Privacy Policy for Users of the Uklon Online Service

1. General provisions

1.1. This Privacy Policy for users of the Uklon Online Service (hereinafter referred to as the "Policy") has been developed by UKLON ALBANIA SH.P.K., NUIS M62228028Q, location: Ibrahim Rugova Str. Sky Tower, Floor 5, Suite 2, Tirana, Albania (hereinafter referred to as the "Company", "We", "Our" in the respective cases), which acts as the data controller within the meaning of Law of Albania No. 124/2024 "On Personal Data Protection" (hereinafter referred to as the "Law"). Where Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (the "GDPR") applies to specific processing activities, the Company will also comply with the GDPR to the extent applicable.

1.2. The definitions and abbreviations used in this Policy shall have the meanings given in the Law and other applicable personal data protection legislation, where such legislation applies to specific processing activities involving personal data, as well as in the User Agreement.

1.3. With this Policy, we would like to **inform** you about what personal data we process and how we process it, as well as the purposes and means of processing and protecting personal data.

1.4. This Policy applies to all types of personal data of users of the Uklon Online Service (hereinafter the "User" or "you"), which we collect and process through the website https://al.uklon.eu/ (hereinafter referred to as the "Website"), the Uklon mobile application for iOS and Android (hereinafter referred to as the "Mobile Application"), as well as through other sources specified below in this Policy.

1.5. By using the Website and/or the Mobile Application you confirm, warrant and declare that you have read and accepted this Policy and, accordingly, agree to our processing of your personal data in accordance with this Policy.

If you do not agree to this Policy and the relevant processing of your personal data, do not use the Website and/or Mobile Application, or otherwise use the Uklon Online Service.

1.6. We may amend or otherwise update this Policy from time to time to reflect changes in our processing activities, the services we provide, applicable laws or regulatory requirements.

Where we make material changes to this Policy that may significantly affect your rights or the way we process your personal data, we will provide you with reasonable advance notice and, where appropriate, at least 15 (fifteen) days before the changes take effect, by means of a notification through the Mobile Application, the Website or to your registered contact details.

If any processing activity requires your consent under applicable law, we will obtain such consent separately where required. Your continued use of the Uklon Online Service following an update to this Policy does not, by itself, constitute consent to any processing for which consent is required.

Non-material changes may be made without prior individual notice. The updated version of this Policy will be made available through the Mobile Application and/or the Website, together with the date of the latest update.

1.7. This Policy is drafted in English and is also available in Albanian. In the event of any discrepancy between the English version of this Policy and its Albanian translation, the English version shall prevail and shall be legally binding.

2. What personal data we collect and process

2.1. We process the personal data that you provide to us when registering in the Mobile Application and when subsequently completing or updating your profile, including: telephone number, name, email address, date of birth, gender, country, city, certain addresses that you mark as important, profile photo, information about whether you have children, information about your car and pets, and any personal data that you may voluntarily provide in comments to a Partner in connection with an Order.

2.2. We may also additionally process data about your Facebook and Google plus account when you register in the Uklon mobile application via Facebook and Google plus. Your account in the Mobile Application allows you to save personal settings, view previous orders, plan future orders and manage current orders, which in turn allows Us to process this information.

2.3. Please note that, for the purpose of creating an account, at the first stage of registration you provide us with your telephone number. At this stage, you may review this Policy and decide whether to proceed with creating an account and using the Uklon Online Service.

We may use the telephone number you provide to facilitate and complete the registration process, including to send SMS messages and push notifications or, where necessary, to contact you by telephone. Such communications may be used, for example, to verify your telephone number, assist you in completing an unsuccessful or incomplete registration process, or confirm or clarify registration information. The processing of your telephone number for these purposes is carried out on the applicable legal basis under the Law, including where necessary to take steps at your request prior to entering into a contract or to perform the contract.

2.4. We also process your personal data when you contact our Customer Support Service or contact us through other channels, such as social media, or when we contact you where necessary on the basis of our legitimate interests or another applicable legal basis, including for the purposes of administering the Uklon Online Service and handling complaints, negative feedback, incidents, requests and inquiries. In particular, we may record telephone calls and retain written communications with you, whether initiated by you or by us, where this is necessary for these purposes and permitted by applicable law.

2.5. By participating in advertising or promotional campaigns, contests or giveaways, you may provide us with personal data depending on the rules and requirements of the relevant promotion.

