

Privacy policy

English Books Privacy Policy (English Books Webshop)

Privacy Policy

This version in effect since 19th April 2024.

Privacy Policy

This Privacy Policy sets out how we, English Books, obtain, store and use your personal information when you use or interact with our website, English Books (our **website**), or where we otherwise obtain or collect your personal information. This Privacy Policy is effective from 19th April 2024.

Please read this Privacy Policy carefully. We recommend that you print off a copy of this Privacy Policy and any future versions in force from time to time for your records.

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Summary

This summary provides an overview of how we obtain, store and use your personal information. It is intended to provide a very general overview only. It is not complete and must be read in conjunction with the corresponding full sections of this Privacy Policy.

- **Data controller:** Ines Draganic
- **How we collect or obtain your information:**
 - when you provide it to us (e.g. by contacting us or placing an order on our website *signing up to your newsletter*),
 - from your use of our website, using cookies.
 - **Personal information we collect:** name, contact details, IP address.
- **How we use your personal information:** for administrative and business purposes particularly to contact you and process orders you place on our website, to improve our business and website, for advertising and analytical purposes, in connection with our legal rights and obligations
- **Disclosure of your personal information to third parties:** only to the extent necessary to run our business, fulfill any orders we receive from you. e.g Post an order postal services need your address.
- **Do we sell personal information to third parties:** No
- **How long we retain your personal information:** for no longer than necessary, taking into account any legal obligations we have (e.g. to maintain records for tax purposes) and any other legal basis we have for using your personal information e.g. your consent, performance of a contract with you or our legitimate interests as a business.
- **How we secure your personal information:** using appropriate technical and organisational measures such as storing your personal information on secure servers, encrypting transfers of data to or from our servers, encrypting payments on our site via Secure Sockets Layer (SSL) and only granting access to your personal information where necessary.
- **Use of cookies:** We use cookies and similar information-gathering technologies such as web beacons on our website including analytical and targeting cookies. To find out more please visit our cookies policy.
- **Transfers of your personal information outside the European Economic Area:** we will not transfer your personal information outside of the European Economic Area.
- **Your rights in relation to your personal information**
 - to access your personal information and to be informed about its use
 - to correct your personal information
 - to have your personal information deleted
 - to restrict the use of your personal information

- to object to the use of your personal information
- to complain to a supervisory authority
- to withdraw your consent to the use of your personal information

Our details

The data controller in respect of our website is ENGLISH BOOKS D.O.O., TRG HRVATSKIH PAVLINA 7, 10 000 Zagreb, Croatia, VAT ID: HR73093050834. You can contact the data controller by writing to ENGLISH BOOKS D.O.O., TRG HRVATSKIH PAVLINA 7, 10 000 Zagreb, Croatia, VAT ID: HR73093050834.

If you have any questions about this Privacy Policy, please contact the data controller.

How we collect or obtain personal information about you

Information collected from you

We collect personal information about you when you provide it to us, such as through your use of our website and its features, when you contact us directly by email, phone, in writing, or via social media, when you order goods and services, when you use any of our other websites or applications or any other means by which you provide personal information to us.

Information collected from your use of our website

We also collect information about your use of our website through cookies and similar technologies. Our cookies policy sets out more of the information on how we use cookies and similar technologies to collect information about you.

Personal information we collect or obtain about you

The type of information we collect about you includes information such as:

- your name;
- your email address;
- your address;
- your phone number;
- your payment information, but we do not store this information. (e.g. your credit or debit card details);
- your IP address;
- information about your device e.g. device and browser type;
- information about how you use our website (e.g. which pages you have viewed, the time you viewed them and what you clicked on);
- information about your mobile device (such as your geographical location)
- Information received from you

When you contact us by email, the information we collect about you will be your name and email address and any other information you provide to us.

Protecting your privacy is important to English Books. This Policy explains how English Books collects, uses, and discloses the personal information you may provide while using English Books web sites and the services provided through any of the Web sites. It is always your choice whether or not to provide personal information through Web sites. Any personal information you provide will be treated with care, and subject to this Policy will not be used or disclosed in ways to which you have not consented.

