

Privacy Policy

Legal information about the general data protection

At RIBASACO, we are aware that the use of your personal data requires that it is processed conscientiously and based on a relationship of trust.

We respect your privacy and we process your data in strict compliance with applicable law.

This policy page explains how we collect, use and disclose your personal information when you use our service.

General Data Protection Regulation (GDPR) – Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016, ‘personal data’ means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

How do we collect your personal information?

Depending on how the customer interacts with RIBASACO (online, and / or in person), we collect diversified information about you, as described below:

Personal contact information: this includes information that the customer gives us and that allows us to contact you, such as your name, email address, telephone and mobile phone numbers.

Website/communication usage information: when you browse and interact with our websites or newsletters, we use automatic data collection technologies to collect certain information about your activity. This includes information such as the links you click on, the pages or content you view and session duration, as well as other similar information and statistics about your interactions, such as content response times, download errors and page view duration. This information is measured through automated technologies such as cookies (browser cookies, flash cookies) and web beacons, and is also collected through third party tracking services (such as Double Click, Google Analytics, Adobe Dynamic Tag Management and / or

Omniure). The consumer has the right to oppose the use of such technologies.

How do we use your personal information?

Customer service: we use your personal Information for customer service purposes, including answering your questions. This process usually involves the use of certain personal contact information and information related to the reason for your question (eg, technical question, product issue / complaint, general question, etc.).

Legal reasons or merger / acquisition: if RIBASACO or its assets are acquired by or incorporated in another company, including insolvency reasons, we may share your personal data with any of our legal successors.

How do we keep your information secure?

We are committed to ensuring the security of the personal data that is provided to us and we have adopted and implemented strict technical and organizational measures in this area. Compliance with these rules is an obligation of all those who access them.

- Restricted access to your personal data;
- Encrypted data transfer;
- Encrypted personal data storage;
- Information technology systems protection through firewalls;
- Continuous monitoring of access to information technology systems, preventing, detecting and avoiding the misuse of your data.

How long will we keep your personal information?

When there is no legal obligation for the preservation of personal data, your personal data will be stored for as long as necessary for the purpose for which it was collected, after this period it will be anonymised or destroyed.

For the purposes described in this Privacy Policy, your personal data will be stored for a maximum period of 12 months, counted from the last contact made.

Under what circumstances is there communication of data to other entities (third parties and subcontractors)?

In the scope of its activity, RIBASACO may use third parties to provide certain services.

Sometimes the provision of these services implies access by these entities to the personal data of our customers, but RIBASACO remains responsible for the personal data that it makes available.

When this happens, appropriate measures are taken to ensure that the entities that have access to the data are reputed and offer the highest guarantees at this level, which will be duly assured in a contract to be signed between the parties.

In this way, any subcontracted entity will be required to take the necessary technical and organizational measures to protect personal data against destruction, accidental or unlawful, accidental loss, alteration, dissemination or unauthorized access and any other form of illicit treatment.

Children's Privacy

Our service isn't intended for children under the age of 16 ("Children"). Children's data is collected only upon authorization from the parental responsibility holder, so we don't collect personally identifiable information from children intentionally. If you are the holder of parental responsibilities or guardian and have knowledge that your child or tutor has provided us with personal information, please contact us.

If we are aware that we collect personal information from children under the age of 16 without your consent, we will immediately remove this information from our servers.

How can you access, change, rectify your personal data or withdraw your consent?

RIBASACO guarantees the access, as data subject, to your personal data. If you wish to access your personal data, you may contact us at geral@ribasaco.com.

The data subject has the right to request, at any time, the rectification of his/her personal data, either by completing a form for this purpose or by request to the data protection controller - geral@ribasaco.com.

The data subject has the right to withdraw, at any time, the consent given or request the erasure of his/her personal data, either by completing a form for this purpose or by request to the data protection controller - geral@ribasaco.com.

Please be advised that you have the right to submit any complaint to the control authority - National Commission for Data Protection through the following contacts: Phone +351213928400, Fax. +351213976832; email: geral@cnpd.pt.

Changes to this privacy policy

We may update our privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on this page.

Contact us

If you have any questions regarding the use of your personal data you may contact our data protection controller at the following e-mail address: geral@ribasaco.com.