



COLLECTION, PROCESSING AND PROTECTION OF PERSONAL DATA STATEMENT ON PROTECTION AND COLLECTION OF PERSONAL DATA AND THEIR USE

By using, visiting and browsing this website, you accept and agree to the collection of personal data of users necessary for the realization of our services and the purchase of our products.

Data processing manager

MARUNUŠA j.d.o.o. as a service provider of the website <https://marunusa.hr>, it complies with the applicable regulations in order to protect the privacy of its Users, and in particular the General Regulation on the Protection of Personal Data of the EU. This document describes how the data processing manager MARUNUŠA j.d.o.o., Drniška cesta 2 / b, 22300 Knin, OIB: 14322844387 (hereinafter MARUNUŠA j.d.o.o.) processes personal data.

The privacy policy applies to all personal data of users that we collect and process, directly or through our partners.

Personal data is any data relating to a natural person whose identity has been established or can be established, directly or indirectly.

Data processing is any action performed on personal data, such as the collection, storage, use, insight and transfer of personal data.

This Policy does not apply to anonymous data. Anonymous data is data that cannot be linked to a specific individual.

What data we collect

No login / registration is required to access most of our services, so the site can be used without revealing the identity of the user. However, to access some services or order services, you need to log in / register. When registering, certain fields should be filled in (some must be filled in, and others optionally). will not be able to respond to his inquiry / request / order

Personal data: name, surname, address, telephone number, email address, OIB, IP address and the like.

Information on the sale / purchase of services. Information on delivery, support and services, including complaints and requests.

We collect data that we use for promotional purposes exclusively through, for example, a Newsletter form where the user is informed for what purpose his email address will be used.



Purpose of data collection:

Sales of our products and services.

MARUNUŠA j.d.o.o. will collect personal information, sales information as well as customer history information when you purchase, and notification of issues related to your product and the fulfillment of the contract.

The provision of personal data for the purpose of fulfilling the concluded contract is a contractual obligation and if you do not provide it, it may affect the proper execution of the contract or even disable it.

Customer support and marketing - for answering inquiries and giving news and offers

MARUNUŠA j.d.o.o. collects personal information and may use it to provide customers with support, answers to inquiries and complaints, and to assess which news and offers you are most likely to be interested in and to contact you about those offers in accordance with your interests.

We collect data that we use for promotional purposes exclusively through, for example, a Newsletter form where the user is informed for what purpose his email address will be used.

Transfer to third parties

Personal data may be transferred to third parties, provided that there is a legal basis for the transfer.

MARUNUŠA j.d.o.o. will not share the User's personal data with other parties except in the cases specified in the next point and in a situation when required by positive regulations.

MARUNUŠA j.d.o.o. will, when required by the implementation of the contract for the purchase of services ordered by the Customer, share personal data of the Customer / User to our partners (eg hoteliers, carriers, other travel agencies, airlines, insurance companies) we provide only the necessary information necessary for the implementation of their services. All our employees and business partners are responsible for respecting the principles of privacy protection.

Google Analytics

We use the "Google Analytics" service for the purpose of streamlining our websites (i) by optimizing internet traffic, ie visiting the company's website and navigating to other websites that are part of our business system, and, if necessary, (i) consolidating content and optimizing websites . Google Analytics is a service provided by Google Inc. "Google", which includes detailed statistics on visits to websites and places from which users accessed them, and measures the results of conversions and sales. With the help of "cookies" stored on your computer, Google Analytics analyzes how users use our website.



Algorithms that guarantee the anonymity of the user ("_anonymizelp ()" function, etc.) are applied to the data on the use of our website collected with the help of "cookies", including your IP address, and the data is sent to Google's servers in the USA. in. Learn more about how to hide an IP address here: <https://support.google.com/analytics/answer/2763052>

For us, Google will process the data collected with the help of "cookies" in order to evaluate the use and compile reports on activities on our website, and will provide these reports to us so that we can analyze them.

Google has the right to pass this information on to third parties in accordance with legal obligations or in the event that the analysis is performed on behalf of Google by a third party. Under no circumstances will Google connect or associate your IP address with any other information in its possession.

You can disable the download and storage of "cookies" in your Internet browser settings. To do this, use the Internet browser add-on, which you can download here: <https://tools.google.com/dlpage/gaoptout?hl=en> . Please note that in this case you will not be able to use all the functions available on our website.

By using our website, you consent to the collection and processing of your personal information by Google in the manner and for the purposes set out above.

Legal basis for personal data processing?

The user who registers / orders online / requests an inquiry for the offer of tourist services, when entering his data on the website <https://marunusa.hr> and confirming (clicking) on the Travel Conditions and security and data protection by confirming the correctness of the mail address, gives consent processing of their personal data. The User may withdraw the consent at any time by requesting the e-mail address info@marunusa.hr

The period in which personal data will be stored and where it is stored?