As a rule, the personal data required to participate in a promotion may include your first and last name, age or date of birth, telephone number, email address and/or city. Where you are selected to receive a prize or reward, we may additionally request information necessary to verify your eligibility, comply with applicable legal or tax requirements, or arrange delivery or payment of the prize, such as your address or tax identification details, where applicable.

2.6. In addition, you may send us feedback about the Website or the Mobile Application, share your opinion or request assistance with using the Website or the Mobile Application. You may voluntarily provide personal data in such feedback or requests, including when you submit a feedback or support form through the Mobile Application or the Website, or when we send you a feedback form or request through another communication channel, where such form or request is made available to you.

3. Data that we process automatically

3.1. We may automatically process certain data, in particular when you use the Website, including: Your IP address, the date and time you used Our services, information about the hardware, software and Internet browser you are using, information about the operating system of your device. We may also collect information about the clicks and web pages that We have shown You.

3.2. If you use the Mobile Application, we may also receive data identifying your mobile device, its settings and characteristics, location data, application malfunctions, other system operations, and your advertising identifiers.

3.3. With your permission, the Uklon Mobile Application may request access to certain functions, services and data available on your mobile device, including, where necessary:

● your contacts (names and phone numbers), for example, if you choose to place an Order on behalf of another person;

● your location, to enable location-based functionality and determine your location for the proper functioning of the Mobile Application; and

● your device gallery or storage, for example, if you choose to add a picture to your profile.

Access to these functions and data is enabled only after you grant the relevant permission through your mobile device settings or in response to a permission request displayed by the Mobile Application, as applicable. You may manage or withdraw such permissions through your device settings, subject to the functionality that depends on the relevant permission.

3.4. You may also receive notifications from the Mobile Application. Where required by the relevant device settings, we will request your permission before enabling notifications.

3.5. The above types of information may not always contain personal data (i.e. data that identifies or can identify you). Some of this information may be depersonalized data (i.e. data that does not and cannot identify you).

4. Personal data of other persons that You provide to Us

4.1. Using the Uklon Online Service, you can place Orders not only for yourself. In particular, you can place the Order for any person by providing us with their phone number, name and address.

4.2. In such cases, you are responsible for ensuring that the transfer of the relevant personal data to us is lawful and that the person whose personal data you transfer is aware that you have done so and is familiarized with how we use the personal data received (as set forth in this Policy).

4.3. To do so, you must share a link to this Policy with the person whose data you provide to us in advance. By placing the Order and providing personal data of another person, You confirm that You have obtained the consent of such person in accordance with the terms of this Policy. In addition, You agree to Our right to require You, under certain circumstances, to confirm the above actions.

5. Information received from third parties and other sources

5.1. We may also receive certain personal data about you from our Partners and from third-party platforms or services, where you choose to connect or use such services in connection with your Uklon account.

5.2. For example, if you choose to register for or access your Uklon account using an account provided by a third-party service, such as Google or Facebook, we may receive information that you

have authorized that service to share with us, such as your name, email address, profile information or other account information, depending on the permissions you grant and the settings of the relevant third-party service.

5.3. In addition, if you visit our pages on social media (Facebook, LinkedIn, X, TikTok, Instagram, etc.) and interact with us in any way, such as posting comments, using “Likes”, etc., the operator of the respective social media platform publishes this information and we have access to it, including information about your profile on such social media.

5.4. Information from third-party websites, including when you: post reviews, ratings, additional information, including in connection with claims or disputes.

5.5. In certain circumstances, we may receive personal data about you from third parties where this is necessary for the purposes described in this Policy and where permitted by applicable law. Such third parties may include our Partners; insurance companies in connection with an accident, incident or insurance claim; payment and financial service providers in connection with payment processing, payment disputes or suspected fraud; public authorities, and publicly available sources, where necessary for the establishment, exercise or defence of legal claims, compliance with legal obligations, or the protection of our rights and legitimate interests.

6. How we treat personal data of children

6.1. We strictly adhere to the protection of children’s personal data. We do not knowingly collect personal data from anyone under the age of 18.

6.2. The Website and Mobile Apps are not intended for use by persons under the age of 18.

6.3. If you are under the age of 18, please do not use or access the Website or the Mobile Application at any time or in any manner.

6.4. If a parent or legal guardian believes that their child has accessed the Website and/or the Mobile Application and provided personal data, We strongly encourage the parent or legal guardian to contact Us immediately and We will use Our best efforts to delete such personal data immediately.

