

# TERMS AND CONDITIONS

Terms and conditions published on the website [www.gogoldentree.com](http://www.gogoldentree.com)

## 1. Introduction

All content published on [www.gogoldentree.com](http://www.gogoldentree.com) is the property of Golden Tree Nutrition Ltd. and may only be used for non-commercial purposes. The content may not be copied, reproduced or distributed in any way without the permission of Golden Tree Nutrition Ltd.

Golden Tree Nutrition Ltd. reserves the right to make changes to the content published on the website [www.gogoldentree.com](http://www.gogoldentree.com).

### Accessibility of information

The company undertakes to provide the following information to its customers at all times:

- The company's identity (name and registered office, registration number),
- Contact details that allow customers to communicate with it quickly and efficiently (email, address),
- The essential specifications of its goods and services,
- Product availability (every product or service offered on the website should be available within a reasonable time),
- The terms of delivery of the product or the performance of the service (method, place and time of delivery),
- All prices, whereby they must be displayed in a clear and unambiguous way and show whether they already include taxes and delivery costs,
- The method of payment and delivery,
- The time validity of the offer,
- The period within which the order can still be cancelled and the conditions for cancellation; and if and how much it will cost the customer to return the product,
- An explanation of the complaints procedure, including full details of the contact person or customer service.

## 2. General

These Terms and Conditions apply to the sale of goods and services published on the website [www.gogoldentree.com](http://www.gogoldentree.com), the online shop of Golden Tree Nutrition Ltd., 582 Honey Pot Ln, Stanmore, HA7 1JS, England (hereinafter also Golden Tree). By using the Golden Tree website, the user agrees that they are aware of the Terms and Conditions and that they agree to them in full. By placing an order in any form, the customer is deemed to have accepted these Terms and Conditions in full.

### **3. Purchasing goods and services**

Customers can order goods and services from the online shop [www.gogoldentree.com](http://www.gogoldentree.com) as follows: Via the order form in the online shop.

When ordering via the order form on the website, you must provide a telephone number to which we will be able to send you updates about the progress of your order (all received text messages are free of charge). To find out how to stop receiving these text messages, see Section 10.

The invoice or contract is received by the customer at the email address they provide when making the order and will be kept at the head office of the accounting service Inovativni računovodski servis, Maja Vogrinc s.p., Ulica Mirka Vadnova 1, 4000 Kranj, Slovenia.

All documents are stored in protective cabinets that meet strict security regulations.

#### **The process of placing an order:**

To make a purchase on any of the Golden Tree websites, you simply need to enter your details in the order form and click on the order button. By placing an order, you agree to the obligation to pay.

- Choosing a product: In the order form, select the relevant product and quantity you want to order. Before you click on the order button, you can always find information about the product you are ordering on the website.
- Continue by clicking on the “proceed to checkout” button, where you enter your details and choose your payment method.
- Order confirmation: Once you have placed your order and thus agreed to the obligation to pay, you will be redirected to a webpage with a message that your order has been accepted. You will also receive an order confirmation to the e-mail address you provided, with full details of the product type, quantity, final price and delivery date.
- Cancelling/changing an order: Your order is deemed confirmed unless you cancel it. Golden Tree checks the stock and deliverability of the items ordered upon receiving the order confirmation. If the item cannot be delivered within the time limit specified, Golden Tree will notify you by telephone or email. You can cancel or change your order by submitting a new order with new details on the website, and sending a cancellation request to the email address [info@gogoldentree.com](mailto:info@gogoldentree.com) (including the order number of the order to be cancelled). You can change your order until 7am, after which it goes to processing.
- Delivery: Golden Tree prepares and dispatches your order using the chosen delivery method within the agreed timeframe. By placing an order, you agree to the obligation to accept the delivered package. In the event you refuse to accept the delivery, you are obliged to bear the associated costs incurred by the company.

Products will be dispatched no later than 3 working days from the date the order is placed. The delivery date (after the company delivers the package to the postal service provider) depends on the postal service provider.

You can check your order details (products, quantity, price, etc.) before you finalise your order or make the payment.

#### **4. Prices and special offers**

All prices quoted on the website are expressed in British pounds and include VAT, but do not include delivery costs. In addition to the price of the product, the invoice includes the delivery costs as indicated on the order form. Special offers (discounts) can be weekly or daily and are offered depending on demand and stock availability.

Companies or VAT-registered persons must provide an identification number or tax number when ordering. The prices are valid from 26 January 2023 until amended.

