

PRIVACY POLICY

At THE NORMAL COMPANY, we believe, defend, and promote the privacy of our customers, suppliers, and friends, so we are committed to transparency in our personal data policies and actions. Therefore, we invite you to read our privacy policy and to suggest any improvements you deem convenient for the best defence of your rights.

Identity of the data controller

Holder: The Normal Company SL
Address: C/ Cuartel 91, 07300, Inca, Majorca, Balearic Islands, Spain
Tax ID (CIF): B-16747958
Registration: Majorca Companies Register, Page PM-91684, Volume 2910 Folio 155

Purpose of processing

At THE NORMAL COMPANY we collect personal data for different purposes. Firstly, to manage your purchases or pre-sales on the website and make your shopping experience as pleasant and correct as possible, adapting our website and commercial mailings to your own interests. But we also use them to answer your queries, for your registration as a user, to remind you of the products that are in your basket or to access your purchase history, to help you choose your product: model, size, colour; to manage your exchanges or returns or to keep you up-to-date on news, discounts or promotions. We invite you to read this Privacy Policy where you will find each of the purposes in greater detail.

Legitimation

At THE NORMAL COMPANY we can use your data for different reasons: the main one is to execute the purchase contract that is formalised when making a purchase. In other cases, due to a legal obligation (issuance of invoices, taxes, etc.). And in others, either because of the legitimate interest in you having a pleasant shopping experience or so that we can address your doubts or queries, or because you have given us your express consent to, among other purposes, keep you updated on news and discounts through our newsletter or any other means of communication.

Do we share your data?

At THE NORMAL COMPANY we only share your personal data with those companies that provide complementary services to manage the commercial relationship with you, e.g. to process your purchases: transport companies, payment platforms, digital communications services companies, local distributors, or with other companies of THE NORMAL COMPANY Group to manage your doubts or address your queries. We do not sell or trade your personal data nor will we transfer it without your full knowledge and acceptance. Your data may only be transferred to partners who host websites and to third parties who assist us in the design and use of the Website, the performance of the services or the analysis of the data collected who are required to maintain the confidentiality of the information and have sufficient technical measures to guarantee it. Please note that some of these providers may be outside the EEA (European Economic Area). In this case, we inform you that if we transfer your data we do so with all guarantees and security. For this purpose, we oversee that the level of legal protection of the countries of destination is adequate and accepted by the European authorities.

Likewise, when the situation requires it, the Standard Contractual Clauses approved by the European Commission are applied.

Aside from these cases, we will only disclose your data when required to do so by law or judicial or administrative authorities.

Confidentiality and duty of secrecy regarding the processing of your data

The same confidentiality required of third parties is what we at THE NORMAL COMPANY require of the persons involved in the processing of your personal data. Any employee of THE NORMAL COMPANY will, at all times, observe secrecy regarding the personal data that they may become aware of in the performance of our activity. The duty of secrecy is an obligation for the NORMAL COMPANY, the members of the management and governing bodies, the persons hired under Employment Law, and the professionals who provide services contracted under Commercial Law. It also imposes an obligation on providers of goods and services and their employees, the processors and their employees and to whom the processor subcontracts and their employees. The obligation of secrecy survives after the termination of the employment or commercial relationship established with THE NORMAL COMPANY, as well as after the termination of the employment, commercial, etc., contracts that link the employees and/or professionals with the Data Processor and the providers that supply goods or provide services to THE NORMAL COMPANY.

Data security

THE NORMAL COMPANY has implemented systems, communication infrastructures, etc. in its workplaces and commercial premises, with the security measures that the Personal Data Protection regulations require. It has also adopted logical, physical, organisational, contractual, etc., measures to prevent unauthorised access, destruction, modification, reproduction, disclosure, transmission or re-use of the data by third parties.

Despite this, whenever you provide personal information on the internet, there is a risk that third parties, whose control is beyond our reach, may intercept this information and use it. Even though at THE NORMAL COMPANY we strive to protect personal information and your privacy, we cannot guarantee the total security of information you disclose over the internet under your responsibility.

Likewise, we ask you to be responsible for the accuracy of the data provided for the smooth running of our relationship. If you provide us with any personal data that wasn't yours (e.g. a shipping address other than your own because you're not going to be home to receive an order; or the details of the person you would like to give a gift to using our E-Gift Card, you should let them know and be responsible for them).