Your Consent

1. By using a Web site or submitting information to English Books through or in connection with a Web site, you signify your consent to English Books collection, use, and disclosure of your personal information in accordance with this Policy. If you do not agree with this Policy, you may not use any of the Web sites or submit information to English Books through or in connection with a Web site.
2. If you use our web site or any of our company services in anyway and enter you details or email address to us, we will assume you have given us the right to send you emails to improve our communication with you. Therefore, you will be auto enrolled in to our direct marketing campaign. You can object by simply unsubscribing from email campaign any time.

Information Automatically Collected

1. *Non-Personal Information-* As is typical with many other internet web sites, the Web sites automatically collect certain non-personal information regarding Web site users, such as the date and time you access the Web site, the Internet address of the web site from which you linked to the Web site, the operating system you are using, the Web site pages read and images viewed, and any content you post to or download from the Web site. This non-personal information is used for Web site and system administration purposes and to improve the Web sites. Non-personal information may be disclosed to others and permanently archived for future use.
2. *Cookies-* The Web sites use "cookies", a technology that stores a small amount of information on a Web site user's computer to permit the Web site to recognize future visits using that computer. Cookies enhance the convenience and use of Web sites. For example, the information provided through cookies is used to recognize you as a previous user of the Web site (so you do not have to enter your personal information every time), offer personalized Web page content and information for your use and otherwise facilitate your Web site experience. English Books may engage third parties to provide cookies that collect information regarding Web site use (more information about such cookies, including available opt-out options, may be found by clicking [here](#)). You may choose to decline cookies generally if your browser permits, but doing so may affect your use of the Web sites and your ability to access certain features of the Web sites.

Personal Information You Specifically Provide

1. *Your Personal Information-* During your use of the Web sites, including your registration as a English Books customer, you may be asked to voluntarily provide personal information (such as

your personal name, e-mail address, postal address, telephone number, and credit card information) for purposes such as facilitating communications with you or facilitating your use of the Web sites, including purchasing books from booksellers. If you choose not to provide certain requested personal information, you will not be able to register as a English Books customer or use certain features of the Web sites.

2. *Use of Your Personal Information*— English Books may use your personal information to contact and correspond with you, respond to your communications, provide services to you, facilitate and enhance your use of the Web sites, facilitate transactions through the Web sites, and as otherwise permitted by law. English Books may develop a confidential profile for you, which will be used to provide services to you and facilitate your use of the Web sites. Additionally, English Books may keep a record of all communications with you.
3. *E-mails from English Books* - If you register as a English Books customer, then English Books may send to you, from time to time, e-mail or other communications containing information about English Books and the Web sites and other matters English Books believes will interest you. At any time you may ask English Books to stop sending you e-mail and other information by sending your request by post to our address on the [contact us](#) page. Also, each e-mail English Books sends to you will tell you how to decline further unsolicited e-mail. From time to time English Books may also send to you e-mail containing important information regarding the Web site, which you may not opt-out of receiving.
4. *Disclosure of Your Personal Information*— English Books may disclose your personal information in the following circumstances and as otherwise permitted by applicable law:

Disclosure to Authorizing Persons - If you use the Web sites on behalf of another person or organization (such as your employer), English Books may provide your personal information to that authorizing person/organization. English Books has no control over the use of your personal information by the authorizing person/organization, and that use is not subject to this Policy. If you do not wish your personal information to be disclosed to the person/organization on whose behalf you use the Web sites, you may not use the Web sites.

