

PRIVACY POLICY

1. Introduction and Remarks

1.1 About Us

Operator of this website and responsible person in the sense of the General Data Protection Regulation (GDPR)

Raccoon Technologies Poland Limited Liability Company

Kącik 4, 30

549 Kraków

Poland

1.2 Our Core Principles

With this Privacy Policy we would like to inform you how we process personal data on our webpage. The protection of your privacy is of the utmost importance to us, which is why it goes without saying that we comply with the statutory provisions on data protection.

1.3 What Data is Being Logged by Default

To ensure the technical functionality and presentation of our website and our service, to clarify security incidents and to monitor technical malfunctions or attacks, we collect the standard data necessary for this. You can use all areas of our website that do not require access authorisation without having to disclose any personal data.

When you visit our website, so-called log files (activity logs) are automatically transmitted to our servers. As a general rule, this is not personal data and this information is not mixed with other data processed by us.

Log Files

- Time and date of the page visit
- Number of users and sessions
- Session duration
- Operating systems
- Device models
- Geography
- First launches
- General device information, such as model, OS, and orientation
- RAM and disk size
- CPU usage
- Carrier (based on Mobile Country and Network Code)
- Radio/Network information (for example, WiFi, LTE, 3G)
- Country (based on IP address)
- Locale/language
- Signal strength
- Jailbroken or rooted status of device
- Battery level and battery-charging state
- App version
- App foreground or background state

- App package name
- An pseudonymous app-instance identifier
- Network URLs (not including URL parameters or payload content)
- Duration times for automated traces.

1.4 Data Provision Stipulated or Required

Insofar as this is not expressly stated in the survey, the provision of personal data is not necessary or obligatory. Without the transmission of technically necessary information, however, the presentation and functionality of our website is not guaranteed.

1.5 Additional Information

Our services and our webpage are not specifically aimed at children and teenagers under the age of 16. A transfer of personal data to us should not take place without the consent of a parent or legal guardian. If we become aware that a child has submitted information to us, we delete this information immediately. We encourage parents to instruct their children to never give out their real names, addresses, or phone numbers, without permission, when using the Internet.

Our website may contain links to other websites for whose content, function and compliance we are not responsible. Please inform yourself about the data protection regulations of the respective web pages with the respective operators.

2. User Rights

2.1 Legal Basis for Data Processing

The General Data Protection Regulation (GDPR) provides various legal bases on which personal data can be legally processed. We base the processing of your data on the following legal principles:

- Your consent, if you have given us such consent (Art. 6 para. 1 lit. a) GDPR)
- the initiation or execution of a contract with you (Art. 6 para. 1 lit. b) GDPR)
- the fulfilment of a legal obligation (Art. 6 para. 1 lit. c) GDPR)
- the implementation of our legitimate corporate interests (Art. 6 para. 1 lit. f) GDPR) (see below)

Our Legitimate Interests

When processing your data, we pursue the following legitimate business interests:

- improvement of our offer
- protection against misuse
- statistics
- marketing

- storage of our correspondence with you

2.2 Storage Period of the Collected Data

We store your data,

- if you have consented to the processing at most until you revoke your consent;
- if we need the data for the execution of a contract, at the most as long as the contractual relationship with you exists or legal retention periods run;
- if we use the data on the basis of a justified interest, at the most as long as your interest in deletion or anonymisation does not prevail;
- if legal (e.g. commercial code, tax code) exist, until the end of these storage obligations.

2.3 Data Sources

Along with data received from you, they will come from the following sources, which may partly be publicly accessible:

- Facebook Pixel
- Google Analytics

Our web-page collects the following data: name and surname, e-mail, contact phone number, company name

2.4 Your Rights as a Data Subject

As a data subject within the meaning of the Basic Data Protection Regulation (DSGVO), you have the right to do so:

- to request free information about the processing of your data and to receive a copy of your personal data. You may request information on, among other things, the purposes of the processing, the categories of personal data to be processed, the recipients of the data (if disclosed), the duration of the retention or the criteria for determining the duration;
- to correct your data. If your personal data are incomplete, you have the right to complete them, taking into account the purposes for which they are processed;
- delete or block your data. Reasons for the existence of a cancellation/blocking claim can include, among others:
 1. the revocation of the consent on which the processing is based,
 2. the data subject objects to the processing,
 3. the personal data have been processed unlawfully;
- to restrict the processing;
- to object to the processing of your data;
- To revoke your consent to the processing of your data for the future and

- complain to the competent supervisory authority about unauthorised data processing.

