



WEB PRIVACY POLICY



(Last modified: July 2023)

This privacy policy applies to the website <https://www.gladtolink.com> (hereinafter) Please read carefully.

In it, you will find important information about the processing of your personal data and the rights recognized to you by current regulations on the subject, as well as the obligations that correspond to registered users.

We reserve the right to update our privacy policy at any time due to business decisions, as well as to comply with any legislative or jurisprudential changes that may arise. If you have any doubts or need any clarification regarding our Privacy Policy or your rights, you can contact us through the channels indicated below.

You state that the data you provide to us, now or in the future, is correct and truthful, and you commit to informing us of any changes to it. If you provide personal data of third parties, you undertake to obtain their prior consent and inform them about the content of this policy.

In general, the fields in our forms that are marked as mandatory must be completed in order to process your requests.

CONTACT

TELEPHONE:
636278515

WEBSITE:
www.gladtolink.com

E-MAIL:
soporte@gladtolink.com

1. Who is responsible for the processing of your data?

The data controller for the data collected on this website is GLADTOLINK (ILLA DOCS, S.L.), with address at c/Canet nº5, 07120 Palma, Illes Balears and email address soporte@gladtolink.com

2. What personal information do we obtain?

The data we process are those that are obtained:

- From the contact forms on the website and the requests you make.
- From the information generated by the actual use of the systems.



– From the requests for user account creation.

The categories of data we process typically consist of:

- Data of identifying and professional contact nature
- Data of employment details, such as position and company
- Data related to your browsing, for example, the IP address from which you connect to the website, web logs, visited pages, or actions taken on the website.

To do this, we use cookies and similar technologies. More information can be found in our cookie policy available [here](#).

- Data generated by system usage, such as user type (employee, collaborator, web user), login, passwords, and connection logs to the systems.

The user data has been provided either directly by the users themselves or by the person who requested the creation of the corresponding accounts, such as the department manager or the company representative they work for.

3. What will we process your data for?

The data of our users will be processed for managing the relationship with them, addressing their requests and inquiries, administering and managing the security of the website, and complying with our legal obligations. Such data will also be processed for analytical purposes and to improve the quality of our services, as well as for commercial follow-up on their requests and the sending of commercial communications.

4. To whom can we disclose your data?

We will only disclose your data to third parties by legal obligation, with your consent, or when your request implies such communication.

5. Legal basis for the processing.

The legal basis for the processing of your personal data is the management of the legal relationship with our users, compliance with our legal obligations, as well as our legitimate interest in managing the security of the website and evaluating the quality of our services.

The commercial follow-up of your requests and the sending of commercial communications are based on our legitimate

interest in promoting our services and your consent to receiving such communications through electronic means.

The creation of browsing profiles based on the information obtained from cookies or similar technologies is based on your consent.

The withdrawal of your consent for these processes does not affect the provision of the services that may have been contracted, if applicable.

6. How long will we keep your data?

In general, we will retain your data for the duration of the relationship you have with us and, in any case, for the periods provided for in the applicable legal provisions, such as accounting and tax regulations, and for the time necessary to address any liabilities arising from the processing. We will delete your data when they are no longer necessary or relevant for the purposes for which they were collected. Access logs to restricted areas of the website will be deleted one month after their creation. Information related to browsing will be deleted once the web session ends and the statistics are generated.

Data processed for commercial purposes will be kept as long as you do not request their deletion.

7. What are your rights?

You have the right to obtain confirmation as to whether or not we are processing your personal data and, if so, to access that data. You can also request the rectification of your data if it is inaccurate or incomplete, as well as the erasure of your data when, among other reasons, it is no longer necessary for the purposes for which it was collected.

In certain circumstances, you may request the limitation of the processing of your data. In such cases, we will only process the affected data for the formulation, exercise, or defense of claims or for the protection of the rights of other individuals. Under certain conditions and for reasons related to your particular situation, you may also object to the processing of your data.

In this case, we will cease processing the data unless there are compelling legitimate grounds that override your interests, rights, and freedoms, or for the formulation, exercise, or defense of legal claims. Furthermore, under certain conditions, you may request the portability of your data so that it can be transmitted to another data controller.



You can revoke the consent you have previously given for certain purposes, without affecting the lawfulness of the processing based on the consent prior to its withdrawal, and file a complaint with the Spanish Data Protection Agency.

To request your removal from commercial processing, you can send an email to the following email address: soporte@gladtolink.com.

To exercise your rights, you must submit a request accompanied by a copy of your national identity document or another valid identification document by postal or electronic mail to the addresses indicated in the section 'Who is responsible for the processing of your data?' You can obtain more information about your rights and how to exercise them on the website of the Spanish Data Protection Agency at <http://www.agpd.es>.

8. What are the obligations of registered users?

The use of the website implies users' unconditional acceptance of its terms of use and privacy policy, as well as their commitment to fully comply with the obligations imposed on them by the General Data Protection Regulation (REGULATION (EU) 2016/679) and/or the personal data protection regulations applicable to the agency (hereinafter collectively referred to as the Data Protection Regulations).

If authorized to access the restricted areas of the website, you commit to accessing such areas solely for the proper performance of your duties in accordance with the contractual relationship existing between you, or in the case of the company you work for, and IllaDocs S.L.

The use of the website to store, process, or transmit private content is expressly prohibited.

Access to the restricted areas of the website implies that you will have access to work methods, schemes, or templates developed by ILLA DOCS, S.L..

You understand and accept that these elements are part of the "know how" of ILLA DOCS, S.L. and constitute an essential asset of the company protected by current intellectual property laws. Therefore, you agree to maintain the confidentiality of said know-how.

In this sense, you shall refrain from accessing, reproducing, copying, distributing, publishing, or disclosing to third parties, or using for your own benefit, either in part or in whole, the aforementioned work methods, schemes, or templates of ILLA DOCS, S.L., except with the express authorization of ILLA DOCS, S.L., when it is indispensable for the proper development of the legal relationship with the company, due

to legal obligation, or in compliance with judicial or administrative resolutions.

You also commit to comply with and enforce the security measures implemented on the website.

It is especially important that you know that:

- You must change your password the first time you log in to your account.
- Never share your username and password with anyone else.
- Never write down your password, as others may read and use it.
- You must log out when you leave the computer station you are using.
- You are responsible for what others do with your identification.

By connecting to the website, you express your agreement to the aforementioned terms.