

Privacy Policy and Personal Data Protection (GDPR)

The trade JAKOVINA TRAVEL respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and protect your information when you use the Taxi Biograd - Jakovina website and when booking our taxi and transfer services.

1. Data Controller

The controller of your personal data is:

- **Name:** JAKOVINA TRAVEL, obrt za prijevoz i putnička agencija, vl. Tomislav Jakovina
- **Headquarters:** Učka 11, 23210 Biograd na Moru, Croatia
- **OIB (Tax ID):** 41926403574
- **MBO (Business ID):** 98549880
- **E-mail:** taxibiogradjakovina@gmail.com

2. What Data We Collect and Why

We collect only the data strictly necessary to fulfill your transport request or to respond to your inquiry:

- **First and Last Name:** To identify the passenger and verify the booking.
- **Phone/Mobile Number:** For direct contact to confirm locations, notify you of the driver's arrival, or coordinate in case of flight delays.
- **E-mail Address:** To send booking confirmations, quotes, or official invoices.
- **Ride Details (pickup location, destination, time, and flight number):** Solely for the purpose of accurate and timely execution of the agreed transfer.

3. Legal Basis for Processing

We process your data based on:

- **Performance of a Contract:** The data is required to successfully transport you from point A to point B.
- **Legitimate Interest:** To respond to your direct inquiries sent via contact forms, e-mail, or communication apps like WhatsApp and Viber.

4. Sharing Data with Third Parties

JAKOVINA TRAVEL never sells, rents, or shares your personal data with third parties for marketing purposes. Data may only be shared:

- With authorized state authorities (e.g., Tax Administration) if required by Croatian law.
- With contractual drivers (subcontractors) if necessary to complete your ride, under strict confidentiality obligations.

5. Data Retention Period

Data collected for booking purposes is deleted once the transport service is fully completed, except for data we are legally required to keep on official invoices under the Croatian Accounting Act.

6. Your Rights Under GDPR

At any time, you have the right to:

- Access your data and receive information on how it is processed.
- Request the correction of inaccurate data.
- Request the erasure of your data ("the right to be forgotten") if there is no longer a legal obligation to retain it.

- File a complaint with the Croatian Personal Data Protection Agency (AZOP) if you believe your rights have been violated.

For any questions regarding your data protection, feel free to contact us at: taxibiogradjakovina@gmail.com

7. Filing a Written Consumer Complaint

In accordance with Article 10 of the Croatian Consumer Protection Act, we inform our clients that any complaints regarding the quality of our services can be submitted in writing:

- **By mail to our headquarters:** JAKOVINA TRAVEL, Učka 11, 23210 Biograd na Moru, Croatia
- **By e-mail:** taxibiogradjakovina@gmail.com
- JAKOVINA TRAVEL undertakes to acknowledge the receipt of the complaint in writing without delay and to respond in writing within 15 days from the date of receipt.