



RACK AND RETURN

Our Privacy and Cookies Policy

Privacy Policy

USER INFORMATION

Rack and Return is responsible for the processing of the User's personal data and informs you that this data will be processed in accordance with the provisions of Regulation (EU) 2016/679 of 27 April 2016 (GDPR) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, therefore this information on the processing is provided to you:

Purpose of the processing: to maintain a commercial relationship with the User. The planned processing operations are:

Sending commercial advertising communications by email, fax, SMS, MMS, social networks or by any other electronic or physical means, present or future, that make it possible to carry out commercial communications. These communications will be sent by RACK AND RETURN and will be related to their products and services, or those of their partners or suppliers with whom they have reached a promotion agreement. In this case, the third parties will never have access to personal data. Conducting statistical studies. Processing orders, queries or any type of request made by the user through any of the available contact methods. Sending the website newsletter.

Legal basis of the treatment: consent of the interested party.

Data retention criteria: data shall be retained while there is a mutual interest in maintaining the purpose of processing and when such purpose is no longer necessary, the data shall be erased with the appropriate security measures to ensure the pseudonymisation or the complete destruction of them.



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Rights of the User: Right to withdraw consent at any time. Right of access, rectification, portability and erasure of your data and the restriction or objection to their processing. You have the right to file a complaint with the Spanish Supervisory Authority (www.aepd.es) if you consider that the processing does not comply with current legislation.

Contact information for exercising your rights: Postal address: RACK AND RETURN. Carrer de Bailèn 23, S.Àtico-2^a 08010 Barcelona. Email: info@rackandreturn.com

COMPULSORY OR OPTIONAL NATURE OF THE INFORMATION PROVIDED BY THE USER

The Users, by means of marking the corresponding boxes and entering data in the fields marked with an asterisk (*) in the contact form or download forms, accept expressly and in a free and unequivocal way that their data are necessary for the provider to meet their request, voluntarily providing their data in the remaining fields. The User ensures that the personal data provided to RACK AND RETURN are true and is responsible for communicating any changes to them. RACK AND RETURN informs and expressly ensures users that their personal data will not be transferred to third parties under any circumstances, and that whenever any type of personal data transfer is made, the express, informed and unequivocal consent of the Users will be requested in advance. All data requested through the website is mandatory, as it is necessary for the provision of an optimal service to the User. In the event that not all of the data is provided, there is no guarantee that the information and services provided will be completely adapted to your needs.

SECURITY MEASURES

That in accordance with the provisions of the current regulations on the protection of personal data, RACK AND RETURN is complying with all the provisions of the GDPR regulations for processing the personal data for which they are responsible, and is manifestly complying with the principles described in Article 5 of the GDPR, under which they are processed in a lawful, fair and transparent manner in relation to the Person Concerned and are appropriate, relevant and limited to what is necessary in relation to the purposes for which they are processed.



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RACK AND RETURN guarantees that all appropriate technical and organisational policies have been implemented to apply the security measures established by the GDPR in order to protect the rights and freedoms of Users, and has communicated the appropriate information for them to be able to exercise their rights and freedoms.

Cookies Policy

Cookie is a file that is downloaded to your computer when you access certain web pages. Cookies allow a web page, among other things, to store and retrieve information about the browsing habits of a user or their equipment and, depending on the information they contain and the way they use their equipment, they can be used to recognize to user. The user's browser memorizes cookies on the hard disk only during the current session occupying a minimum memory space and not harming the computer. Cookies do not contain any kind of specific personal information, and most of them are deleted from the hard drive at the end of the browser session (the so- called session cookies).

Most browsers accept cookies as standard and, independently of them, allow or prevent temporary or stored cookies in security settings. Without your express consent - by activating cookies in your browser - **RACKANDRETURN.COM** will not link in the cookies the data stored with your personal data provided at the time of sending the contact form.

