

Privacy policy in "INTERSAT" Ltd.

to **access** your personal data and information of the kind we have included in this Privacy Policy with respect to the data in question. You can ask from INTERSAT information whether and for what purposes we process your personal data; request that your personal data be **corrected** when it is inaccurate or should be supplement in view of the purposes of processing;

request that your personal data be **deleted** only in one of the following cases:

- - they are no longer needed for the purposes for which they are processed;
- - you have withdrawn your consent / objected to their processing and there is no other reason for their processing;
- - the processing of the data is recognized as illegal;
- - national or European legislation requires this;

request to **restrict the processing** of your personal data in any of the following

cases:

- - in case of disputing the accuracy of your personal data for the period required by INTERSAT to check the accuracy of the data;
- - Illegal processing has been detected, but you only want to limit the processing of your data instead of being deleted;
- - you want your personal data to be stored, although Vivacom no longer needs them for processing purposes, as you will use them for establishment, exercise or the protection of your legal claims;
- - in case of an objection made by you against the processing of your personal data for the period of checking its validity;

request the transfer of your personal data concerning you and which you have provided to us, including their receipt by INTERSAT in a structured, widely used and adapted for machine readable format **and transfer them** to another data controller.

Your right to portability concerns personal data for which the following conditions are met:

a) the processing of the data is based on your explicit consent or on a contractual basis obligation;

(b) the processing is carried out in an automated manner.

to object to INTERSAT OOD at any time: If you believe that INTERSAT violates the regulations for the collection, storage and processing of personal data you have the right to file a complaint with us. We will respond to your complaint within 1 month.

INTERSAT Ltd. respects the privacy of its customers and guarantees in maximum degree of protection of their personal data processed during and on the occasion of providing electronic communications services.

This Privacy Policy is based on the requirements of Regulation (EU) 2016/679 of European Parliament and of the Council of 27 April 2016 on the protection of individuals in connection with the processing of personal data and on the free movement of such data and for cancellation of Directive 95/46 / EC (**“Regulation (EU) 2016/679”**).

All amendments to the Privacy Policy will be applied after publication of its current content, available through our website: www.atlantis-sat.bg

The privacy policy applies to your personal data if you are an individual or a representative of a legal entity that uses or wishes to use prepaid and / or subscription electronic communication services provided by INTERSAT.

1. Who processes and is responsible for your personal data

INTERSAT Ltd. is a commercial company registered in the Commercial Register at the Agency under entries with UIC 816093327, which collects, processes and stores your personal data in the terms of this Policy.

INTERSAT Ltd. is entered in the public register of the Communications Regulation Commission as an undertaking providing electronic communications services.

INTERSAT Ltd. is a controller of personal data within the meaning of Regulation (EU) 2016/679 and Personal Data Protection Act.

You can contact us at our management address: town of Mezdra, 3100,
8 G. Dimitrov Street
Phones 0910/92396, 0879836112

InterSatBG@gmail.com

2. What data, for what purposes and on what legal basis we process

2.1. Data necessary for identification of the counterparty and performance of the contract obligations between the parties:

three names, PIN or personal number of a foreigner, address, telephone and / or e-mail address mail for contact with you, or a contact person specified by you;

- three names, PIN, address and other data of your proxy, specified in the document, p who you have authorized him to represent you before INTERSAT;

- number, date of issue, validity and issuer of an identity document;
data collected upon payment made to INTERSAT - credit number or

debit card, bank account and other banking and payment information collected at and processed in connection with the payment by bank transfer.

Data prepared and generated by INTERSAT in the process of providing the services:

- service number, customer number, detailed references to monthly bills / invoices and amount of the obligations contained in them;

- traffic data - data necessary for the provision of electronic communications services, for charging, for forming the accounts of the subscribers, as well as for proving their authenticity

- Providing information to the court and third parties in court proceedings;

C) INTERSAT also processes your data for the purposes of our following legitimate interests:

To prepare and submit proposals and offers for the provision of new services and / or change in the conditions (prices) of currently used services;

3. Categories of third parties that access and process your personal data:

3.1. Processing personal data, which on the basis of a contract with INTERSAT - process your personal data data on behalf of INTERSAT or have direct / indirect access to your personal data

Debt collection agencies

Persons who, on behalf of INTERSAT, maintain equipment and software used for processing of your personal data

Persons providing services for maintenance of terminal devices;

The banks servicing the payments made by you;

Persons providing consulting services in various fields;

3.2. Other controllers of personal data to whom INTERSAT provides your personal data, processing your data on their own basis and on their own behalf

Competent authorities which by virtue of a normative act have the power to require from

INTERSAT the provision of information, including personal data, such as - Bulgarian

court or tribunal of another country, various supervisory / regulatory bodies - Commission for the Protection of consumers, the Communications

Regulation Commission, authorities with powers to protect

national security and public order;

4. For how long your personal data is stored

The duration of storage of your personal data depends on the purposes of processing for which are collected:

Personal data processed for the purpose of concluding and executing a contract for the provision of a Service and / or sale of insurance are stored for the term of the contract and until the final

settle all financial relations between the parties;

Personal data processed for the purpose of issuing accounting / financial documents for implementation

of the tax-insurance control , as but not only - invoices, debit, credit notices, acceptance transfer protocols, service contracts, etc. stored for at least 5 years after

expiration of the limitation period for repayment of the public receivable, unless applicable legislation does not provide for a longer period.

Traffic data processed under the Electronic Communications Act for the purposes of national security and the prevention, detection and investigation of serious crime,

as well as for search and rescue operations, shall be kept by

INTERSAT for a period of 6 months.

INTERSAT may store some of your personal data, including traffic data and for longer

term until the expiration of the respective limitation period for the purpose of protection in case of possible claims of customers in connection with the performance / termination of a service contract, as well as for more

long term in case of a legal dispute that has already arisen in connection with the above until its final decision with an effective court / arbitration decision.

Voice recording - telephone conversations - 2 years from the conversation;

Picture (Video) - up to 30 days from the creation of the recording.

5. What are your rights

As our customer and with regard to your personal data, you have the following rights

Provision of information to the Consumer Protection Commission (CPC), agreed legal and regulatory requirements

- Traffic management according to the requirements of the current legislation;

You also have the right to lodge a complaint with the Data Protection Commission if you believe that your rights in relation to the processing of your personal data have been violated. After May 25, 2018 you will be able to lodge a complaint with a regulatory body within the EU.

Withdrawal of consent for personal data processing

You have the right to withdraw your consent to the processing of your personal data at any time when their processing is based on your consent by stating your wish in an INTERSAT office or another channel to communicate with us.

Can you refuse to provide personal data to INTERSAT and what are the consequences of this

In order to conclude a contract with you and to provide you with the services you have requested, we need certain data that are necessary for the conclusion and execution of the respective contract, as well as for fulfillment of the normative obligations of INTERSAT.

Failure to provide the following information will prevent INTERSAT from entering into a contract with you:

- three names, PIN or personal number of a foreigner, address;
- three names, PIN, address and other data of your proxy, specified in the document with which you have authorized him to represent you before INTERSAT;
- number, date of issue, validity and issuer of an identity document; • address (es) for providing the services

7. Cookie Policy Cookies

In order to increase efficiency, the electronic platform of the site uses data files type of cookies.

What are cookies and why are they used?

Cookies are small text files for temporarily storing information about actions the user, his preferences or other activity when visiting a website. They

are stored on the computer or mobile device used by the user for a certain period of time depending on its type.

Cookies help make the website more convenient as it saves users the need to enter their preferences every time they visit the site or

go from one page to another.

Cookies allow the website to function smoothly, monitor for irregularities and establishes opportunities to optimize the ways in which it provides information and communicates with consumers.

Types of cookies

The site uses one or more of the following types of cookies depending on their degree need:

Systematic cookies

These are cookies without which the functioning of the site is impossible or is set high risk.

These include cookies for navigating the website, saving the completed information at switching between the different steps, as well as when logging in or registering.

Cookies are also systematically required to provide security controls on connection and protection from unwanted external interference.

This type of cookies are often referred to as temporary or session cookies as they are stored temporarily and disappear after closing the browser session.

Functionality cookies

This category of cookies serves to make it easier for the user to use the website and compliance with individual user preferences.

Functionality cookies include device recognition cookies, save cookies language preferences and font size, and more.

This type of cookie can be stored longer on the device they can be used in more than one browser session and are called persistent.

Third party cookies for efficiency, analysis and advertising

Analysis cookies are used to collect statistical information on the basis of which general conclusions and recommendations can be made for the effectiveness of the site in view of the goals of consumers, as well as for marketing and advertising purposes.

Such statistics include the number of users per page, the most visited pages, the sources of

the visit, time spent on the page, errors and others. These cookies allow anonymous information to be collected about how users navigate in the website and the difficulties they may experience. For better accuracy, the site uses well-established Google Analytics analytics tools.

Disable cookies

As a user you have the ability to control the cookies used, to delete the cookies stored on your device, and deactivate the use of cookies in the future.

Detailed instructions for the various browsers and operating systems can be found at <http://www.aboutcookies.org/>.

Please note that blocking cookies will affect the way the website works, which can lead to malfunctioning of the site.

Links

A website or mobile application may include links to other websites that are outside our control. We cannot be responsible for the protection of personal data or content on these websites, but we offer these links to make it easier for our visitors to find more information on specific topics.

2.2.

Calling and called end - user number, device identification number, start and end of call, type of service provided;

- data necessary for the preparation of the subscriber accounts, as well as for proving their reliability - type of service used, value of services used; performed and due payments; information on changes in the use of the services, restrictions and recovery of services;

data on the final electronic communications device used, the type of device, IP

address;

- voice recording of telephone conversations with an operator in connection with a claim for damage,

receiving information and assistance in connection with the used service;

- video recording during a visit to the stores and / or our headquarters of INTERSAT, prepared

with video surveillance equipment for security purposes and in order to ensure undisturbed servicing the employees and visitors in the commercial sites of INTERSAT;

- IP address when visiting our website;

- information on the type and content of the contractual relationship, as well as any other information related to the contractual relationship, e - mail, letters, information about your troubleshooting requests, complaints, requests, grievances and other feedback that we receive from you;

2.3. Objectives and legal grounds for personal data processing:

A) Processing of the data necessary for the conclusion or performance of the electronic contract communication services INTERSAT processes your data for the following purposes:

- Identification of a client in: concluding, amending and terminating a contract for services; execution of requests for provision of information on consumption; clarifications for the services used and the subscription plans, payment of bills and addressing of a complaint / complaint. Customer identification is performed through all commercial and communication channels - commercial site, telephone number for customer service 0910/92396, electronic form for contact;

- Updating your personal data or information about the services used by you request for correction / modification of data / services;

- Checking the volume and type of customer consumption at your request / complaint / challenge or in order to protection of customers and INTERSAT from atypical trafficking and shock accounts, (fraud and abuse by third parties) - current account; remaining services included; invoice value.

Clarification of invoices / monthly fees and provision of references for used and terminated services;

- Servicing and responding to customer complaints / inquiries / complaints; • Adjustments of amounts due if justified;

- Technical assistance to create account (s) and recover forgotten password for access;

- Technical maintenance and troubleshooting and any technical problems - on location and through remote access to the equipment for using the service. Recover services suspended due to non-payment;

- Payment of bills, rescheduling, forgiveness, deferral of amounts due; • Checking the technical feasibility of providing a service;

- Warranty and service of devices;

B) In fulfillment of its legal obligations, INTERSAT processes your data for the following purposes : • Issuance of invoices, preparation of a detailed report on the consumption of services;

Providing information about the client and services used by him inquiry / request / inspection by a competent authority;

- Carrying out tax and social security control by the respective competent authorities;
- Providing information to the Communications Regulation Commission, to the Commission on consumer protection and the Commission for Personal Data Protection, in connection with the implementation of the obligations arising from the relevant laws;