Discount codes:

When making an order you can enter a promotional code which will reduce the value of the item or service and therefore the total value of the order.

Discount or promotional codes (with the exception of the free delivery code) are not valid for any of the following services: delivery costs, cash on delivery fee, parcel insurance and express delivery cost.

Promo codes and other discounts are not cumulative, and only one valid code or discount can be used per order.

#### **5. Payment methods**

You can choose from the following payment methods:

- Credit card,
- PayPal (credit card or debit card),
- Cash on delivery – **Royal Mail**

Credit card payments can be made using one of the following services: Paymill, Checkout.com, Stripe.

With payments using PayPal, its commission is covered by Golden Tree.

With cash-on-delivery, the customer pays the courier from **Royal Mail**.

Legal entities are subject to the same conditions for ordering and paying for products.

The price of delivery is £4.90 (**Royal Mail**).

## **6. Premium parcel insurance**

Before you complete your order, you have the option of selecting premium parcel insurance, which means that your package will be additionally insured against loss or damage. This insurance comes at an additional charge of £1.90.

If your package is lost or damaged when you receive it, we will send you a new package immediately. If the product or products you have already paid for are out of stock, your money will be refunded.

This insurance therefore prevents you from having to go through the courier complaint procedure and return the product at your own expense. In this case, lengthy claims procedures with couriers are avoided and you are entitled to an immediate replacement based on a photograph of the condition of the package and without the need for us to first physically inspect the damaged item. This insurance does not mean that you can keep the damaged product. The seller decides whether you need to return the product in question, depending on the value and the extent of the damage.

## **7. Priority processing (Jump to the front of the queue)**

Before placing an order, you can select the priority processing option, which means that your order is processed on the same day or the next working day at the latest. This service comes at an additional charge of £2.90 .

Priority orders are prepared and dispatched faster than regular orders, but unfortunately, due to the very nature of delivery services, we cannot guarantee that these orders will be delivered faster or that there will not be a delay in delivery due to any unforeseen situations with the delivery service (extreme weather conditions, technical problems, etc.). This option only means that we will process the order and prepare it for delivery as quickly as possible.

## **8. Retention of title**

We retain title to the goods and services sold and they remain the property of Golden Tree, even after they have been delivered to you, until you pay for them in full.

## **9. Cancellation and returns**

You can cancel your order at any time before it is finalised.

You also have the right to cancel your order without providing a reason for your decision by notifying the company (email: [info@gogoldentree.com](mailto:info@gogoldentree.com)) within fourteen (14) days of receiving your order. The 14-day return period starts on the day after you accept your order. The only cost you bear in connection with the cancellation is the cost of returning the goods to Golden Tree Nutrition Ltd., 582 Honey Pot Ln, Stanmore, HA7 1JS, England (which is charged according to the delivery service's price list and depends on whether the goods are a parcel or a package). The goods must be returned to Golden Tree within 14 days of the date of the cancellation (purchase).

You must return the goods to Golden Tree undamaged and in the same quantity, unless the goods are destroyed, damaged, lost or reduced in quantity, without any fault on your part. You are, however, allowed to inspect and test the goods to the extent strictly necessary to establish the condition of the goods. You are liable for the reduction in the value of the goods if this reduction is due to conduct which is not strictly necessary to establish the nature, characteristics and functioning of the goods. You may not use the goods without hindrance until the contract is cancelled.

In the event of cancelling an order where a discount code or promotional code has been redeemed, the discounted amount will not be included in the returned amount. Only the amount paid will be refunded. Gift vouchers are considered a means of payment in the event of cancelling an order and the amount will be refunded.

Refunds of payments made, including delivery costs (excluding additional charges due to the choice of a delivery method other than the most cost-effective standard delivery method offered by the company), will be made as soon as possible and within 14 days of receiving the goods at the latest. Golden Tree will refund the received payment to the same means of payment you used to make the purchase, unless you expressly agree to another means of payment being used and you do not bear any additional costs as a result. If the purchase was paid by cash on delivery, the refund will be arranged by transfer to your bank account.

The right to cancel an order is regulated in more detail by the provisions of the Slovenian Consumer Protection Act (Official Gazette of the Republic of Slovenia, No. 130/22, hereinafter also: ZVPot-1) (more specifically from Article 134 to Article 145).

The returned goods must be accompanied by a copy of the invoice, your personal details and bank account number so the money can be refunded.

