



## **Copado Solutions Privacy Policy**

### **1. Websites covered**

This Privacy Statement covers the information practices of the Web site [www.copa.do](http://www.copa.do) (hereinafter, the "**Website**") owned by Copado Solutions, S.L. (hereinafter, "**Copado**") whose registered office is located in calle Valle del Toranzo, número 1-B, bajo C, 28023, Madrid.

### **2. Information collected**

The information collected through the Website is processed by Copado which is the data controller.

### **3. Use of information collected and legal basis**

The purpose of the processing is to offer you commercial information related to the products and services for which you have shown your interest, including attention to queries and requests of information, as well as the management and subsequent monitoring of claims based on your consent provided by submitting your request. Customers may withdraw such consent at any time in accordance with section 7 without affecting the lawfulness of the processing carried out by Copado before the withdrawal.

Copado also uses website navigational information (also navigational information within Salesforce) to improve the customer experience.

### **4. Retention of information collected**

We will maintain your data until you withdraw your consent by means of the proceeding established in section 7.

### **5. Sharing of information collected**

Copado does not share any information with any third parties, or service providers. Copado reserves the right to use or disclose information provided if required by law or if Copado reasonably believes that use or disclosure is necessary to protect Copado's rights and/or to comply with a judicial proceeding, court order, or legal process.

### **6. Communications preferences**

If you provide your consent in the corresponding checkbox, you'll be accepting to receive Business and Marketing communications from Copado. Users not wishing to receive emails, can unsubscribe at any time from the newsletters, business or marketing communications by emailing ([support@copa.do](mailto:support@copa.do)).



## **7. Rights**

You may exercise your rights of access, rectification, erasure, objection, restriction of processing or portability as regards the processing of your personal data, according to the terms established by law, by writing to the above mentioned address or by email to [support@copa.do](mailto:support@copa.do) enclosing a copy of your ID or other official document that verifies your identity.

Furthermore, you may have the right to lodge a complaint with the Spanish Data Protection Agency. Find out more information [here](#).

## **8. Security**

Copado uses Salesforce as its primary database and Heroku (a Salesforce.com owned company) to host the application. All data is stored on those two databases, and therefore complies with the highest security standards. For more information, the Salesforce.com and Heroku Privacy Policy / Security documentation may be consulted.

## **9. Changes to this Privacy Statement**

Copado reserves the right to change this Privacy Statement. Copado will provide notification of the material changes to this Privacy Statement through the Website at least thirty (30) business days prior to the change taking effect.

## **10. Contacting us**

Questions regarding this Privacy Statement or the information practices of the Website should be directed to [support@copa.do](mailto:support@copa.do)