

## PRIVACY POLICY

### LEGAL NOTICE

#### 1. Identification of the Website Owner

In accordance with Article 10 of Law 34/2002, of 11 July, on Information Society Services and Electronic Commerce (LSSI-CE), the following information is provided:

Owner: Synqo Growsolutions

Registered address: Carrer de la Volta dels Garrofers 43 08340 Vilassar de Mar, Spain

VAT / CIF: B66780750

Email: info@synqo.eu

#### 2. Purpose

The purpose of this website (<https://www.synqo.eu>) is to provide information about products and services, as well as access to a B2B portal for professional clients.

#### 3. Terms of Use

Access to and use of this website grants the status of user and implies full acceptance of these terms.

The user agrees to:

- Use the website in accordance with applicable law and good faith
- Not engage in unlawful or harmful activities
- Not damage, disable, or impair the website or its systems

#### 4. Intellectual Property

All contents of this website, including but not limited to text, images, graphics, logos, and trademarks, are the property of the website owner or authorized third parties.

Any reproduction, distribution, or modification without prior authorization is strictly prohibited.

#### 5. Liability

The website owner shall not be held liable for:

- Errors or omissions in the content
- Damages resulting from the use of the website
- Technical failures or interruptions beyond its control

#### 6. Applicable Law and Jurisdiction

These conditions shall be governed by Spanish law. Any disputes shall be subject to the jurisdiction of the competent courts in Spain.

### COOKIE POLICY

#### 1. What are cookies?

Cookies are small text files stored on your device when visiting a website. They are used to ensure proper functioning and to collect information about user behavior.

## 2. Types of cookies used

### Technical cookies

These cookies are necessary for the proper functioning of the website and cannot be disabled.

### Analytics cookies

We use Google Analytics to analyze how users interact with the website. These cookies collect information anonymously.

### Marketing cookies

We use the following tools:

- Meta Pixel (Facebook/Instagram)
- TikTok Pixel
- LinkedIn Insight Tag

These cookies are used to track user behavior and deliver personalized advertising.

## 3. Consent

The use of non-essential cookies requires prior user consent.

Users can:

- Accept all cookies
- Reject all non-essential cookies
- Configure their preferences

Consent can be withdrawn at any time.

## 4. Managing cookies

Users can manage cookies through the cookie banner or by configuring their browser settings.

## 5. International data transfers

The use of third-party tools such as Google, Meta, TikTok, and LinkedIn may involve the transfer of personal data outside the European Economic Area.

Such transfers are carried out in accordance with applicable data protection regulations and include appropriate safeguards such as Standard Contractual Clauses.

## PRIVACY POLICY

### 1. Data Controller

Synqo Growsolutions

Registered address: Carrer de la Volta dels Garrofers 43 08340 Vilassar de Mar, Spain

VAT / CIF: B66780750

Email: [info@synqo.eu](mailto:info@synqo.eu)

### 2. Personal Data Collected

Data provided by the user

- Name
- Email address
- Phone number

- Company name
- Postal address
- VAT number

#### Automatically collected data

- IP address
- Cookies and tracking data
- Browser and device information

### 3. Purpose of Processing

Personal data is processed for the following purposes:

- Management of B2B user accounts
- Processing and fulfillment of orders
- Customer service and communication
- Sending commercial communications and newsletters
- Website analytics and performance improvement
- Compliance with legal obligations (e.g. accounting and taxation)

### 4. Legal Basis

Processing of personal data is based on:

- Contractual necessity
- Legal obligations
- Legitimate interest
- User consent

### 5. Data Recipients

Personal data may be shared with:

- Odoo (hosting and ERP services)
- Shipping companies (for delivery purposes)
- Google (analytics services)
- Meta, TikTok, and LinkedIn (marketing and advertising services)

Personal data is not sold or rented to third parties.

### 6. International Data Transfers

Some service providers (e.g. Google, Meta, TikTok, LinkedIn) may process data outside the European Economic Area.

In such cases, appropriate safeguards are implemented in accordance with GDPR requirements.

### 7. Data Retention

Personal data is retained for:

- The duration of the business relationship
- 10 years for accounting and tax obligations
- Until withdrawal of consent for marketing purposes

### 8. User Rights

Users have the right to:

- Access their personal data

- Request rectification of inaccurate data
- Request erasure of their data
- Object to processing
- Request data portability
- Request restriction of processing

Requests can be sent to: [info@synqo.eu](mailto:info@synqo.eu)

Users also have the right to lodge a complaint with the Spanish Data Protection Authority (Agencia Española de Protección de Datos).

#### 9. Security Measures

Appropriate technical and organizational measures are implemented to ensure the security of personal data, including:

- SSL encryption (HTTPS)
- Restricted access to data
- Secure hosting infrastructure

#### 10. Minors

This website is not intended for use by minors, and personal data from minors is not knowingly collected.

#### 11. Updates

This Privacy Policy may be updated periodically. The latest version will always be available on this website.