2.5 In Which Cases Your Data Will Be Forwarded

For the operation of our online presence and our service we cooperate with various service providers. In addition, your data will be passed on to parties that are unavoidable for the fulfilment of contractual obligations or where there is a legal obligation to pass them on.

Services for the operation of our website

- Data Storage and Server Provider
- email provider

Other services

- receivables management
- Email and newsletter providers
- telecommunications provider
- CRM system service provider
- Lawyers, auditors and tax consultants

2.6 Transfer to recipients outside the European Economic Area

Data is being transferred to countries outside the European Economic Area (EEA). We only transfer personal data to third countries where the EU Commission has confirmed an adequate level of protection or where we can ensure the careful handling of personal data through contractual agreements or other appropriate guarantees, such as certification or proven compliance with international security standards.

2.7 For all questions regarding data protection

Should you have any questions regarding our data protection measures, the processing of your data or the protection of your rights, please contact our data protection officer as follows:

External Data Protection Officer

ePrivacy GmbH

represented by Prof. Dr. Christoph Bauer

Grosse Bleichen 21

20354 Hamburg

Germany

E-mail address: privacy@raccoon.world

If you have a particularly sensitive concern, please contact our data protection officer by post, as communication by e-mail can always be subject to security gaps.

3. Data Processing via our Webpage

3.1 Visiting our website

There is no registration on our website.

Visiting our website you can:

- see information provided;
- subscribe to 2 types of newsletters (partners / rehabilitologists);
- request a product demonstration session;
- make a partnership request;
- leave any desired request in the contacts form;
- share an article from a blog on social networks.

3.2 Hosting

We use hosting service of company Hostovita sp. z o.o.

- ADDRESS: ul. Grunwaldzka 40 35-203 Rzeszów
- PURPOSES OF USE AND DATA PROCESSING website hosting and SSD file storage
- LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER
https://hostovita.pl/wp-content/uploads/Polityka_Ochrony_Prywatnosci.pdf

3.3 Making contact

We may provide email addresses or forms to which visitors can send us questions or comments, or which visitors can use to request customer support. In the process of receiving and responding to such requests, we may collect personal information about you, such as your e-mail address or any other personal data contained in the body of your e-mail message. By allowing you to send us these requests, we are not attempting to solicit personal information from you.

We only use the information for the purpose of responding to your questions and/or comments or to provide customer support. In most cases, your message is deleted immediately after we've resolved your inquiry; however, in some instances, copies of your requests may be kept on file for our records, for quality control purposes, or to provide ongoing support services you have requested. If we have actual knowledge that the person with whom we're communicating is a child under the age of thirteen (or older, if applicable law provides for different protections), we delete the child's e-mail address and

message immediately after responding.

3.4 Communication, CRM, Messenger, Video Conference, Chatbots

We use service Messenger of company Telegram Messenger LLP, to communicate within the team.

ADDRESS: 71-75 Shelton Street Covent Garden London United Kingdom

PURPOSES OF USE AND DATA PROCESSING internal text and voice communications that do not include any personal data

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER <https://telegram.org/privacy>

A WAY TO OBJECT PROCESSING if you would like to delete your account, you can do this on the [deactivation page](#). Deleting your account removes all messages, media, contacts and every other piece of data you store in the Telegram cloud. This action must be confirmed via your Telegram account and cannot be undone.

We use service Skype of company Microsoft Corp, to communicate within the team.

ADDRESS: 1 Microsoft Way Redmond, WA 98052 United States

PURPOSES OF USE AND DATA PROCESSING internal video communications that do not include any personal data

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER:
<https://support.skype.com/en/skype/all/privacy-security/>

3.5 Cloud services

We use the service of tasks assignment Jira of company Atlassian, Inc.

