

Erasmus Courses Croatia Privacy Policy

Last updated: May 22, 2026

This Privacy Policy describes how Erasmus Courses Croatia (the "Site", "we", "us", or "our") collects, uses, and discloses your personal information when you visit, use our services, or make a purchase from <https://erasmuscoursescroatia.com/> (the "Site") or otherwise communicate with us (collectively, the "Services").

For the purposes of the EU General Data Protection Regulation (GDPR), "you" and "your" means you as the user of the Services, whether you are a customer, website visitor, course participant, or another individual whose information we have collected pursuant to this Privacy Policy.

Please read this Privacy Policy carefully. By accessing or using our Services, you acknowledge the collection, use, and disclosure of your information as described in this Privacy Policy. The collection of your data is based on transparent legal grounds, and where required by law, we will always ask for your explicit consent.

1. Legal Basis for Processing Personal Information

In accordance with the GDPR, we only process your personal information when we have a valid legal basis to do so. Depending on how you interact with us, we process your data based on:

- **Performance of a Contract:** To fulfill your registration, process payments, and provide the selected educational courses.
- **Legal Obligation:** To comply with statutory requirements, such as issuing invoices and maintaining accounting records under Croatian tax and accounting laws.
- **Legitimate Interests:** To secure our website, prevent fraud, and improve our services and customer relationships.
- **Consent:** When you explicitly agree to receive marketing communications (newsletter) or allow the use of non-essential cookies.

2. What Personal Information We Collect

The types of personal information we obtain depends on how you interact with our Site and use our Services.

Information We Collect Directly from You

- **Basic Contact Details:** Name, surname, organization/school, address, phone number, and email address.

- **Order and Billing Information:** Billing address, organization details (VAT number if applicable), payment confirmation, and contact details necessary to process your booking and issue fiscal invoices.
- **Customer Support Information:** Any information you choose to include in your inquiries via contact forms or email (e.g., questions about course organization, Erasmus+ mobility details).

Information We Collect Automatically (Cookies and Tracking)

When you visit our Site, we automatically collect certain information about your device and interaction with the Services ("Usage Data") through cookies and similar technologies. This may include your IP address, browser type, device details, and pages viewed. For more details, please see the **Cookies** section below.

3. How We Disclose Personal Information

We do not sell, rent, or trade your personal information to third parties. We only share your data with trusted service providers who help us deliver our services, subject to strict data processing agreements:

- **Vendors and IT Providers:** Cloud hosting, IT management, data analytics, and customer support systems.
- **Financial and Professional Advisers:** External accounting services in Croatia to fulfill legal tax reporting obligations.
- **Legal Authorities:** If required by law, court order, or to protect our rights and the safety of our users.

International Data Transfers

International Data Transfers Some of our digital service providers and partners (such as Meta API, Keysearch, and other analytics or marketing tools) may process and store your data outside the European Economic Area (EEA), including in the United States. Whenever such international transfers occur, we ensure that appropriate and recognized legal safeguards are in place—such as the European Commission's Standard Contractual Clauses (SCCs) or reliance on valid adequacy decisions—to guarantee that your personal data remains protected at an EU-equivalent level.

4. Retention of Your Information

We store your personal information only for as long as necessary to fulfill the purposes outlined in this policy or to comply with statutory legal retention periods:

- **Invoices and Accounting Data:** Kept for **11 years** in accordance with the Croatian Accounting Act (*Zakon o računovodstvu*).

- **Course Registration Details:** Kept for the duration of the contractual relationship and any post-course administrative support required for Erasmus+ documentation (e.g., mobility certificates).
- **Marketing Data (Newsletter):** Kept until you withdraw your consent or opt out.
- **Cookies Data:** Retained according to the specific lifespan of each cookie (see our Cookie settings).

5. Cookies

We use cookies to improve functionality, analyze site performance, and customize your experience.

- **Essential Cookies:** Necessary for the technical operation of the website (e.g., maintaining your shopping cart). These do not require prior consent.
- **Analytical/Marketing Cookies:** Used to understand user behavior and display relevant advertisements. These will **only** be activated if you give your explicit consent via our cookie banner.

You can manage, block, or delete cookies at any time through your browser settings, though doing so may limit your ability to use certain features of the Site.

6. Your Rights Under the GDPR

As a resident of the EU/EEA, you have the following guaranteed rights regarding your personal data:

- **Right of Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request that we correct inaccurate or incomplete data.
- **Right to Erasure ("Right to be Forgotten"):** You can request the deletion of your data, provided it is no longer required for legal obligations (such as accounting).
- **Right to Restrict Processing:** You can request that we limit how we process your data in certain scenarios.
- **Right to Data Portability:** You can request a digital copy of your data to transfer to another provider.
- **Right to Object:** You can object to data processing based on our legitimate interests or direct marketing.
- **Right to Withdraw Consent:** Where processing is based on your consent (e.g., newsletters), you can withdraw it at any time via the "unsubscribe" link or by contacting us directly.

To exercise any of these rights, please contact us using the details provided below. We will respond to your request within 30 days.

7. Complaints

If you believe that your personal data is being processed in violation of the GDPR, you have the right to lodge a complaint with your local data protection authority.

In Croatia, the competent authority is:

Agencija za zaštitu osobnih podataka (AZOP) Selska cesta 136, 10000
Zagreb Web: www.azop.hr Email: azop@azop.hr

8. Contact Us

Should you have any questions about our privacy practices, this Privacy Policy, or if you would like to exercise your data protection rights, please contact us at:

- **Address:** Teslina 16A, Split, 21000, Croatia
- **Phone:** +385 21 489917 / +385 99 2819 860
- **Email:** info@erasmuscoursescroatia.com