

PRIVACY POLICY

This privacy policy (the "Privacy Policy"), is intended to inform, in a clear and precise manner, the users (the "Users") of the website hosted under the domain name <https://www.VIVACATS.com/> (the "Website") on the processing of personal data collected by Befever Spain, SL (hereinafter, "VIVACATS") through the aforementioned Website. The Privacy Policy is part of the Legal Notice and the Terms and Conditions that govern the Website (the "Terms and Conditions").

This Privacy Policy is only applicable to the Website, understanding as such all the subdomains dependent on it, with its pages and subpages, which VIVACATS makes available to Users, declining VIVACATS any responsibility for the different privacy policies and protection of personal data that may contain web pages that the User can access through hyperlinks located on this Website and not directly managed by VIVACATS.

This Privacy Policy applies to the information that VIVACATS collects through the Website, as well as other means of communication. In particular, through electronic communications, forms or through navigation within the aforementioned Website.

In accordance with the provisions of the applicable regulations, VIVACATS informs Users that the data they provide through the Website will be incorporated into their data files for which it is responsible.

The completion of the forms by the Users, as well as the data provided during the provision of the services, necessarily implies, and without reservations, the knowledge and acceptance of this Privacy Policy. Therefore, Users are recommended to read this Privacy Policy carefully beforehand.

In the event that the User provides third-party data, he / she declares that they have their consent and undertakes to transfer the information contained in this Privacy Policy, exempting VIVACATS from any responsibility in this regard.

Identity and contact details of the controller

Befever Spain, S.L. is a company with address at Calle Robledillo 10, 1º, 4th door, Madrid, with C.I.F. Nº B-86779832, registered in the Mercantile Registry of Madrid, Volume 31,250, folio 110, page M-562502.

Contact email: hello@vivacats.com

Data needed for certain treatments

The delivery of the requested data in the forms offered on the Website is voluntary for the Users, although not providing certain data or answers to questions that may be asked in certain processes or records that are presented to the Users may cause the impossibility of access to the services provided by VIVACATS.

The Users will respond, in any case, to the veracity, accuracy, validity and authenticity of the personal data provided, reserving VIVACATS, the right to exclude from the registered services the Users who have provided false data, without prejudice to the other actions that Proceed in law.

Information collected from Users

VIVACATS collects the following personal data:

- Identification data, for example, name and surname.
- Contact information, such as the e-mail address, postal address, or telephone number.
- Images or photographs that the user wants to share on the Website.
- User opinions regarding the products and services offered.

The Website uses platforms such as Stripe and PayPal that could process bank and credit card information so that the User can proceed to pay for the Services.

Likewise, VIVACATS collects and stores data obtained through the Website through the use of tools such as so-called cookies that obtain information from the User's navigation.

Purposes and legal bases of the treatment

VIVACATS wants to treat all the data received in a lawful manner and for this it must support the processing of your data on a sufficient legal basis. In accordance with the above, we indicate below with what purposes VIVACATS treats the data and what is the legal basis on which each of them is based:

- VIVACATS uses this data to provide its services consisting of the online sale and distribution of pet products such as toys, accessories, snacks or food. This data processing is necessary for the execution of the contract between VIVACATS and the Users of the Website that have accepted the Terms and Conditions or, where appropriate, the contracting conditions. Likewise, it is not possible for VIVACATS to offer its services if this treatment is not performed.
- VIVACATS uses the data it collects to evaluate the operation and know the opinion about the services it provides and the products it supplies; as well as to process and resolve any complaints or suggestions. VIVACATS considers that it has a legitimate interest to carry out such data processing as it allows it to improve its services and the experience of the Users.
- VIVACATS, based on its legitimate interest, may also use the data related to the evaluation of the operation and opinion of the products and services it provides, in order to carry out statistical studies to share them with its suppliers in order to improve the product and final service offered to Users and

customers. The information will be aggregated, standardized and anonymized, in such a way that it is not possible to identify the interested parties, in order to distribute the statistical studies of the results of the services provided.

- VIVACATS has a legitimate interest in using the data collected to contact its customers and inform them of the latest developments regarding the dissemination of new products or promotions and the services provided by VIVACATS, for advertising purposes.
- VIVACATS may process the bank or credit card data of its customers in order to manage the collection of the services provided. The legal basis of such treatment will be the execution of the contractual relationship that unites VIVACATS with its clients.
- VIVACATS may publish the images provided by its own users on its website and social networks. This publication will be done only and exclusively after obtaining the consent of the user in question.

Regarding the information obtained through cookies and similar devices or mechanisms, such as pixels or code fragments, which allow the storage and retrieval of data, the legal basis will be configured by consent as defined by the application regulations and the guidelines issued by the Information Commissioner's Office on the date on which this Privacy Policy has been prepared, as well as and with the purpose of ensuring the correct functioning of the website's functionalities.

