

## PRIVACY POLICY

### OUR PRIVACY POLICY AT A GLANCE

GNT - GRANITOS DO NORTE LDA, NIPC 505280035, headquartered at Avenida Principal nº 1115, parish of Bem Viver, municipality of Marco de Canaveses, is fully aware of the importance of Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR) and applicable Portuguese legislation.

We value your privacy and are committed to protecting your personal data, always respecting your right to privacy.

This Privacy Policy explains how GNT - GRANITOS DO NORTE LDA collects and manages your personal data. If you have any questions or wish to exercise any of your privacy rights, you may contact us through our contact page or via the means indicated in this document.

#### 1. RESPONSIBLE ENTITY:

Name: GNT - GRANITOS DO NORTE LDA

NIPC: 505280035

Address: Avenida Principal Nº 1115, 4625-070, parish of Bem Viver, municipality of Marco de Canaveses.

Email: geral@granitosdonorte.com

Contact: +351 255 588 770

#### 2. PERSONAL DATA COLLECTED:

According to Article 4, no. 1 of Regulation (EU) 2016/679:

Personal data means “any information relating to an identified or identifiable natural person (“data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification

number, location data, online identifiers, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.”

In the context of using our website and online store, we may collect the following personal data:

- Identification data: Name, Tax Identification Number, address, email, telephone contact (for information requests, quotes, or commercial contacts);
- Billing and payment data: Billing address, IBAN or credit card details (processed by a certified payment operator).
- Order or service request data: Type of stone, measurements, place of delivery/installation;
- Browsing data: Including IP address, cookies, site browsing history, and visit duration;
- Communication data: Information voluntarily provided through contact forms, chat, email, or newsletters.

### 3. PURPOSES OF PROCESSING:

Personal data is used to:

- Respond to contact or quote requests;
- Process orders, payments, and deliveries;
- Issue invoices and comply with legal and tax obligations;
- Handle complaints or provide customer support;
- Send commercial or informational communications (newsletters and marketing), only with your express consent;
- Analyze and improve the user experience on the site.

#### 4. LEGAL BASIS FOR PROCESSING:

The processing of your personal data is based on the following grounds:

- Performance of a contract or pre-contractual steps (e.g., order processing);
- Compliance with legal obligations (billing and accounting);
- User consent (for newsletters or commercial/marketing communications);
- Legitimate interest of the company, including analysis and site security (service improvement, fraud prevention).

#### 5. DATA RETENTION AND SHARING:

We collect your personal data to provide quality service and the best possible experience when visiting our site.

The user declares that all information provided is true and accurate and guarantees the authenticity of all data supplied. The user will be solely responsible for false statements and any damages caused to GNT – Granitos do Norte, Lda or third parties.

Personal data is retained only for the time necessary to fulfill the purposes described or for the period required by law, including tax and accounting obligations. Specifically: Billing data: 10 years (Legal requirement); Customer and order data: up to 5 years after the last transaction; Marketing data: until consent is withdrawn; Cookies: as defined in the “Cookies Policy.”

#### Data may be shared with:

- Partners or suppliers involved in service delivery (carriers, logistics, payment processing);
- Companies providing technical and site security services (under confidentiality contracts);
- Competent authorities (tax and regulatory), whenever required by law.

All information provided in the registration form is used for profile management. This facilitates site navigation, viewing orders, and making purchases without re-entering identification data, including payment details such as bank cards, which, with your express consent, may be stored for future purchases.

GNT – Granitos do Norte, Lda does not sell or transfer your data to third parties for other purposes.

## 6. DATA SUBJECT RIGHTS

As a data subject, you have the following rights:

- Right of access – To know what data is being processed.
- Right of rectification – To correct incorrect or incomplete data.
- Right to erasure – To request the deletion of your data.
- Right to restriction of processing – To limit processing of your data in certain situations.
- Right to object – To withdraw consent at any time – To object to processing, especially for direct marketing.
- Right to data portability – To receive data in a structured, commonly used format.
- Right to lodge a complaint with the Portuguese Data Protection Authority (CNPD).

You may exercise your rights via: Email: [geral@granitosdonorte.com](mailto:geral@granitosdonorte.com) | Contact: +351 255 588 770

## 7. DATA SECURITY:

We have implemented technical and organizational measures to protect your personal data against loss, misuse, unauthorized access, alteration, or disclosure. Examples include:

- Access controls;
- Firewalls and secure servers;
- Data encryption.