7. Purposes and legal bases for processing personal data

7.1. We process your personal data solely in accordance with the Law. We process your personal data for the following **purposes** on the following **legal basis** (data may be processed on more than one legal basis):

7.1.1. **Placing orders:** to enable you to place orders through the Uklon Online Service and, accordingly, to transfer your personal data to Uklon Partners so that they can fulfil the relevant orders (taking steps prior to entering into a contract, performance of a contract, legitimate interests).

7.1.2. **Use of the Website:** to personalize your experience when you visit the Website using cookies and similar technologies, as well as to provide you with relevant information on the Website (legitimate interests, consent of the data subject).

7.1.3. **Account in the Mobile Application**: to enable you to register an account on the Website or in the Mobile Application and, accordingly, to access the Uklon Online Service (entering into and/or performance of a contract, or taking steps prior to entering into a contract).

7.1.4. **Use of the Mobile Application (via your mobile device):** to enable the Mobile Application to access certain functions, services and data available on your mobile device, including, where necessary, your contacts, location, and device gallery or storage, for the purposes described in Section 3.3 of this Policy (consent of the data subject). Such access is enabled only after you grant the relevant permission through your mobile device settings or in response to a permission request displayed by the Mobile Application, as applicable.

In particular:

● **Contacts:** to enable you to place an Order on behalf of another person by providing us with their telephone number from your contacts.

● **Location:** to enable location-based functionality and determine your location for the proper functioning of the Mobile Application, including to display the location of the car that will fulfil your Order and when you press the SOS button in the Uklon Mobile Application.

● **Device gallery or storage:** to enable the Mobile Application to access your device gallery or storage, for example, if you choose to add a picture to your profile, and, where applicable, to write certain temporary technical data (cache) related to your Order to your device storage.

7.1.5. **Customer Support:** to process and respond to your inquiries, requests or complaints, as well as to provide you with round-the-clock support in relation to the Uklon Online Service, including assistance with your order and answers to related questions (consent of the data subject, performance of a contract, legitimate interests).

Please note that communications with Customer Support staff may be monitored in real time or recorded for the purposes of monitoring the quality of service and further training our team. Call recordings are generally stored for a limited period in accordance with the purpose of their processing and are automatically deleted, unless we consider it necessary to retain them for a longer period, for example, to investigate cases involving a violation of the law. All telephone call recordings will be processed in accordance with this Policy.

7.1.6. **Communication with you via social networks:** to establish and maintain communication with you, including to provide advice and answer your questions (legitimate interests, entering into and/or performance of a contract).

7.1.7. **Protection of your life and health during transportation: to protect your life or health and/or prevent** a threat to your life or health during a trip, including where you press the SOS button in the Uklon Mobile Application (protection of the vital interests of the data subject, legitimate interests).

7.1.8. **Marketing:** to send you information, emails containing news, surveys and advertising or promotional materials. Some advertising or promotional campaigns may include a condition that you consent to the Company using the contact information received for advertising or marketing purposes, in accordance with applicable data protection laws (consent of the data subject, legitimate interests, where applicable).

7.1.9. **Other promotional activities:** We may transfer your personal data to third parties in order to offer or provide you with discounts on the applicable prices for goods and/or services of such third parties, and/or gifts, prizes and/or other incentives offered or provided by such third parties; to determine the participants and/or winners of advertising or promotional campaigns; and to enable you to receive the rewards provided for under the terms of such campaigns (legitimate interests of the Company, consent of the data subject, performance of a contract).

7.1.10. **Legal purposes and compliance with legal requirements:** to protect against malicious acts, such as fraud; to detect and/or investigate crimes and address other security-related matters; to meet internal and external audit requirements, including information security measures and regular risk assessments relating to the processing of personal data; to respond to requests and other lawful requirements from regulatory and law enforcement authorities; to prepare a legal claim or respond to a claim received; and to comply with other legal requirements applicable to us.

7.1.11. **Analytics and statistics**: to conduct internal analytical research; develop, test and improve the features and functionality of the Website, the Mobile Application and our other services; and obtain your feedback about us and our services (legitimate interests).

7.1.12. **Service quality, compliance and user experience:** We collect your feedback, comments and ratings regarding the level of service provided for each trip or other order. We also take into account ratings provided by Partners regarding their experience of fulfilling your orders, together with related comments, in order to promote mutual respect, improve the user experience of the Uklon Online Service, and ensure compliance with the rules for using the Uklon Online Service and the Rider Etiquette (legitimate interests of the Company, consent of the data subject, performance of a contract).