User Consent

By accepting the Legal Notice, the Contract Conditions and this Privacy Policy, the User acknowledges having read and understood the conditions of use and the legal terms established in this Privacy Policy, and expressly and unequivocally accepts the application thereof to the use you make of the Website during your browsing and the provision of the corresponding services.

Users declare themselves informed, and expressly consent and authorize VIVACATS to collect and process their data for the purposes indicated in this Privacy Policy.

Users must notify VIVACATS of any modifications that occur in the data provided, responding, in any case, to the veracity and accuracy of the data provided at any time. VIVACATS reserves, where appropriate and without prejudice to other actions that may correspond to it, the right not to provide the services or to terminate those Users who provide false or incomplete data, or share photographs not admitted in accordance with the law or morality. The foregoing does not imply, in any case, the assumption by VIVACATS of any responsibility for the damages or losses that could be derived from the falsity or inaccuracy of the data provided, of which only the User will respond.

Data communication and international transfers

The personal data collected through the Website will not be transferred to any third party to be used for their own purposes other than those for which the User has consented to their treatment.

However, the authorized personnel of VIVACATS and other third parties or collaborators that provide services in favor of VIVACATS may access the personal data of the Users, in order to manage the provision of services, the contractual and / or pre-contractual relationship with Users or process requests made by Users. In these cases where access to other collaborating companies is allowed, said access to data on behalf of third parties will be regulated in the corresponding contract, as required by current regulations.

VIVACATS, for the treatment of personal data, uses the services of those in charge and sub-managers of the treatment that some of your data could receive outside the European Union and the European Economic Area. This could imply an international transfer of data to countries that the European Union considers that they do not yet have an adequate level of data protection. For example, your laws may not guarantee you the same rights, or there may not be a data protection control authority capable of handling your claims.

Notwithstanding the foregoing, VIVACATS is concerned that, in the event that data is shared outside the European Economic Area, the resulting international transfers are subject to any of the appropriate guarantees described in the applicable regulations such as the signing of type clauses, data protection or the subjection of the services provided to a binding legal instrument such as the Privacy Shield.

VIVACATS may also disclose the personal data collected in the specific cases in which said assignment is established and is required by applicable regulations; or when required by the competent authorities.

Conservation terms

The personal data of the Users will be kept for the time necessary for the purposes of the treatment for whose use they have been provided and, in any case, for a maximum of five (5) years since there is no interaction by the User with VIVACATS, all this provided that the User has not revoked his consent and, in any case, following the principle of data minimization contemplated in the applicable regulations. Also, after that conservation period, VIVACATS will proceed to send an email to this User where he must confirm if he wants to continue in the VIVACATS database. If you answer negatively or do not receive confirmation from the User, you will stop treating such data and delete them from the VIVACATS databases.

User Rights

Any User may, at any time by written communication via email, exercise the following rights:

- Access: check what personal data about the User is VIVACATS.
- Rectification: modify the personal data processed by VIVACATS when they are inaccurate.
- Deletion: request that VIVACATS delete the User's personal data.
- Limitation of processing: request that VIVACATS limit the processing of the User's personal data.
- Opposition: oppose, for reasons related to your particular situation, the processing of the personal data of the User that VIVACATS may perform in certain circumstances;
- Portability: request that VIVACATS give you the information about the User in a computer format.

The exercise of these rights must be done in writing signed by the owner of the data, with indication of your address, attaching a copy of your National Identity Document or passport, addressing VIVACATS, email hello@vivacats.com or the postal address : Calle Maria Teresa, 14, 2º (28028, Madrid, Spain)

Use of cookies

The Website uses cookies as well as other technological devices in order to provide certain services and functions, as well as to help Users improve their online experience. We recommend that Users carefully read our [Cookies Policy](#) to find out about the responsible use that VIVACATS makes of them and about the options it has to configure and manage their browser.

Changes to the privacy policy

VIVACATS reserves the right to modify this Privacy Policy in accordance with the applicable legislation at all times. Therefore, we recommend that you periodically review this Privacy Policy to be informed of how the personal data provided is treated and protected.

Security measures

VIVACATS will treat your personal data in an absolutely confidential manner. Likewise, it has implemented adequate technical and organizational measures, according to the type of data collected, to guarantee the security of your personal data and prevent its destruction, loss, illegal access or illegal alteration. When determining these measures, criteria such as the scope, context and purposes of the treatment have been taken into account; the state of the art and the existing risks.

If you have any questions about our Privacy Policy, please contact us by sending an e-mail to hello@vivacats.com. Likewise, if you consider that your rights are not properly addressed, you have the right to file a claim with the Information Commissioner's Office, whose contact details are: Telephone: 901 100 099 91.266.35.17; Postal Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; Electronic Headquarters: <https://ico.org.uk/>