If the goods/services do not work properly or do not meet your expectations, please contact us via the contact form or send an email to [info@gogoldentree.com](mailto:info@gogoldentree.com). This will avoid any misuse of the goods/services and damage to the goods themselves and to other items.

The cancellation option is designed to allow you as the customer to inspect the product in such a way as is strictly necessary to determine the nature, characteristics and functioning of the goods. You can use this option for the first purchase of a product, but for all subsequent orders and purchases of the same product, the cancellation option cannot be used because

you have already established the nature, characteristics and functioning of the goods with your first order.

Unless the parties to this agreement have agreed otherwise, you as the customer do not have the right to cancel your order thereby withdrawing from the agreement, as referred to in Article 134(1) of the Consumer Protection Act in respect of the following agreements (more specifically in Article 135 of the Consumer Protection Act):

1. On goods or services whose price depends on fluctuations in markets beyond the control of the company and that may occur within the withdrawal period;
2. On goods that are made to the customer's precise instructions and tailored to their personal needs;
3. On goods that are perishable or expire quickly;
4. On the provision of a service, which obliges the customer to pay if the contract is fully performed by the company and the provision of the service was initiated on the basis of the customer's express prior consent and with the understanding that the customer loses the right to withdrawal when the contract is fully performed by the company;
5. On the supply of sealed audio or video recordings and computer programs, if the customer has opened the security seal after delivery;
6. On the delivery of sealed goods that are unsuitable for return for health or hygiene reasons, if the customer has opened the seal after delivery;
7. On the supply of goods which, by their nature, are inextricably mixed with other items;
8. On the supply of digital content which is not supplied on a tangible medium, if performance has begun and, where the contract obliges the customer to pay, if:

– the customer has previously given their express consent to the start of the performance during the withdrawal period,

– the customer has agreed that they thereby lose the right to withdraw from the contract, and

– the company has submitted a certificate pursuant to paragraph six of Article 132 or paragraph two of Article 133 of the Consumer Protection Act.

## **10. General**

If your order contains a large number of the same products and these cannot be used within the first 14 days according to the instructions for use, you are only entitled to a full refund if the remainder of the order is returned to the company's address before the expiry of the 14-day return period. If you return a product with visible signs of use, you are not entitled to a refund and the company will destroy the remainder of the product and not return it to you the customer.

Example: If an order contains 3 Golden Tree Omega 3 products and the customer does not get the desired results, the full purchase price will only be refunded if two full packs

of Golden Tree Omega 3 are returned to the company's registered office before the end of the 14-day return period, as only 30 of the 60 capsules contained in one pack of Golden Tree Omega 3 can be consumed in the first month, according to the instructions for use (2 capsules per day).

If the customer returns more than one half-empty Golden Tree Omega 3 pack after 14 days of use, they are not entitled to a full refund of the purchase price. If a customer returns a product with visible signs of use, they are not entitled to a refund and the company will destroy the remainder of the product and not return it to the customer.

**Complete Biotics / Premium Collagen Complex / Alpha Man / Active Move / Active Burn / Liver Complex / Sleep Well / Ageless / Spotless / Gut Restore / Bloom / My Cycle / Be Brain / Oral Biotics**

When purchasing Complete Biotics / Premium Collagen Complex / Alpha Man / Active Move / Active Burn / Liver Complex / Sleep Well / Ageless / Spotless / Gut Restore / Bloom / My Cycle / Be Brain / Oral Biotics, you are entitled to a 60-day return period.

The return period starts on the day after you accept your order. The only cost you bear in connection with the cancellation is the cost of returning the goods (which is charged according to the delivery service's price list and depends on whether the goods are a parcel or a package). The goods must be returned to Golden Tree within 30 days of the date of cancelling your purchase.

If your order contains a large number of the same products and these cannot be used within the first 60 days according to the instructions for use, you are only entitled to a full refund if the remainder of the order is returned to the company's address before the expiry of the 60-day return period.

## **11. Making claims in the event of non-conformity of goods**

As a customer, you have the right to exercise your rights under the law on material defects, subject to the provisions of the Slovenian Consumer Protection Act (more specifically from Article 81 to Article 87).

The seller supplies the customer with goods that meet the requirements of Articles 72, 73 and 74 of the Consumer Protection Act, where applicable, and is liable for any non-conformity of the goods at the time of delivery.

The seller is liable for any non-conformity of the goods existing at the time of delivery of the goods and which becomes apparent within two years of delivery of the goods.