Depending on the entity that manages them, we distinguish two types of cookies:

- **Own Cookies propias:** Are those that are sent to the user's terminal equipment from a computer or domain managed by the owner of the website and from which the service requested by the user is provided.
- **Third party Cookies:** Those that are sent to the user's terminal equipment from a computer or domain that is not managed by the owner of the web page from which the service requested by the user is provided, but by another entity that deals with the data obtained through cookies. Also, in the case that the cookies are installed from a computer or domain managed by the owner of the website but the



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information collected through them is managed by a third party, they will also be considered as third-party cookies.

What types of cookies does this website use?

- **Technical Cookies:** Are those that allow the user to navigate through a web page, platform or application and the use of different options or services that exist in it, for example, control traffic and data communication, identify the session, access restricted access parts, remember the elements that make up an order, perform the purchase process of an order, make the application for registration or participation in an event, use security elements during navigation, store content for the broadcast videos or sound or share content through social networks.
- **Personalization Cookies:** These are those that allow the user to access the service with some predefined general characteristics based on a series of criteria in the user's terminal, such as the language, the type of browser through which the user accesses the service, the regional configuration from where you access the service, etc.
- **Cookies of Analysis:** Are those that well treated by us or by third parties, allow us to quantify the number of users and thus perform the measurement and statistical analysis of the use made by users of the service offered. To do this, we analyze your browsing on our website in order to improve the offer of products or services we offer you.
- **Third party Cookies:** The **RACKANDRETURN.COM** website may use third-party services that collect information for statistical purposes, the use of the Site by the user and for the provision of other services related to the Website activity and other Internet services.

In particular, this website uses Google Analytics, a web analytics service provided by Google, Inc. with headquarters in the United States, with headquarters at 1600 Amphitheater Parkway, Mountain View, California 94043. For the provision of these services, they use cookies that collect information, including the user's IP address, which will be transmitted, processed and stored by Google in the terms set in the Google.com website. Including the possible transmission of such information to third parties for reasons of legal requirement or when said third parties process the information on behalf of Google.



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Summary of own cookies used in <https://rackandreturn.com>

Personalization

rackandreturn_cookie

Acceptance of the cookie policy.

Saves information about the acceptance by the user of the cookie policy.

Summary of third-party cookies used in <https://rackandreturn.com>

Analytics

Google Analytics

Number of visits, pages or sections visited, browsing time, sites visited before entering this page, details about the browsers used.

Statistical reports on the traffic of the website, its total audience and the audience in a certain advertising campaign.

Why are cookies used on this website?

We use our own and third-party cookies to improve our services, customize our website, facilitate the navigation of our users, provide a better experience in the use of the website, identify problems to improve the same, make measurements and use statistics through analysis of the use of the website.

The User expressly accepts, for the use of this Site, the treatment of the information collected in the manner and with the aforementioned purposes.

And it also recognizes to know the possibility of rejecting the treatment of such data or information rejecting the use of Cookies by selecting the appropriate configuration for this purpose in your browser. Although this option to block cookies in your browser may not allow full use of all the functionality of the Website.

You can allow, block or delete the cookies installed on your computer by configuring the browser options installed on your computer:



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- Google Chrome, <http://support.google.com/chrome/bin/answer.py?hl=es&answer=95647>
- Microsoft Internet Explorer, <http://windows.microsoft.com/es-es/internetexplorer/delete-manage-cookies>
- Mozilla Firefox, <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox>
- Apple Safari <http://support.apple.com/kb/ph5042>
- Opera Browser <http://help.opera.com/Windows/12.00/es-ES/cookies.html>

The specific opt-out systems indicated in the previous table with respect to the cookie in question (these systems may lead to the installation of a "rejection" cookie on your computer for your deactivation option to work).

Other third-party tools, available online, that allow users to detect cookies on each website they visit and manage their deactivation (for example, Ghostery <http://www.ghostery.com/privacystatement>, <http://www.ghostery.com/faq>)