ADDRESS: 1098 Harrison Street San Francisco, CA 94103 United States

PURPOSES OF USE AND DATA PROCESSING: task assignment and control within the internal team (no access to application users data)

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER:
<https://www.atlassian.com/legal/privacy-policy>

A WAY TO OBJECT PROCESSING if you would like to delete your account, you can do this by contacting us, however in such case we cannot grant further service.

3.6 Subscription to the Newsletter

We use service Contact Form 7 of company Rock Lobster, LLC.

ADDRESS 810-0041 1-29-1, Daimyo, Chuo-ku, Fukuoka City, Fukuoka Prefecture

PURPOSES OF USE AND DATA PROCESSING work with user feedback and newsletter subscription forms

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER
<https://contactform7.com/privacy-policy/>

A WAY TO OBJECT PROCESSING: To unsubscribe from the newsletter please click on the corresponding link in the footer of the newsletter – and you will be unsubscribed automatically.

3.7 Our social media sites

On Facebook: <https://www.facebook.com/Raccoon.Recovery/>

On LinkedIn: <https://www.linkedin.com/company/raccoonworld/>

On Twitter: https://twitter.com/raccoon_world

(a) Processing by the Social Media Service

(b) Data processing by us

3.8 Reach Measurement, Online Marketing, Optimization

Raccoon works with various third-party advertising agents that use cookies, web beacons, and similar technologies to collect information. Please click on the links below to learn more about these vendors, their privacy policies, and the ability to opt out of their tracking programs. We do not have access to or control of the third-party tracking technologies, and we encourage you to review their privacy policies before disclosing information to such parties.

Facebook: <https://www.facebook.com/privacy/explanation>

Youtube: <https://www.youtube.com/about/policies/#staying-safe>

.gstatic.com <https://www.gstatic.com/domainads/privacy/>

sharethis.com <https://sharethis.com/privacy/>

3.9 What types of cookies we use and how they work

Name	Domain	Duration of cookies storage	Description
1P_JAR	.gstatic.com	7 days	This cookie carries out information about how the end user uses the website and any advertising that the end user may have seen before visiting the said website.
__unam	.raccoon.world	9 months	This cookie is usually associated with the ShareThis social sharing widget placed in a site to enable sharing of content across various social networks. It counts clicks and shares of a page.
_fbp	.raccoon.world	3 months	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers

_ga	.raccoon.world	1 day	This cookie name is associated with Google Universal Analytics – which is a significant update to Google’s more commonly used analytics service. This cookie is used to distinguish unique users by assigning a randomly generated number as a client identifier. It is included in each page request in a site and used to calculate visitor, session and campaign data for the sites analytics reports. By default it is set to expire after 2 years, although this is customisable by website owners.
_gid	.raccoon.world	2 days	This cookie name is associated with Google Universal Analytics. This appears to be a new cookie and as of Spring 2017 no information is available from Google. It appears to store and update a unique value for each page visited.
__stid	.sharethis.com	4 months	These third party cookies are used to track which pages are being shared and by whom.
__stidv	.sharethis.com	4 months	
wp-settings	raccoon.world	8 months	This is used to customize the view of admin interface and the main site interface.
wp-settings-time-1	raccoon.world	8 months	

3.10 Analysis through User Profiles

We use service of data analysis of company Raccoon Technologies Ukraine LLC

ADDRESS: Kyiv, Observatorna Street, 21-A, 2nd floor 04053, Ukraine

PURPOSES OF USE AND DATA PROCESSING development of further iterations of the software

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER <https://raccoon.world/privacy-policy/>

A WAY TO OBJECT PROCESSING: To unsubscribe from the newsletter please click on the corresponding link in the footer of the newsletter – and you will be unsubscribed automatically. Also, you can disable cookies in your browser according to the standard procedure that depends on the browser you use.