## 8. INTERNATIONAL TRANSFERS:

Data is generally processed within the European Union. If it is necessary to transfer it outside the EU, we ensure it only occurs to countries with an adequate protection level or with appropriate legal safeguards.

## 9. CHANGES TO THE PRIVACY POLICY:

GNT - Granitos do Norte, Lda reserves the right to update this Privacy Policy at any time. Changes will be published on this website with the date of update indicated. The company also reserves the right to remove comments that directly or indirectly include:

- Racist, xenophobic, defamatory content, criminal accusations, or messages inciting violence or likely to violate human rights;
- Inappropriate or obscene language / Incomprehensible content / Comments unrelated to the subject;
- Messages with commercial or advertising purposes;
- Content copied from third parties or violating intellectual property rights;
- HTML, viruses, malicious code, or links threatening user security.

The privacy and security policy of the website <https://granitosdonorte.com>, owned by GNT – Granitos do Norte, Lda, complies with Article 35 of the Constitution of the Portuguese Republic, the Personal Data Protection Law (Law 67/98, of October 26), the Law on Privacy in Electronic Communications (Law 41/2004 of August 18, amended by Law 46/2012 of August 29), the Data Retention Law (Law 32/2008, of July 17), and the Electronic Communications Law (Law 5/2004, of February 10, with subsequent amendments).

## COOKIES POLICY

### 1. WHAT ARE COOKIES?

Cookies are small text files that can be placed on your device (computer, smartphone, or tablet) when you visit a website or use an application.

These files contain information about the user's interactions with the site and are used for various purposes, including improving user experience, tracking behavior, and personalizing content.

### 2. TYPES OF COOKIES USED:

Cookies play a significant role in how websites function and provide a personalized browsing experience. There are several types of cookies:

- Strictly Necessary Cookies: Essential for the functioning of the site (e.g., placing orders in the online store or accessing secure areas). Without these cookies, requested services cannot be provided. They cannot be disabled.

- Performance and Analytics Cookies: Used anonymously to create and analyze statistics to improve website functionality (e.g., Google Analytics with IP anonymization).

- Functionality Cookies: Store user preferences for site usage, so it is not necessary to reconfigure the site each time (e.g., language, region, login data).

- Marketing and Advertising Cookies: Used for personalized advertising, when the user has given prior consent. They may be set by GNT – Granitos do Norte, Lda, or external partners (e.g., Google Ads, Facebook Pixel).

#### *Cookie usage:*

- Necessary: Based on the company's legitimate interest;
- Statistical, functional, and marketing: Only with the user's express consent, obtained through the cookie banner on the website.

### 3. [WHY DO WE USE COOKIES?](#)

GNT – Granitos do Norte, Lda uses cookies to:

- Ensure proper functioning of services;
- Deliver technically relevant ads or content, as cookies help regulate what ads and content you see and measure their effectiveness;
- Ensure the effectiveness of our security measures and detect fraudulent activities, including device identification;
- Manage preferences and enhance certain functionalities in our services, including collecting information on the date and time of your visit.

### 4. [COOKIE MANAGEMENT](#)

You can configure your browser to refuse or delete cookies. However, some site features may stop working properly. We will never use rejected cookies and will do everything possible to delete them (note that some deletion mechanisms are beyond our control, as they depend on third parties responsible for the cookies).

Options include:

- Configuring or withdrawing consent via the cookie banner;
- Changing browser settings (Chrome, Safari, Firefox, Edge, etc.);
- Blocking, restricting, or deleting cookies already stored.

By continuing to use the site without changing browser settings, you accept the use of cookies as described in this policy.

#### 5. DATA SHARING WITH THIRD PARTIES:

Some cookies are provided by third parties (e.g., Google, Meta/Facebook) for statistical analysis or marketing campaigns. These third parties may process data outside the EU but always based on appropriate legal mechanisms (e.g., EU Commission standard contractual clauses).

#### 6. CHANGES TO THE COOKIES POLICY:

GNT - Granitos do Norte, Lda reserves the right to update this Cookies Policy at any time. Changes will be published on this website with the update date indicated. The company is always available through its usual channels (email/phone contact) to clarify any questions regarding this matter.