



НАЦИОНАЛНА АСОЦИАЦИЯ ЗА ИЗВЪНСЪДЕБНИ СПОГОДБИ  
(НАИС)

[nais.bg](http://nais.bg), [office@nais.bg](mailto:office@nais.bg)

# Privacy Policy

## General Provisions

The National Association for Alternative Dispute Resolution /NAIS/ is committed to implementing safeguards for the right to personal data protection. The protection of personal data is governed by Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the free movement of such data (GDPR), as well as by other legal acts of the European Union and the legislation of its Member States.

In accordance with the Regulation and Bulgarian legislation (Personal Data Protection Act, as amended and supplemented, State Gazette No. 17 of 26.02.2019), we:

- National Association for Alternative Dispute Resolution /NAIS/, UIC: 177017789, address: 26 Vrabcha Street, 1527 Sofia

we represent a Personal Data Controller.

From this INFORMATION ON THE PROCESSING AND PROTECTION OF PERSONAL DATA (hereinafter referred to as the Information), you will learn why and how NAIS processes your personal data when you submit a request for mediation, online dispute resolution (ODR), or other types of alternative dispute resolution (ADR) through [[www.nais.bg](http://www.nais.bg)](<http://www.nais.bg>), as well as when registering for training courses offered by NAIS.

This Information is based on Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.

## How to contact us

address: 26 Vrabcha Street, Sofia

phone: +359 2 989 01 06



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email: office@nais.bg

## How to contact our Data Protection Officer:

Address: 26 Vrabcha Street

Phone: +359 2 989 01 06

Email: office@nais.bg

## Who processes your data?

The National Association for Alternative Dispute Resolution is a non-profit association, headquartered in Sofia, UIC: 177017789.

Only designated and duly authorized employees of NAIS have access to your data and use it solely for the purposes of the services provided by NAIS, in full compliance with the legislation governing personal data protection.

All personal data is processed in Bulgaria.

## Why do we process your data (purposes of processing)?

**A/** If you have submitted an application to participate in a mediation procedure or another ADR service, your personal data will be processed in relation to the submitted requests for conducting mediation or other services related to dispute resolution, ODR, ADR, and negotiations. The data may be provided to the mediator or neutral third party, and, if necessary, to experts, specialists, or other participants in the respective procedure. Personal data (name, personal identification number, address, email address, telephone number) is used for the automatic generation of the Agreement by the online dispute resolution platform and for identifying the parties.



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**B/** If you have submitted an application to participate in events organized by NAIS, your personal data is collected for the needs of NAIS, such as preparing attendance lists, issuing certificates and other documents related to the organization, conduct, and completion of courses, seminars, trainings, conferences, and similar events.

NAIS processes your personal data on a legal basis—in order to fulfil obligations regulated by the Mediation Act, the Obligations and Contracts Act, the Consumer Protection Act.

**C/** If you are a mediator at the NAIS Mediation Center, your personal data will be processed by NAIS, and personal data (including on the NAIS website)—name, education, professional experience, additional qualifications, and current photo—will be provided to the parties in the respective procedure.

The legal basis for processing your personal data in this case is a legal obligation—compliance with obligations under the Mediation Act.

**D/** If you are an employee of NAIS or a person contracted under a civil agreement with NAIS, your data will be used for the purpose of administering the employment (civil) relationship.

The legal bases for processing your data most often are:

Pre-contractual—taking all necessary steps prior to entering into a contract;

Contractual—fulfilling contractual obligations under signed employment/civil contracts;

Legal—compliance with legal obligations in the fields of labor law, social security and protection, tax and insurance legislation, and other obligations established by legal acts applicable to NAIS.

**E/** If you are a person authorized by proxy to act on behalf of NAIS in relation to a specific task or activity, your data may be processed for the purpose of assigning and monitoring the performance of the specific task or activity, including but not limited to: preparing (if necessary, notarial certification of) the proxy, storing it, presenting it to third parties as proof of



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representation, revocation of the proxy, legal protection in disputes related to or arising from the authorization.

The legal basis for processing your personal data when you are an authorized representative of NAIS is contractual—for performing the specific task or activity on behalf of NAIS.

**F/** If you are a member of a governing body of NAIS, your personal data is used for the purposes of your election, registration, or dismissal as a member of the governing body.

The legal basis on which NAIS processes your data is legal obligation—compliance with the obligations set out in the Non-Profit Legal Entities Act, the Commercial Register and Non-Profit Legal Entities Register Act, the Accounting Act, tax and insurance legislation, and other legal acts that establish obligations for NAIS.

**G/** If you are a counterparty or representative of a counterparty of NAIS under a commercial or contractual agreement, or a person wishing to enter into an agreement with the association, your data is processed for the purposes of concluding and performing the contract, including legal protection and collection of claims under it.