MARUNUŠA j.d.o.o. stores the personal data of the User, the recipient of the notification on services and opportunities for the period while the purpose of processing is being achieved, which is the period until the moment when the registration / consent of the User is active. All data of the User are stored on the laptop of the Personal Data Protection Officer.

MARUNUŠA j.d.o.o. leases space on servers within the EU.



Security and confidentiality

To protect the security and confidentiality of users' personal data that we collect online, we use prescribed security technologies and procedures (eg passwords, firewalls), and the data is protected. Our website is located on a secure HTTPS server and therefore, the data sent via the online form is encrypted and protected. During processing, we use all necessary measures to protect personal data from loss, misuse, unauthorized access, transfer, alteration or destruction. While we cannot guarantee that there will be no loss, misuse, unauthorized access, transfer, alteration or destruction of personal data, we take all possible security measures to protect personal data from these dangers.

Deletion of personal data (right to forget)

The user has the right to request the deletion of personal data at any time (right to forget). The user can do so by requesting the e-mail address info@marunusa.hr and the data will be deleted within 30 days of receiving the request if they are not required for the implementation of the current service or after the implementation of the service requested by the user. The user has the possibility to submit a request for deletion in each notification received from MARUNUŠ j.d.o.o. via e-mail or can send an e-mail to the e-mail address info@marunusa.hr stating that his personal data is deleted.

MARUNUŠA j.d.o.o. has appointed a Personal Data Protection Officer in accordance with the relevant regulations, whom you can contact in connection with all issues related to the processing of your personal data or the exercise of your rights to personal data protection.

Contact

e-mail: info@marunusa.hr
Telephone: +385 (0) 22 206 476,
Branch address: dr. Franje Tuđmana Street 31, 22300 Knin.

The right to object

If, despite all the measures taken to protect personal data, you believe that you have grounds for objection, please contact the e-mail address info@marunusa.hr. Of course, you also have the right to report to the supervisory body, the Personal Data Protection Agency.

Notice on how to file a consumer complaint

In accordance with Art. 6 paragraph 3 of the Act on the Provision of Services in Tourism (OG 130/17, 25/19, 98/19, 42/20) we inform consumers that they can submit their complaints about the quality of our services in writing to the following address: MARUNUŠA jdo, Dr. Franje Tuđmana Street 31, 22300 Knin.



SECURITY OF ONLINE PAYMENT

The confidentiality of your data is protected and ensured by the use of SSL encryption. Online billing sites are secured using the Secure Socket Layer (SSL) protocol with 128-bit data encryption. SSL encryption is the process of encrypting data to prevent unauthorized access during its transmission. This enables secure transfer of information and prevents unauthorized access to data during communication between the user's computer and the WebPay service, and vice versa. WebPay service and financial institutions exchange data using a virtual private network (VPN), which is protected from unauthorized access.

The Monri Payment Gateway is certified according to the PCI DSS Level 1 security standard prescribed by Visa and Mastercard rules. The merchant does not store credit card numbers and the numbers are not available to unauthorized persons.

ACCURACY OF THE OFFER, INFORMATION AND PICTURES ON THE WEBSITE

In presenting complete offers, arrangements, prices, pictures, information on the website of the travel agency MARUNUŠA j.d.o.o., we try to ensure their accuracy and validity, but we cannot guarantee their absolute accuracy and validity. We thank everyone whose images and information we use in presenting our offer. If you notice an error within some information, pictures, data, please point it out to us by sending an email or feel free to contact us by phone. Thank you in advance.

Also, if for any accidental reason photos or descriptions are found on our site owned by a third party who has not strictly allowed their use, please contact us, and they will be removed immediately. Thank you for understanding.

PERSONAL DATA PROTECTION

If you use, visit and browse these websites, you accept and agree on collecting the user's personal data necessary for the realization of our services. You can find the explanation on the purpose of collecting and using the user's personal data everywhere on our websites, on data collection spots and on various forms and blank forms.

We commit to protect our customers' privacy. We collect only the user data necessary for the realization of our services. All user data is strongly protected and available only to the employees to whom it is necessary for performing services. We share with our partners (for example, hoteliers, transporters, other travel agencies, airlines) only the data necessary for the realization of their services. All our employees and business partners are responsible for respecting the principles of privacy protection.

The data collected in this way is never used for the purposes of promotion. The data which we use for the purpose of promotion is collected exclusively via other forms, for example, a newsletter in which the user is familiar with the purpose of using his email address.



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If you have any questions regarding the mentioned above or you want to verify with us the status of your personal data and delete it from all our archives and records, please contact us via the following e-mail: info@marunusa.hr.