

Privacy Policy

This Privacy Statement explains how BioControl Norway AS, BioControl Polska sp. z o.o. and BioControl North America (“BioControl” “we,” “us,” or “our”) collect, use, and disclose your personal information in connection with its operation of the Vadia Suite software.

What information do we collect?

Personal information is information that can be used to directly or indirectly identify you. Personal information also includes anonymous information that is linked to information that can be used to directly or indirectly identify you. Personal information does not include information that has been irreversibly anonymized or aggregated so that it can no longer enable us, whether in combination with other information or otherwise, to identify you.

We will only collect and use personal information which is necessary to comply with our legal obligations and to assist us to administer our business and provide you with the services you request.

We collect information from you when you register in Vadia Suite software, place an order or respond to a survey.

When ordering or registering in Vadia Suite software, as appropriate, you will be asked to enter the following information: your name, e-mail address, mailing address, phone number and your VAT number.

We collect certain non-identifying information related to a user’s access to the Services, including the Internet Protocol (IP) address of the user’s computer, the date and time the user accessed the Services and the operating system that the user is using. We make no attempt to link this information with the identity of individuals visiting our website without express permission. We may, however, review server logs and anonymous traffic for system administration and security purposes, for example, to detect intrusions into our network, for planning and improving web services, and to monitor and compile statistics about website usage. The possibility, therefore, exists that server log data, which contains users’ IP addresses, could in instances of criminal malfeasance be used to trace and identify individuals. In such instances, we may share raw data logs with the appropriate authorities for the purpose of investigating security breaches.

What do we use your information for?

We use the information you provide to us for the specific purposes for which you provide the information, as stated at the time of collection, and as otherwise permitted by law. The information we collect from you may be used in the following ways:

- To personalize your experience
(your information helps us to better respond to your individual needs)

- To improve customer service
(your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions including executing your payments and delivering the purchased products or services requested.
- To administer a contest, special promotion, survey, activity or other software feature.
- To send periodic emails

The email address you provide for order processing, may be used to send you important information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc.

Legal Basis for the Processing of Personal Information

If you are located in the European Economic Area (“EEA”), our processing of your personal information will be based on the following: To the extent that we obtain your consent for the processing of your personal information such processing will be justified pursuant to Article 6(1) lit. (a) of the General Data Protection Regulation (EU) 2016/679 (“GDPR”). If the processing of your personal information is necessary for the performance of a contract between you and us or for taking pre-contractual steps upon your request, such processing will be based on GDPR Article 6(1) lit. (b). Where the processing is necessary for us to comply with a legal obligation, we will process your personal information on basis of GDPR Article 6(1) lit. (c), and where the processing is necessary for the purposes of our legitimate interests, such processing will be made in accordance with GDPR Article 6(1) lit. (f).

Please note that where you have given your consent to the processing of your personal information you may withdraw your consent, for example by sending an e-mail to support@biocontrol.pl at any time which withdrawal will not affect the lawfulness of any processing previously made on basis of your consent.

Your rights

We take reasonable steps to ensure that your personal information is accurate, complete, and up to date. You have the right to access, correct, or delete the personal information that we collect. You are also entitled to restrict or object, at any time, to the further processing of your personal information. You have the right to receive your personal information in a structured and standard format and, where technically feasible, the right to have your personal information transmitted directly to a third party. You may lodge a complaint with the competent data protection authority regarding the processing of your personal information.

To protect the privacy and the security of your personal information, we may request information from you to enable us to confirm your identity and right to access such information, as well as to search for and provide you with the personal information we maintain. There are instances where applicable laws or regulatory requirements allow or require us to refuse to provide or delete some or all of the personal information that we maintain.

How do we protect your information?

You are responsible for your own license ID and password safety and security.

That said, we do implement a variety of security measures including offering the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems and are required to keep the information confidential. After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be stored on our servers.

Do we use cookies?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you have allowed it via your settings). This enables the sites or service providers systems to recognize your browser and capture and remember certain information.

We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are however not permitted to use the information collected on our behalf except to help us directly conduct and improve our business.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personal information. This does not include trusted third parties who assist us in operating our website, conducting our business, executing payments, delivering purchased products or services, sending you information or updates or otherwise servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

How long do we retain your information?

We will retain your personal information for as long as it is necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by tax, accounting or other applicable laws.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below.

Contact Us

If you would like to exercise one of your rights as set out above, or if you have a question or a complaint about this policy, the way your personal information is processed, please contact us via e-mail: support@biocontrol.pl