The legal bases on which NAIS processes your data are:

Contractual—for the performance of the contract to which you or the legal entity you represent is a party;

Pre-contractual—taking steps at your request prior to entering into the contract;

Legitimate interest—in connection with legal claims under a signed contract and/or for the collection of claims under it.

Your personal data is used solely for the purposes mentioned above. We will not collect personal data that is not necessary for these purposes.

## What personal data do we process?



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The personal data we collect and process, depending on legal requirements, may include: full name, address, email address, telephone number, bank account, personal identification number (for the preparation of an Agreement).

## How long is personal data retained (retention period)?

We retain your personal data only for as long as necessary to provide the services of NAIS and in compliance with the applicable legal acts of the Republic of Bulgaria.

Each NAIS user has the right to access their collected personal data, as well as the right to request changes to the stored personal data, to request the cessation of its use, or its deletion.

Requests must be submitted in writing to NAIS at the following address: 26 Vrabcha Street, Sofia, or via email at [office@nais.bg](mailto:office@nais.bg). In accordance with the Personal Data Protection Act, we have a period of two (2) months to process your request and respond to it. If we are unable to respond within this timeframe, we have the right to extend the period by an additional one (1) month, and you will be duly notified.

## Who may we share your personal data with?

NAIS respects and protects the confidentiality of your personal data. In compliance with legal requirements, NAIS may disclose your personal data to the following parties:

- State and municipal authorities and institutions: In fulfilling its legal obligations, NAIS may be required to disclose personal data of individuals whose data it processes. Such disclosure may be mandated by law (e.g. labor, tax, social security, or other legislation), as well as in response to an explicit instruction or request from state or municipal authorities or institutions in connection with or for the purpose of exercising their statutory functions or during an initiated inspection, audit, complaint, etc.



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- Judicial authorities (courts, prosecution, investigation, public and private enforcement agents, notaries), and court-appointed experts: Such disclosure may arise primarily in connection with legal proceedings involving NAIS, the collection of claims under defaulted contracts, or the preparation of documents and transactions requiring notarial form or certification.
- Accountants: For the preparation of financial statements and the ongoing maintenance of accounting records.
- Banks: For the payment of due remuneration or sums payable under a contract or other legal ground, NAIS may disclose to the servicing bank the information necessary to carry out the payment. Additionally, in connection with the use of banking services by NAIS, banks may request information about the persons managing and representing NAIS or their proxies acting before the bank on behalf of NAIS.
- Service providers / Contractual partners: When we use service providers, for example: legal services, services related to payroll calculation and processing, accountants, IT specialists, archiving services, operational support of our activities, parties preparing certificates or communicating with members or individuals trained by NAIS, NAIS may disclose or provide your personal data to a third party. Data is provided only when there is a justified reason, with explicitly defined limits for the purposes of processing and with the recipient's commitment to ensuring an adequate level of data protection.
- The personal data that we collect and process through electronic requests for ADR procedures is shared with and provided to our partner company maintaining our database: Studio Kipo EOOD, UIC 175286602, address: 41 Vasil Drumev Street, Sofia – our system administrator. A data processing agreement has been concluded with the company in its capacity as a Data Processor.
- The online consumer dispute resolution platform at [www.nais.bg](http://www.nais.bg) is administered by SUPERHOSTING.BG.

## Your rights regarding the personal data we collect



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In compliance with applicable legislation, you have the following rights regarding your personal data administered and processed by NAIS:

1. Right of access to your personal data processed by the controller;
2. Right to rectification of inaccurate or incomplete personal data;
3. Right to erasure ("right to be forgotten") of personal data that is unlawfully processed or for which the legal basis for processing has expired (retention period expired, consent withdrawn, original purpose fulfilled, etc.);
4. Right to restriction of processing in case of a legal dispute between the controller and the data subject until its resolution and/or for the establishment, exercise, or defense of legal claims;
5. Right to data portability—in cases provided for by law, to exercise your right to data portability and to request that your data be provided in a structured, commonly used, and machine-readable format;
6. Right to object to the processing of your personal data;
7. Right not to be subject to a fully automated decision, including profiling, which produces legal effects concerning you or significantly affects you;
8. Right to withdraw consent—where the processing of your personal data is based on consent. Such withdrawal shall not affect the lawfulness of processing based on consent before its withdrawal;
9. Right to lodge a complaint with the Commission for Personal Data Protection or the court.