How it works: The rating from 1 to 5 stars is a dynamic indicator calculated based on Partners' assessments of their experience of trips or other orders with you over your most recent 40 trips. Following a detailed review of all trip-related information, certain ratings may be excluded and may therefore not affect the overall rating.

Both the User (rider) and the Partner (driver) may choose to opt out of being matched with each other for future trips if either party assigns a 1-star rating after a trip. At the same time, Users' access to the Uklon Online Service and their ability to place orders are not restricted based on the rider rating.

8. Disclosure and transfer of your personal data

8.1. Under certain circumstances, we may transfer your personal data to data processors (individuals or legal entities to whom we, as the data controller, grant the right to process personal data on our behalf) and/or, where there is an applicable legal basis, to other categories of recipients, including recipients located outside Albania, for the following purposes:

8.1.1. Placing orders: We transfer your personal data to Uklon Partners for the purpose of enabling them to fulfil your orders. In other cases, upon the written or verbal request of a Uklon Partner, we may transfer your telephone number to that Uklon Partner only where we have obtained your express consent.

8.1.2. Service quality, compliance and user experience: We collect, analyse and share your personal data with Partners, and receive necessary data from them, to assess service quality, support a positive user experience, and handle inquiries and complaints, including your scores, calculated rating, service-related comments, and data contained in reviews and complaints.

8.1.3. Partners providing electronic communications services to us: We may use the services of electronic communications providers to which you are a subscriber to process your personal data on our behalf. Such processing is carried out for legitimate purposes. For example, we may engage electronic communications providers to send SMS messages and push notifications containing information and promotional materials on our behalf and in our interests. Such service providers are required to maintain confidentiality, enter into appropriate agreements with us, and use your personal data only for the purposes specified by us or permitted by applicable law.

8.1.4. External consultants and professional service providers: We may provide access to your personal data to service providers and/or consultants who provide professional assistance to us and require access to such data to perform their services, for example, providers of technical support and maintenance for the Website, invoice processing, accounting, auditing and legal services.

8.1.5. Competent public authorities: We may disclose personal data to law enforcement, tax and other competent authorities only to the extent and in the circumstances in which they are entitled to receive such data, in particular where required by applicable law, as well as on our initiative where necessary to prevent, detect or stop criminal acts, such as fraud. In addition, in certain cases, personal data may be transferred to competent authorities to the extent necessary to protect our rights or property, or the rights or property of Uklon Partners.

8.1.6. Insurance companies: We may disclose your personal data to insurance companies to the extent necessary in connection with an accident, incident or insurance claim arising from your use of transportation or other services, where permitted or required by applicable law.

8.1.7. Protection of your life and health during transportation: We may disclose your personal data to emergency services, including the police, rescue services and ambulance services, in order to save your life or protect your health and/or prevent a threat to your life or health during a trip.

8.1.8. Banks, payment systems and other financial institutions: We may transfer your travel history, order information and data confirming communications with you regarding orders and trips made (for example, screenshots of emails and other communications), which may contain personal data provided by you during registration with the Uklon Online Service or when ordering a service without registration, at the request of financial institutions or financial service providers, in order to confirm the services you have ordered through the Uklon Online Service. Such transfer will not constitute a violation of the confidentiality of correspondence. In some cases, we may ask you to provide a written request for a refund, which may contain your personal data, for transmission to the relevant financial institution.

8.1.9. Our Partners who offer or provide you with discounts, gifts, prizes and/or other incentives: We may transfer your personal data in the manner and to the extent necessary to provide you with the relevant discounts, gifts, prizes and other incentives offered or provided by such Partners.

8.1.10. Cloud and other service providers: We may provide access to your personal data to providers of cloud and other services, for example, providers of software and other cloud services, to the extent necessary to receive the relevant services.

8.2. In the event of a merger, reorganisation or similar corporate transaction, or the sale of the Company or part of its assets, the personal data we collect may be transferred to another company involved in such merger, reorganisation, acquisition or other transaction. All such transfers will be carried out in accordance with applicable law and our obligations under this Policy.

8.3. Please note that, to the extent permitted by applicable data protection legislation, where a transfer of your personal data is carried out on the basis of your consent or in accordance with this Policy, we will not require your separate consent or provide separate notice to you for each individual transfer.

9. Rights of Data Subjects

9.1. Under the Law, you have the following rights in relation to your personal data, subject to the conditions and limitations provided by the Law.