Disclosure to Affiliates, Booksellers, Suppliers and Service Providers – English Books may provide your personal information to its affiliated businesses, such as English Books, to booksellers from whom you order books through the Web sites, or other suppliers and service providers for use in connection with the operation of the Web sites. For example, English Books discloses certain of your personal information to the bookseller from whom you order books, your credit card provider and the shipping company in order to facilitate the purchase of books through the Web sites. English Books may also disclose certain of your personal information to service providers that analyze Web site use. English Books requires its affiliated businesses, booksellers, suppliers and service providers to agree to use your personal information only for the purposes for which it is provided to them, and to protect the privacy of your personal information in a manner that is consistent with this Policy. If you do not wish your personal information to be disclosed to English Books affiliated businesses, booksellers, suppliers and service providers, you may not register as a English Books customer or order books through the Web sites.

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Law Enforcement and Legal Disclosure – English Books may disclose your personal information to a government institution that has asserted its lawful authority to obtain the information or where English Books has reasonable grounds to believe the information could be useful in the investigation of unlawful activity, or to comply with a subpoena or warrant or an order made by a court, person or body with jurisdiction to compel the production of information, or to comply with court rules regarding the production of records and information, or to its legal counsel. English Books has no control over, or liability for, those persons' use and disclosure of your personal information, and that use and disclosure is not subject to this Policy.

1. *Depersonalized Information*– English Books may use personal information to create non-personal information regarding the use of the Web sites and related services. English Books may then disclose that non-personal information to other persons and permanently archive that non-personal information for future use.
2. *Business Contact Information*- To the extent permitted by law, the provisions of this Policy concerning "personal information" do not apply to information (such as your personal name, position or title, business address, business telephone number, business fax number, and business e-mail address) which enable you to be contacted at a place of business.
3. *Location of Information*– English Books will store and process your personal information in Zagreb, Croatia
4. *Securing Your Information*- To help protect the confidentiality of your personal information, English Books employs reasonable security safeguards appropriate to the sensitivity of the information. Nevertheless, security risks cannot be eliminated and English Books cannot guarantee that your personal information will not be used or disclosed in ways not otherwise described in this Policy.
5. *Accessing Your Personal Information*- You may request access to your personal information and information about English Books collection, use and disclosure of that information by sending your request by post to our address on the contact us page. Subject to certain exceptions prescribed by law, you will be given reasonable access to your personal information within a reasonable time, and will be entitled to challenge the accuracy and completeness of the information and to have it amended as appropriate. English Books attempts to keep its records as accurate and complete as possible. You can help us maintain the accuracy of your information by notifying us of any changes to your personal information.
6. *Other Web Sites*- The Web sites may contain links to other web sites or Internet resources. When you click on one of those links you are contacting another web site. English Books has no

responsibility or liability for or control over those other web sites or their collection, use, and disclosure of your personal information.

7. *Customer Agreement*- The English Books Customer Agreement contains important provisions, including provisions disclaiming, limiting or excluding English Books liability for your use of the Web sites and provisions determining the applicable law and exclusive jurisdiction for the resolution of any disputes regarding the Web sites. Each of those provisions applies to any disputes that may arise in relation to this Policy or English Books collection, use, and disclosure of your personal information, and are of the same force and effect as if they had been reproduced directly in this Policy.
8. *Former Users* - If you stop using the Web sites or your permission to use the Web sites is terminated, English Books may continue to use and disclose your personal information in accordance with this Policy as amended from time to time. However, if you want English Books to stop sending you unsolicited e-mail and other information, please use the contact us page.
9. *Policy Changes* - To accommodate changes in the Web sites, changing technology, and legal developments, this Policy may be changed from time to time in English Books discretion and without any prior notice or liability to you or any other person. New versions of this Policy will be posted here. English Books collection, use and disclosure of your personal information will be governed by the version of this Policy in effect at that time. Your continued dealings with English Books or your use of the Web sites subsequent to any changes to this Policy will signify your consent to the collection, use and disclosure of your personal information in accordance with the changed Policy. Accordingly, when you use the Web sites you should check the date of this Policy and review any changes since the last version. You should also bookmark this page and periodically review this Policy to ensure that you are familiar with the most current version.
10. *Payment Security* - We do not store credit card details nor do we share customer financial details with any 3rd parties.
11. *Your Comments*- If you have any comments or questions about this Policy or your personal information, please contact us page.