



DATA PROTECTION NOTICE

Privacy Policy – How We Protect Your Personal Data

Controller:

TÜV NORD Bulgaria EOOD

13 Nayden Gerov Str.

4000 Plovdiv, Bulgaria

1. General Information

TÜV NORD Bulgaria EOOD (hereinafter referred to as "TÜV NORD Bulgaria", "we", "us" or "our") processes personal data in accordance with Regulation (EU) 2016/679 (GDPR) and applicable Bulgarian data protection legislation. We take the protection of personal data seriously and ensure lawful, transparent and secure processing.

2. Scope of Application

This Privacy Policy applies to the processing of personal data via our website, business communication, contractual relationships, certification and inspection activities, audits, training services, marketing activities and corporate administration.

3. Definitions

The terms used in this Policy correspond to the definitions set out in Article 4 of the GDPR, including personal data, processing, controller, processor, recipient and data subject.

4. Controller

The controller within the meaning of Article 4(7) GDPR is TÜV NORD Bulgaria EOOD, 13 Nayden Gerov Str., 4000 Plovdiv, Bulgaria.

5. Contact for Data Protection Matters

For all matters related to data protection, data subjects may contact TÜV NORD Bulgaria EOOD at info@tuv-nord.bg or via postal mail at the address above.

6. Categories of Personal Data

We process identification data, contact details, business-related data, contractual information, communication records, website technical data and, where applicable, billing and payment information.

7. Sources of Personal Data

Personal data is collected directly from data subjects, from contractual partners, from publicly available sources or through professional interactions such as meetings, events and correspondence.

8. Purposes of Processing

Personal data is processed for contract performance, pre-contractual measures, certification and audit services, customer communication, invoicing, legal compliance, internal administration, quality management and legitimate business interests.

9. Legal Bases for Processing

Processing is based on Article 6(1)(a) GDPR (consent), Article 6(1)(b) GDPR (contract), Article 6(1)(c) GDPR (legal obligation) and Article 6(1)(f) GDPR (legitimate interests).

10. Legitimate Interests

Our legitimate interests include ensuring efficient business operations, maintaining service quality, ensuring IT and information security and protecting legal claims.

11. Data Recipients

Personal data may be disclosed to TÜV NORD Bulgaria employees, service providers, certification and accreditation bodies, public authorities and TÜV NORD Group companies where necessary.

12. International Data Transfers

Where personal data is transferred outside the EEA, appropriate safeguards such as standard contractual clauses or group agreements are applied.

13. Retention Periods

Personal data is retained only for as long as necessary, taking into account statutory retention periods, contractual obligations and business requirements.

14. Website Use and Server Logs

When visiting our website, technical data such as IP address, browser type and access date may be processed to ensure functionality and security.

15. Cookies

Our website may use cookies necessary for technical functionality. Where required, consent is obtained via cookie settings.

16. Data Security

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, loss or misuse.

17. Rights of Data Subjects

Data subjects have the right of access, rectification, erasure, restriction, data portability, objection and withdrawal of consent.

18. Right to Lodge a Complaint

Complaints may be lodged with the Bulgarian Commission for Personal Data Protection (CPDP), Sofia, Bulgaria.

19. Updates to the Privacy Policy

This Privacy Policy may be updated to reflect legal or organisational changes. The current version is always applicable.