

Privacy Policy

STBG Ltd. (Hereinafter referred to as Star Trainer, "we", "us", "our") is committed to the protection of your personal data. It is impossible to provide our services without collecting and processing a certain set of your personal data. Their processing should be carried out in accordance with the applicable European and national legislation.

Therefore, with this Privacy policy (herein after referred to as the Policy), we would like to inform you why and how we collect and process your personal data and notify you of your rights as subjects of our personal data processed by us.

Who is the personal data controller of your personal information?

The administrator of your personal data is STBG Ltd., UIC 206925969 and address of management: Bulgaria, 8256, Sveti Vlas, ul. Kedar, 18; Phone: +359 898567012. E-mail address: train@startrainer.bg, website: <https://www.startrainer.bg>.

Who is the personal data processor of your personal data?

As a Disaster Recovery Institute (herein after referred to as the DRI) Licensee, STBG Ltd. is a Personal data processor for personal information that DRI Licensees require to be collected, processed, stored, transferred / transmitted in order to complete the course and exam delivery service. Information about the DRI will be provided to you at the time of your registration (collection of your data) for the course and exam.

Who is the supervisor?

The Supervisory Authority in relation to the processing of personal data by Star Trainer is the Bulgarian Personal Data Protection Commission, address: Bulgaria, 1592, Sofia, "Prof. Tsvetan Lazarov №2; Telephone: +359 2 91 53 518; Fax: +359 2 91 53 525; e-mail address: kzld@cpdp.bg, website: <https://www.cdpd.bg/>.

What personal data do we collect?

In order to provide the services, you request, Star Trainer collect the following personal data:

Name (name and surname)

E-mail address

Messages information

General information about using our website- IP address, browser used, individual pages, date and time of visit

Financial information for billing and transactions

How do we collect your personal information?

Online:

The personal information we collect online through our Website or email provided includes information such as your name, email address as well as professional information (the company you are working for) necessary to create a profile and make an course and exam registration; to subscribe to marketing communications, and / or provide comments, feedback, or inquiries about our services.

What cookies do we use?

Our Website <https://www.startrainer.bg> uses cookies to make it easier to view our Website, improve its functionality and optimize it to suit your preferences. By using cookies Star Trainer can provide you with user-friendly services that would not have been possible without them, not to enter access data each time you access our Website.

You can prevent the installation of cookies or block them by setting your browser to refuse all or some cookies. In addition, already set cookies can be deleted at any time via your internet browser or other software programs. If you choose to disable the cookie setting in the Internet browser you are using, not all features on our website can be fully used.

Please note that there are also mandatory cookies that cannot be excluded if you wish to use our Website.

Offline:

We may also collect your personal information offline when you visit our office using the forms provided there. The relevant information regarding the processing of the offline provided personal data will be received in our office at: Bulgaria, 8256, Sveti Vlas, ul. Kedar, 18.

Automated decision making and profiling

Star Trainer does not process your personal data for automated decision making or profiling.

Sources of personal data

Through the above described methods, we collect personal data provided to us directly by you. However, we may receive information about you from third parties in connection with the services we provide (e.g. from your employer for your training or certification). In these cases, specific information on how your personal data provided by third parties will be processed, including information about the source of such data, will be received in our office at the following address: Bulgaria, 8256, Sveti Vlas, ul. Kedar, 18, except when you already have this information.

For what purpose do we process your data?

Star Trainer collects and processes your personal information in order to provide the requested services by you, and in particular for the following purposes:

- Create and maintain a profile on our website;
- Enhance security and verify identity or access to our services;
- Processing of your requests to use services that we offer;
- Providing requested services and transaction processing;
- Providing feedback and responses to your inquiries and orders
- Improve the reliability, functionality and personalization of our website according to your preferences;
- Providing marketing and advertising messages when we have the right to do so and / or we have your explicit consent.

Legal basis for processing:

We process your personal data when:

- You have given your explicit consent to this for one or more specific purposes;
- This is necessary for the performance of a contract / service provision to which you are a party or that you wish to conclude/order;
- we are legally bound;
- processing is necessary to protect your vital interests or interests of another individual;
- processing is necessary for the purposes of our legitimate interests or those of a third party unless such interests violate your rights and legitimate interests.

How long are personal data stored?

Star Trainer keeps your personal data for no longer than is necessary to meet the purposes for which this personal data has been collected. Upon expiration of this period, your personal data will be securely deleted, as long as it is no longer required for the conclusion or performance of a contract, for securing court proceedings or if the applicable law explicitly does not require your personal data to be processed for a longer period of time.

Who do we share your personal information with?

Sometimes we need to share your personal information with our partner organizations. When this is necessary, Star Trainer complies with all aspects of applicable European and national data protection legislation.

Whenever necessary or required, we share information with:

- Public authorities of the Republic of Bulgaria, if the applicable legislation explicitly requires this;
- our business partners;
- instructors and course, exam provider (DRI);
- providers;

Do we transfer your data to countries outside the European Economic Area?

We do not transfer your personal data to countries or territories outside the European Economic Area unless that country or territory guarantees a sufficiently high level of protection (such as the US where Privacy Shield is in force) or if you explicitly agree to transfer your data in other countries.

Your Rights:

The General Privacy Protection Regulation guarantees you a certain set of rights that you may exercise in relation to your personal data processed by us. Specifically, you have:

Right to information: At any time to receive information from us whether Star Trainer process any of your personal data.

The right of access: Get free information about the nature, volume and way Star Trainer use your personal data, and get a copy of this information. In addition, you have the right to receive information about whether your personal data is being transferred to a country or an international organization located outside the European Union. If such a transfer takes place, you have the right to be informed of the appropriate precaution measures taken to protect your personal information.

Right of Correction: You may request from us within a reasonable time to supplement and / or correct incomplete, inaccurate or outdated personal data.

Right of Deletion: You declare the deletion of your personal data without undue delay and the administrator is required to delete the personal data without needless delay when there are legal grounds to the extent that the processing is not necessary, or it is mandatory under the current legislation.

Right to Limitation of Processing: In the event that personal data that we process is inaccurate or obsolete, you have the right to ask Star Trainer to limit / suspend the processing of such data for a period that allows us to verify the accuracy of the information and correct it accordingly or update it.

Data portability: Get your personal data in a structured, machine-readable format.

Right of objection: To object at any time on grounds relating to your particular situation when processing your data on the basis of a legitimate interest of Star Trainer or a third party.

Right to withdraw consent: When processing your personal data is based on your explicit consent, you are entitled to withdraw it at any time. This can be done online by contacting us via email: train@startrainer.bg or in our office. Withdrawal of your consent does not affect the legality of the publication of the above information prior to its withdrawal.

Right to Appeal to the Surveillance Authority: If you believe that your privacy and data protection rights have been violated, you have the right to contact the Bulgarian Data Protection Commission. CPDP data is contained at the top of this Policy.

To exercise any of the above rights, you may contact us at any time via train@startrainer.bg or personally at our office. Before we can fulfill

your request, we may ask for additional information to verify your identity.

Security of processing

As Personal Data Administrator, Star Trainer maintains and requires from their partners and suppliers appropriate technical and organizational measures to protect and safeguard your personal data processed but we cannot guarantee it with absolute certainty.

Changes to this Policy

This Policy was last updated on 30/05/2024. We may change its content by updating this page to reflect changes to the law or privacy practices. However, we will not use your personal data in new ways without your consent.

External links

Our Website and services may provide links to other websites through direct links or through third party applications. Star Trainer does not control these sites or their privacy practices, so we recommend that you familiarize yourself with their privacy practices before sharing your personal data with these platforms.