 Ljubljana Slovenia or gp.ip@ip-rs.si or by calling at +386 1 230 97 30 or
- Other Data Protection Authorities in the EU available at ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm.