Privacy policy and data processing

Scope of this policy

Within the company ENIGMA-SYSTEM.NET SRL (hereinafter ENIGMA-SYSTEM) we are committed to respect and protect all private and confidential information we obtain when negotiating with third parties, including the personal data of natural persons (information relating to an identified or identifiable natural person).

This privacy and personal data processing policy ("Policy") will help you understand what kind of information we collect in connection with your use of our sites, communication with third parties or other forms of interaction and provision of our services and how that we process this data and information.

The types of personal data that ENIGMA-SYSTEM may collect include details of name, address, telephone number, e-mail address, fax or any other professional information that may be provided by an individual.

Users and web visitors should read this Policy carefully before submitting any personal information and/or when completing any electronic form posted on our site.

Use of personal data

ENIGMA-SYSTEM undertakes to respect and protect all private and confidential information that it would obtain in the relationship with third parties, including personal data, as defined by the provisions of the General Data Protection Regulation (Ro: RGPD, En: GDPR) of EU 2016/679 (the "Regulation").

We may collect personal data from you through the use of questionnaires and registration forms, by contacting you in person (for example by telephone), and when you email us with your details. We will only use your personal data in accordance with applicable laws and regulations and where such use is relevant to the interaction between you and ENIGMA-SYSTEM for professional purposes, for example to provide you with any of the agreed services, information , billing, network management, to protect our rights and legitimate interests and in other cases where we are permitted to do so without your prior consent, or otherwise where your consent has been provided. ENIGMA-SYSTEM will not sell your personal data.

Provision of products and services

We may use your personal data to fulfill your requests, process orders or anything that may be necessary for the execution or application of the contract concluded between you and ENIGMA-SYSTEM, to ensure the functionality and safety of our products and services, to identify you and to to prevent and investigate fraud and other abuses.
Also, in certain situations, ENIGMA-SYSTEM can act as an authorized person, in which case we will adapt to the requirements of the Regulation, in relation to each specific situation.

Service development

We may use your personal data to develop our services. However, for the most part we will only use aggregate and statistical information in developing our services. We may also use your personal data to customize our offer and provide services relevant to you, for example to make recommendations and display personalized content and advertising services available on our sites. We may match personal data with your use of an ENIGMA-SYSTEM service to other personal data we hold about you, unless the personal data was collected for a different purpose. We may create statistical data based on your personal data.

Marketing and Communication with you
We may use your personal data to communicate with you, for example to respond to a written request, to provide information about the products or services you use. We may use your personal data for marketing or research purposes, for example to carry out market research activities and we may, in accordance with applicable law, contact you to inform you of what new services or promotions we can offer you offer. However, ENIGMA-SYSTEM will not disclose your personal data to any other company for marketing purposes without your prior consent.

Use of "Cookies"
"Cookies" are information that a website leaves on the storage unit (HDD or SSD) of the user's computer so that it can remember certain information about you when you return to that website. ENIGMA-SYSTEM does not and never uses "cookies" on its website.

Data processing and data security means
ENIGMA-SYSTEM has implemented appropriate technical and information security measures to prevent unauthorized or illegal disclosure, access, accidental or illegal loss, destruction or alteration, transfer, unauthorized disclosure, unauthorized access or other damage to personal data. Such measures include the use of firewalls, secure servers, encryption, appropriate management access rights systems and processes, careful selection of processors and other reasonable technical and commercial measures to provide adequate protection for your personal data against use or disclosure unauthorized. If applicable, backups may also be made and such means may be used to prevent accidental damage or destruction of your personal data. These measures ensure an adequate level of security in relation to the risks inherent in the processing of personal data that must be protected. Your personal data, held securely, will be accessible only to authorized personnel designated by ENIGMA-SYSTEM.

Transfer of personal data
Our products and services may be provided using our resources and servers, therefore your personal data may be transferred cross-border outside the country where you use our services, for example when you access our website from outside Romania or when using roaming services. If the level of personal data protection in a particular country is not in line with that of the European Economic Area, we will take steps to ensure that there is a legal basis for a data transfer and adequate protection will be granted to your personal data in accordance with applicable laws. In the case of transfers abroad, you will be specifically informed in advance.

Your rights over your personal data in relation to us
ENIGMA-SYSTEM will keep your information for as long as we are required to do so, based on a legal provision, or as long as it is relevant for the purposes for which the information was collected, but in principle no longer than one year.

According to the Regulation, you will benefit from the following rights, respectively: the right to request access, rectification, deletion or restriction of processing in accordance with the laws in force, the right to object and the right to data portability, withdrawal of consent, the right to file a complaint with the authority of surveillance.

If you want to know what personal data we hold about you or if you want to rectify, delete any incomplete, incorrect or outdated personal data, or if you want to stop the processing of personal data for any purpose, you can exercise these rights by contacting us through the contact points mentioned on this site. Please note that in some cases, in particular if you wish to delete or stop processing your personal data, this may also mean that we are no longer able to continue providing services to you.

The data protection officer
ENIGMA-SYSTEM has appointed a data protection officer who you can contact at the email address: dpo@enigma-system.net