3.11 Marketing through User Profiles

We use service of marketing through the user profiles of company Raccoon Technologies Ukraine LLC

ADDRESS: Kyiv, Observatorna Street, 21-A, 2nd floor 04053, Ukraine

PURPOSES OF USE AND DATA PROCESSING development and implementation of marketing research and client studies

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER <https://raccoon.world/privacy-policy/>

A WAY TO OBJECT PROCESSING: To unsubscribe from the newsletter please click on the corresponding link in the footer of the newsletter – and you will be unsubscribed automatically. Also, you can disable cookies in your browser according to the standard procedure that depends on the browser you use

3.12 Additional Services, Tools, Plugins, Foreign Contents and Functions

We use website engine of opensource wordpress.org

PURPOSES OF USE AND DATA PROCESSING webpage functioning

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER, <https://wordpress.org/about/privacy/>

A WAY TO OBJECT PROCESSING: To unsubscribe from the newsletter please click on the corresponding link in the footer of the newsletter – and you will be unsubscribed automatically. Also, you can disable cookies in your browser according to the standard procedure that depends on the browser you use.

We use SMM services of company Facebook Inc.

ADDRESS 1601 Willow Road Menlo Park, CA 94025 United States

PURPOSES OF USE AND DATA PROCESSING social media management

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER

<https://www.facebook.com/privacy/explanation>

DURATION OF COOKIE FUNCTION 1 (one) month

LINK TO THE COOKIE POLICY <https://www.facebook.com/policies/cookies/>

A WAY TO OBJECT PROCESSING: To unsubscribe from the newsletter please click on the corresponding link in the footer of the newsletter – and you will be unsubscribed automatically. Also, you can disable cookies in your browser according to the standard procedure that depends on the browser you use. Note, that Facebook connects the data, if you are logged in with your Facebook account.

We use mailchimp service of company The Rocket Science Group LLC

ADDRESS 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, Georgia 30308

PURPOSES OF USE AND DATA PROCESSING email marketing

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER <https://mailchimp.com/legal/privacy/>

A WAY TO OBJECT PROCESSING: To unsubscribe from the newsletter please click on the corresponding link in the footer of the newsletter – and you will be unsubscribed automatically.

We use Akismet Anti-Spam services of company Automattic Inc.

ADDRESS Business Centre, No.1 Lower Mayor Street International Financial Services Centre Dublin 1, Ireland

PURPOSES OF USE AND DATA PROCESSING usage of WP anti-spam plugin

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER <https://automattic.com/privacy/>

LINK TO THE COOKIES POLICY OF THE SERVICE PROVIDER <https://automattic.com/cookies/>

A WAY TO OBJECT PROCESSING: To unsubscribe from the newsletter please click on the corresponding link in the footer of the newsletter – and you will be unsubscribed automatically. Also, you can disable cookies in your browser according to the standard procedure that depends on the browser you use.

We use service Contact Form 7 of company Rock Lobster, LLC.

ADDRESS 810-0041 1-29-1, Daimyo, Chuo-ku, Fukuoka City, Fukuoka Prefecture

PURPOSES OF USE AND DATA PROCESSING construction of the contact forms

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER
<https://contactform7.com/privacy-policy/>

LINK TO THE COOKIES POLICY OF THE SERVICE PROVIDER <https://automattic.com/cookies/>

A WAY TO OBJECT PROCESSING: if you would like to delete your account, you can do this by

contacting us, however in such case we cannot grant further service.

We use Featured Post with thumbnail services of company Your Inspiration S.L.U.

ADDRESS Avenida Buenos Aires 98, Santa Cruz de Tenerife, Tenerife, 38005 – Spain

PURPOSES OF USE AND DATA PROCESSING to add in blog's sidebar a list of featured post with thumbnail

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER

<https://www.iubenda.com/privacy-policy/784879>

LINK TO THE COOKIES POLICY OF THE SERVICE PROVIDER

<https://www.iubenda.com/privacy-policy/784879/cookie-policy>

A WAY TO OBJECT PROCESSING: To unsubscribe from the newsletter please click on the corresponding link in the footer of the newsletter – and you will be unsubscribed automatically. Also, you can disable cookies in your browser according to the standard procedure that depends on the browser you use.

We use simple share buttons adder services of company ShareThis, Inc.

