



# 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](mailto: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.