Data on minors

The services provided by THE NORMAL COMPANY are intended for adults in accordance with Spanish law. At THE NORMAL COMPANY we assume that the individuals who provide the data using the different channels we offer (email, web forms, etc.) are adults.

From THE NORMAL COMPANY we contact parents and legal guardians so that they are aware that it is possible for their children to visit our website. Hence, we ask them to inform the children that should any website ask them for any information and/or data of any kind, they first ask for their authorisation.

Because we are concerned about the safety of minors, when they try to send us their registration, it will be rejected and we will inform them that we do not accept registrations from minors. We, therefore, advise parents and guardians of minors to regularly check and control the use their children make of email and other online activities.

We respect your rights

The current regulations on the Protection of Personal Data offer you a range of rights that you can exercise whenever you deem it appropriate. You have the rights to access your personal data; to rectify them if they are outdated or incorrect; to object to certain processing; to limit or delete them if you no longer want us to process them; or their portability if technically possible. Finally, you have the possibility of revoking your consent. You should be aware that there will be legal obligations that temporarily prevent us from meeting your requests of which we would inform you should the case should arise.

To exercise your rights, you can write to:

C/ Cuartel 91, 07300, Inca, Majorca, Balearic Islands, Spain

Likewise, you can always go to the Supervisory Authority for Data Protection in your country by clicking on the following link: https://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm

At THE NORMAL COMPANY you have at your disposal different channels of communication with us through our website or any other means of customer service, through which and, by providing your data, we can interact to offer you the best possible service.

Below, we detail the means wherethrough you can send us your data, the purposes for which we will process them, the legitimacy of the processing and any other information that is relevant to you.

Registration form and data for shipping purchases through the e-shop

In the event that you have registered with THE NORMAL COMPANY as a user to place an order, we inform you that THE NORMAL COMPANY will use your data in order to identify you as such, keep you registered on our website and offer you the information on the tracking of your order, as well as to send you its receipt and the corresponding invoice. Likewise, we may use your data for quality surveys or to offer you the necessary information with the services or products you have asked us about\ . We inform you that the legal basis for the lawfulness in the processing of data for these purposes is your consent and the execution of the purchase contract or the pre-contractual relationship. You can cancel your account as a user by writing to the postal address C/ Cuartel 91, 07300, Inca, Mallorca, Spain.

THE NORMAL COMPANY will retain your data for the duration of the business or contractual relationship and may maintain them once said relationship has ended due to legal obligations with the corresponding administrative or judicial bodies.

The personal information you provide to us may be disclosed to credit reference or fraud prevention agencies, which may keep a record of this information or if there are indications of fraud against you or us, this processing may have consequences such as blocking the operation or even the cancellation of your account as a user. Likewise, and for the execution of the contract we may have to transfer them to banks, payment platforms or necessary auxiliary companies (logistics or transport, for example) as we have previously informed you.

It is possible, however, that we have had access to an element of your personal data, without you knowing, such as use by a third party of your address to send a product or in cases where you have been given a gift through our E-Gift Card, or you have been included in one of our incentive programs. In these cases, you should not worry because we will only use them for that specific purpose. If your experience after that has been as positive as we expect, you will always be able to register as a user or customer to enjoy in the future the advantages of belonging to the family of customers and followers of THE NORMAL COMPANY.

Commercial Marketing and Mailings

In the event that you have registered for any service to receive our newsletter or any other commercial, promotional or corporate information from THE NORMAL COMPANY, or you have signed up from another website to any promotional event organized by us, we inform you that THE NORMAL COMPANY will use the data for the sole purpose of keeping you informed of its activity and so that you can benefit from our promotions, discounts, be the first to know about new products or services or our new seasons or benefit from pre-sale items. We inform you that THE NORMAL COMPANY may send you information from THE NORMAL COMPANY, if it is considered that this information could be useful and provided that is related to the products or services that we consider are of your interest.

Normally we will send you this information by email to the email address you have provided, but it could also be sent by SMS or any other similar communication system (whatsapp, telegram or social networks) offering you, at all times, the possibility of unsubscribing from these mailings quickly and easily.