ADDRESS 3000 El Camino Real 5 Palo Alto Square, Suite 150, Palo Alto, CA 94306, USA

PURPOSES OF USE AND DATA PROCESSING add share buttons to all of your posts and/or pages

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER <https://simplesharebuttons.com/privacy/>

A WAY TO OBJECT PROCESSING: To unsubscribe from the newsletter please click on the corresponding link in the footer of the newsletter – and you will be unsubscribed automatically. Also, you can disable cookies in your browser according to the standard procedure that depends on the browser you use.

We use SEO plugin services of company The SEO Framework

ADDRESS Leidse Schouw 2, 2408 AE Alphen aan den Rijn, The Netherlands

PURPOSES OF USE AND DATA PROCESSING an automated, advanced, accessible, unbranded and extremely fast SEO solution for your WordPress website

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER

<https://theseoframework.com/privacy-policy/>

A WAY TO OBJECT PROCESSING: if you would like to delete your account, you can do this by contacting us, however in such case we cannot grant further service.

We use WPML Media services of company OnTheGoSystems Limited

ADDRESS 22/F 3 Lockhart Road Wanchai Hong Kong

PURPOSES OF USE AND DATA PROCESSING add multilingual support for Media files/Documentation/WPML Media

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER

<https://www.onthegosystems.com/legal/privacy-policy-and-gdpr-compliance/>

A WAY TO OBJECT PROCESSING: if you would like to delete your account, you can do this by contacting us, however in such case we cannot grant further service.

We use WPML Multilingual CMS services of company OnTheGoSystems Limited

ADDRESS 22/F 3 Lockhart Road Wanchai Hong Kong

PURPOSES OF USE AND DATA PROCESSING add WPML Multilingual CMS | Documentation | WPML 4.2.9 release notes

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER

<https://www.onthegosystems.com/legal/privacy-policy-and-gdpr-compliance/>

A WAY TO OBJECT PROCESSING: if you would like to delete your account, you can do this by contacting us, however in such case we cannot grant further service.

We use WPML String Translation services of company OnTheGoSystems Limited

ADDRESS 22/F 3 Lockhart Road Wanchai Hong Kong

PURPOSES OF USE AND DATA PROCESSING add theme and plugins localization capabilities to WPML | Documentation | WPML String Translation 2.10.7 release notes

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER

<https://www.onthegosystems.com/legal/privacy-policy-and-gdpr-compliance/>

A WAY TO OBJECT PROCESSING: if you would like to delete your account, you can do this by contacting us, however in such case we cannot grant further service.

We use WPML Translation Management services of company OnTheGoSystems Limited

ADDRESS 22/F 3 Lockhart Road Wanchai Hong Kong

PURPOSES OF USE AND DATA PROCESSING add a complete translation process for WPML /Documentation/WPML Translation Management 2.8.8 release note

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER

<https://www.onthegosystems.com/legal/privacy-policy-and-gdpr-compliance/>

A WAY TO OBJECT PROCESSING: if you would like to delete your account, you can do this by contacting us, however in such case we cannot grant further service.

We use YARPP services of opensource software

PURPOSES OF USE AND DATA PROCESSING add related posts to site and in RSS feeds, based on a powerful, customizable algorithm

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER <https://wordpress.org/about/privacy/>

A WAY TO OBJECT PROCESSING: if you would like to delete your account, you can do this by

contacting us, however in such case we cannot grant further service.

We use Youtube video plugin of company Google LLC

ADDRESS: 1600 Amphitheatre Parkway Mountain View, CA 94043 USA

PURPOSES OF USE AND DATA PROCESSING video demonstration

LINK TO THE PRIVACY POLICY OF THE SERVICE PROVIDER

<https://policies.google.com/privacy?hl=uk>

LINK TO THE COOKIES POLICY OF THE SERVICE PROVIDER

<https://policies.google.com/technologies/cookies?hl=uk>

DURATION OF COOKIE FUNCTION 18 (eighteen) months

A WAY TO OBJECT PROCESSING: if you would like to delete your account, you can do this by contacting us, however in such case we cannot grant further service.

4. Changes to this Privacy Policy

This data protection declaration provides information on data protection in our company. If our processes change, we will adjust the information accordingly so that you can always be informed about the processing of your data.

Status of this privacy policy: 11.03.2020