9.1.1. Right to information

You have the right to receive clear and accessible information about how we process your personal data, including the purposes and legal bases of processing, categories of personal data, recipients, applicable retention periods, international transfers, automated decision-making and your rights under the Law

Where we obtain your personal data from another source, you also have the right to receive information about the categories of personal data concerned and their source, where required by the Law.

9.1.2. Right of access

You have the right to obtain confirmation as to whether we process your personal data and, where this is the case, to access your personal data and information about their processing, including the purposes, legal basis, categories of data, recipients and applicable retention period.

9.1.3. Right to rectification

You have the right to request the correction of inaccurate personal data and, taking into account the purposes of processing, the completion of incomplete personal data.

9.1.4. Right to erasure

You have the right to request the erasure of your personal data where the conditions provided by the Law are met, including where the data are no longer necessary for the purposes for which they were collected or where you withdraw your consent and there is no other legal basis for processing.

This right is not absolute and does not apply where we are required or permitted to retain or process your personal data under applicable law.

Since certain of your personal data is necessary for us, including to provide you with access to the Uklon Online Service, your account(s) may be blocked or deleted upon receipt of a request from you to delete all personal data. In particular, the personal data without which it is impossible to provide access to the Uklon Online Service include phone number – if you place an order through the Mobile Application.

9.1.5. Right to restriction of processing

You have the right to request the restriction of processing of your personal data where the conditions provided by the Law are met.

9.1.6. Right to data portability

Where applicable under the Law, you have the right to receive personal data that you have provided to us in a structured, commonly used and machine-readable format and to transmit those data to another controller.

9.1.7. Right to object

You have the right to object to the processing of your personal data where the conditions provided by the Law are met, including where the processing is based on our legitimate interests.

Where your personal data are processed for direct marketing purposes, you have the right to object to such processing at any time and free of charge. Following such an objection, we will stop processing your personal data for direct marketing purposes.

9.1.8. Right to withdraw consent

Where we process your personal data on the basis of your consent, you have the right to withdraw your consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before the withdrawal. If you withdraw your consent, you will not be able to use any services or additional benefits that require the processing of personal data that we have collected on the basis of a consent.

You may opt out of receiving direct marketing communications at any time by using the unsubscribe functionality provided in the relevant communication, through the applicable settings in the Mobile Application, or by contacting us at privacy@uklon.eu .

9.1.9. Right not to be subject to certain automated decisions

You have the right not to be subject to a decision based solely on automated processing of your personal data, including profiling, where such decision produces legal effects concerning you or significantly affects you, except in the circumstances permitted by the Law.

9.1.10. Right to lodge a complaint

If you believe that your rights relating to the processing of your personal data have been violated, you have the right to lodge a complaint with the Commissioner for the Right to Information and Personal Data Protection of Albania (the "Commissioner"), without prejudice to any other administrative or judicial remedies available to you.

9.2. Exercising Your Rights

To exercise any of your rights, you may contact us using the following contact details: privacy@uklon.eu ; UKLON ALBANIA SH.P.K., Ibrahim Rugova Str. Sky Tower, Floor 5, Suite 2, Tirana, Albania.

When you contact Us with any request to exercise your rights as a personal data subject, you need to go through the identification process and provide your specific requirements so that we can process the request in a timely and correct manner and provide a response on a lawful basis. If we are unable to identify you from the communications we receive or have reasonable suspicions about your identity, we may ask you to provide proof of identity. Only in this way can we avoid disclosing your data to a person who may impersonate you, i.e. the identification process is carried out in your best interests. Any additional information collected for verification purposes will only be used to confirm your identity.

We will respond to your request without undue delay and, in any event, within 30 (thirty) days of receiving the request. Where permitted by the Law, this period may be extended by up to 60 (sixty) additional days due to the complexity or number of requests. We will inform you of any such extension and the reasons for it within the initial 30-day period.

We may request additional information where reasonably necessary to verify your identity before processing your request.

The exercise of your rights is generally free of charge. Where permitted by the Law, we may charge a reasonable fee or refuse to act on a request that is manifestly unfounded or excessive.

If we refuse to act on your request, we will inform you of the reasons for the refusal and of your right to lodge a complaint with the Commissioner or seek judicial remedies, as applicable.

10. Data retention

10.1. Your personal data is stored for as long as necessary to achieve the purposes for which it is processed or for the applicable data retention period where required by applicable law, except for IP address data, which is stored for three weeks from the date of the relevant Order.