You may also submit a complaint or a report regarding the processing of your personal data to the Commission for Personal Data Protection, which can be contacted at:

Address: 2 Prof. Tsvetan Lazarov Blvd., 1592 Sofia

Fax: +359 2 915 35 25E-mail: [kzld@cpdp.bg](mailto:kzld@cpdp.bg)



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Website: [www.cdpd.bg](http://www.cdpd.bg)

## Use of "cookies"

### General Provisions

Cookies are small text files that are stored on your computer when you visit our website. If you access this website again later, your browser sends back the contents of the cookies to the respective provider, thereby enabling the terminal device to be re-identified. Reading cookies allows us to optimize the design of our website for you and to make it easier for you to use it.

### Disabling and Deleting Cookies

Your browser allows you to delete all cookies at any time. To do so, please refer to your browser's help functions. This may result in some features of our website no longer being available to you.

### Overview of the Cookies We Use

This section provides an overview of the cookies we use.

#### Strictly Necessary Cookies

Certain cookies are required to securely provide our services via the website. This category includes, for example:

- Cookies that identify or authenticate our users;
- Cookies that temporarily store certain user data (e.g. content of an online form);
- Cookies that store certain user preferences (e.g. search settings or language settings);
- Cookies that store data to ensure seamless playback of video or audio content.



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### **Analytical Cookies**

We use analytical cookies to record user behavior (e.g. clicks on advertising banners, search queries entered) and to statistically evaluate these actions.

### **Advertising Cookies**

We also use cookies for advertising purposes. Behavioral profiles created with such cookies (e.g. clicks on advertising banners, visited subpages, search queries entered) are used to show you ads or offers tailored to your interests ("interest-based advertising").

### **Third-party Advertising Cookies**

We also allow other companies to evaluate user data via advertising cookies. This enables us and third parties to show users of our website interest-based ads based on an analysis of their usage behavior (e.g. clicks on advertising banners, visited subpages, search queries entered), which is not limited to our own online offerings.

### **Referral Cookies**

Our referral tracking partners set cookies on your computer ("referral cookie") if you reach our website via an advertisement from the respective partner. These cookies usually expire after 30 days. If you visit certain pages we host and the cookie has not yet expired, we and the respective referral tracking partner can see that a specific user has clicked on the advertisement and has been redirected to our site. Information collected via the referral cookie is used to generate referral statistics and to determine the total number of users who clicked on the relevant ad and were redirected to a page marked with a referral tracking tag.

### **Web Analytics**



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Assistance required from IT department—for example, to confirm whether Google Analytics is used.

We need statistical information on the use of our website to make it more accessible, to conduct reach measurements, and to perform market research.

For this purpose, we use the web analytics tools described in this section.

User profiles created by these tools with the help of analytical cookies or by evaluating log files do not contain personal data. The tools either do not use users' IP addresses at all, or they shorten them immediately after collection.

The providers of these tools process the data solely as processors in accordance with our instructions, and not for their own purposes.

Below you will find information on each tool provider and how you can object to the collection and processing of personal data through the tool.

Please note that for tools that use opt-out cookies, the opt-out function is device- or browser-specific and therefore applies only to the device or browser currently in use. If you use multiple devices or browsers, you must activate the opt-out function on each device and in each browser you use.

Additionally, you can generally prevent the creation of user profiles by disabling the use of cookies.

### **Google Analytics**

Google Analytics се предлага от Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). We use Google Analytics with the additional IP anonymization feature provided by Google. Google shortens IP addresses within the EU, and only in exceptional cases in the USA. In both cases, only shortened IP addresses are stored.

You can object to the collection and processing of your data by downloading and installing a browser add-on from the following link: <http://tools.google.com/dlpage/gaoptout?hl=en>

### **Absence of Automated Individual Decision-Making, Including Profiling**



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NAIS does not apply automated individual decision-making, including profiling.

### **Transfer of Personal Data to Third Countries or International Organizations**

NAIS processes data that you have provided to us yourself. In rare cases, we may also use information from publicly available registers (such as the Commercial Register) or pages (such as contact details available on the official websites of government agencies and institutions). It is also possible that data about you may be provided to us by third parties, such as state/municipal authorities or institutions, your representatives, or proxies.

NAIS does not transfer personal data to third countries or international organizations.

### **Significance of the Personal Data Provided**

With your consent, we process personal data when you voluntarily choose to receive information from us. You have the right to withdraw your consent at any time, and this will result in the discontinuation of any materials being sent to you by us.

For the purpose of financial and accounting reporting (issuing invoices, storing accounting information), we fulfill our legal obligations. Failure to provide your personal data in these cases prevents us from issuing such documents.

For any questions related to the above rights, as well as to submit objections to the use of your personal data, you may contact us via email at [\[office@nais.bg\]](mailto:office@nais.bg)(mailto:office@nais.bg).

### **Updating the Privacy Notice**

This information may be updated periodically to reflect changes in the personal data protection policies and practices applied by NAIS.

NAIS undertakes to publish the current version of the Policy on its website.



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This Information was approved and adopted by NAIS on 10.05.2019.