It is important that you know that this data processing, based on your browsing experience on our websites when you access a product you have shown interest in, or based on your purchase history, may involve an analysis of your profile as a user that will allow us to discover your preferences and tastes to be able to offer you information that is useful and interesting, thereby improving our relationship with you.

We inform you that the legal basis for the lawfulness in the processing of data for this purpose is the express consent given or, in the event that you have made purchases through the website, in the legitimate interest of THE NORMAL COMPANY to understand that it is beneficial for you to have information about news, promotions and discounts through our Newsletter and offer you a better experience as a user of our Website. We inform you that THE NORMAL COMPANY will retain your data for the duration of the informative subscription relationship and as long as you do not indicate otherwise.

If you have filled out the Form on the Special Notice that will take place on March 23, 2022 on Kilian Jornet's website (link to the Form), we hereby inform you that by checking the consent box, we are entitled to inform you of the date, time and means by which you will be able to access Kilian's communication, as well as to keep you informed of the Project's evolution and news at a later date. We also inform you that we will not transfer your data to any third party except by legal obligation or by requirements of an administrative or judicial authority.

Contact form and Customer Service.

You may have contacted us through the Contact Form on the website or through the customer service in its different formats: telephone service, virtual chat... The personal data you provide us in the existing forms will be used to resolve the query raised in the form or to inform you of the arrival of your order. In all these cases, THE NORMAL COMPANY has the legitimacy to process your data by express consent provided in the form itself or, where appropriate, in pre-contractual measures. The data will not be transferred to third parties. In addition, we inform you that the personal data will remain in the files of THE NORMAL COMPANY for as long as it is necessary to respond to your request or until you unsubscribe from any services that we may offer you, if applicable, for a maximum of one year regarding the query. We will always offer you the possibility to cancel your data in a simple manner.

Data relating to customers which are legal persons, self-employed persons and suppliers

In the event that you have provided your data as the contact person of a client company or supplier or as an individual business owner, either as a customer or as a supplier of any company that is part of THE NORMAL COMPANY, we inform you that THE NORMAL COMPANY will use the data exclusively for the maintenance of the contractual or pre-contractual relationship and will not transfer them to third parties. The data provided will be kept as long as the contractual relationship is maintained or for the years necessary to comply with legal obligations. In addition, we inform you that as a customer or supplier of THE NORMAL COMPANY, any company in the group may send you commercial or corporate information through the means you have provided to us, including email, based on the legitimate interest regulated by the General Data Protection Regulation. Likewise, we inform you that you can object to the processing of data for the sending of information of interest by writing to the postal address C/ Cuartel 91, 07300, Inca, Mallorca, Spain.

Complaints

In the event that you have made any complaint due to any circumstances to THE NORMAL COMPANY, we inform you that THE NORMAL COMPANY will use the data exclusively to resolve your complaint. The legitimate basis for the processing is the contractual relationship formalised with us as well as compliance with current legislation on consumers and users. THE NORMAL COMPANY will not transfer them to third parties. The data provided will be retained for the time necessary to comply with legal obligations, until the object of your complaint has prescribed.

Recommendation of websites

THE NORMAL COMPANY, when recommending or linking to a website, considers that it is of interest to the user. THE NORMAL COMPANY does not have a supervisory obligation with respect to the websites it links to or recommends. They have been created by legal persons, individuals or entities without legal personality outside THE NORMAL COMPANY. The latter does not intervene in their management, nor does it finance them, nor does it decide regarding the incorporated content, nor does it manage or participate in the services that the linked or recommended websites provide. THE NORMAL COMPANY will cancel any link refraining from recommending the website when it has reliable evidence that it and/or the services it provides are illegal or harm property or rights of third parties susceptible to compensation. THE NORMAL COMPANY will not respond to any complaint based on the content of a recommended or linked website.

Use of cookies

Click [here](#) for information on the use of cookies.

Likewise, when you visit our website, we collect the data known as "click trace" data (server address, domain name, etc.). This information combined with what you've provided allows us to better personalise your visits.

Validity and amendment of the Privacy Policy

The Privacy Policy established by THE NORMAL COMPANY is in force from the date of its publication on the corresponding website; it has been reviewed and adapted and the user can archive and/or reproduce it. THE NORMAL COMPANY is entitled to amend its Privacy Policy, adapt it to new rules, regulations or guidelines, informing the user through its website.