10.2. If your account is deleted, we may retain certain personal data for up to three (3) years after the date of deletion where necessary to establish, exercise or defend legal claims, prevent fraud, or comply with applicable legal obligations, unless a longer retention period is required or permitted by applicable law. We will retain only the personal data that is necessary for these purposes.

10.3. Once the relevant processing purposes have been achieved or the applicable retention period has expired, we will delete or anonymise your personal data so that it can no longer be associated with you personally. Where data has been anonymised and no longer constitutes personal data, we may use such information for statistical, analytical or research purposes, as well as for targeting, without further informing you.

10.4. Uninstalling the Mobile Application from your device does not delete your personal data from our databases.

10.5. Personal data will be deleted or destroyed where:

● the applicable data retention period has expired;

● the processing is no longer necessary for the purposes for which the personal data was collected or otherwise processed, unless there are legal grounds for retaining it;

● the data subject and the data controller have terminated their legal relationship, unless otherwise provided by applicable law;

● the competent authority has issued a relevant order under applicable data protection law;

● a court decision ordering the deletion or destruction of personal data has entered into force; or

● deletion or destruction is otherwise required by applicable data protection law.

11. Location of personal data and transfers to third countries

11.1. We care about the security of your personal data and therefore store your personal data on servers located in the European Union, and Albania or the United States, where applicable.

11.2. We may also transfer your personal data to recipients located in other countries where necessary for the purposes of processing described in this Policy or where required or permitted by applicable law. Where your personal data is transferred outside Albania, we will take appropriate measures to ensure that the transfer is carried out in accordance with applicable data protection law and that your personal data is adequately protected. Such measures may include an adequacy decision or appropriate safeguards, as provided for by applicable data protection law.

11.3. Where required by applicable data protection law, we will inform you of the relevant international transfer and the applicable safeguards or derogation.

12. How we protect your personal data

12.1. We know that security is important to our users, and we care about the security of your personal data. We use technical, physical and organisational security measures to protect your personal data against loss, misuse, unauthorised access, disclosure, alteration or destruction. These measures may

include firewalls, data encryption, physical access controls at our data centres and access controls to personal data.

12.2. Access to personal data is provided to relevant organisational units and/or individual employees where necessary for the performance of their functional duties and the fulfilment of our contractual and legal obligations. Each employee or other authorised person who has access to personal data is subject to confidentiality obligations in relation to the information accessed in the course of performing their duties.

12.3. We also need your help. You are responsible for ensuring that your personal information is accurate and for keeping your password and account registration information secure and not sharing it with unauthorised persons.

12.4. If you pay by bank card when placing an order through the Uklon Online Service, you will be automatically redirected to the website of the relevant financial service provider, where you will provide your personal data and bank card details directly to that financial service provider.

12.5. The Website and the Mobile Application do not collect or store your bank card details.

13. Cookies

13.1. We use cookies and similar technologies, including web beacons, tags, scripts, local storage technologies, Software Development Kits (SDKs) and advertising identifiers, in connection with your use of the Website and Mobile Application. These technologies may be used for purposes such as authentication, remembering your preferences, ensuring the proper functioning of the Website and Mobile Application, analysing their use, improving our services and, where applicable, providing or measuring advertising.

13.2. Some cookies and similar technologies may be placed or accessed by third parties that provide services to us.

13.3. Where required by applicable law, we will obtain your consent before using non-essential cookies and similar technologies. You can manage your cookie preferences through the settings or consent mechanisms made available to you and, where applicable, through your browser or device settings.

13.4. For more information about the types of cookies and similar technologies we use, the purposes for which we use them, the third parties involved, retention periods and how you can manage or withdraw your consent, please see our Cookie Policy.

14. How to contact us

14.1. Questions, comments and requests regarding this Policy may be addressed to Our Customer Support Service at + 35545301390 or to the e-mail address: privacy@uklon.eu.

14.2. You may make a request regarding your personal data by sending a letter to Us at: UKLON ALBANIA SH.P.K., Ibrahim Rugova Str. Sky Tower, Floor 5, Suite 2, Tirana, Albania; or by sending an e-mail to the following e-mail address: privacy@uklon.eu.

14.3. If You believe that We have violated the terms of this Policy, please contact Us and inform Us which terms of this Policy have been violated. We will promptly review Your complaint.

The version of the Policy is valid from 09.11.2026.