The buyer can exercise their right to file a claim for a non-compliance product if they notify the seller of the defect within two months of the date on which the defect was discovered. The buyer describes the non-conformity in detail in the notification. The buyer may notify the seller of the non-conformity by sending an e-mail to [info@gogoldentree.com](mailto:info@gogoldentree.com). The notification must be accompanied by an invoice or order number. The buyer must give the seller the opportunity to inspect the goods for which the buyer is making a claim for non-conformity. If there is a dispute about the defect, the seller must provide the buyer with a written reply within 8 days.

The seller is not liable for material defects which become apparent after two years have elapsed since the goods were handed over.

The rights referred to in paragraph one of Article 81 of the Consumer Protection Act expire within two years from the date on which the buyer informed the seller of the non-conformity of the goods.

In the event of non-conformity of the goods, the buyer who has notified the seller of the non-conformity of the goods is entitled, subject to the conditions and in the order set out below, to:

1. Require the seller to restore the conformity of the goods free of charge;
2. Request a reduction of the purchase price in proportion to the non-compliance or withdraw from the sales contract and request reimbursement of the amount paid.

The conditions and time limits for establishing compliance are set out in more detail in Article 82 of the Consumer Protection Act, which provides, inter alia:

- The buyer may require the seller to bring the goods into conformity free of charge within a reasonable period of time, not exceeding 30 days (the seller may extend the period by up to 15 days, depending on the nature of the goods, their complexity, the seriousness of the non-conformity, etc. The seller must notify the buyer of the extension before the expiry of the 30-day period.);
- The buyer can choose between repairing the goods and replacing them with new ones, unless performance is impossible or involves disproportionate costs compared to the other claim, taking into account all the circumstances.

Notwithstanding the above, the buyer may withdraw from the contract and immediately request a refund if the non-conformity occurs within less than 30 days of delivery of the goods.

The exercise of the right arising from the non-conformity of goods is regulated in more detail by the provisions of the Consumer Protection Act (in more detail from Article 81 onwards).

## **12. Reviewing products and services**

All visitors to the website can submit reviews for the products posted there. The review is not linked to the user account.



Each review received is manually checked and verified before publication. We check the content of the review to see if the content of the review matches the rating. Filtered ratings are not included in the overall rating shown.

We reserve the right to refuse to publish comments/reviews that:

- could seriously upset, provoke, attack or offend others;
- are racist, sexist, homophobic, without any connection to the content published;
- suggest sexuality, are abusive or otherwise inappropriate;
- contain crude profanity or other clearly offensive language;
- violate the rules, advocate or encourage unlawful conduct; this applies in particular to offences against honour and good name, other offences or tortious interference with personality rights, and infringement of copyright and related rights;
- constitute advertising of products or services of other providers;
- contain contact details, such as a telephone number, postal address or e-mail address, or personal data which are not publicly available;
- contain links to other websites;
- are written in a language other than English;
- describe or encourage activities that could endanger the safety or well-being of others;
- are considered to be unsolicited messages (spam), which are essentially repeated messages with the same or similar content;
- do not adhere to the main subject matter of the website.

All comments where the rating (number of stars) and the content of the review match and do not violate the conditions set out in the previous paragraph will be published on the website, regardless of whether they are positive or negative.

### **13. Liability**

Golden Tree cannot be held liable for any complications or problems arising from any improper use of the goods/services. Similarly, the employees of the customer service centre of the Golden Tree online shop are not responsible for personally resolving any problems that may arise with the use of the goods/services.

Golden Tree is not responsible for any occasional problems with the operation of the website [www.gogoldentree.com](http://www.gogoldentree.com), any inaccuracy of information or for any damage caused by the use of inaccurate or incomplete information.

Golden Tree reserves the right to withdraw from an order or from the execution of the order in the event of a material defect in the products/services offered. A material defect comprises elements on the basis of which Golden Tree would not have agreed to the conclusion of the contract. These defects include obvious pricing errors, which may be due to technical or other issues.

Communication takes place exclusively via the website and email.

## **14. Complaints and disputes**

Golden Tree complies with applicable consumer protection legislation. Golden Tree endeavours to comply with its obligation to establish an effective complaints-handling system and to identify a person whom the customer can contact by e-mail in the event of an issue. Complaints can be submitted in writing by email to: [info@gogoldentree.com](mailto:info@gogoldentree.com). Golden Tree will acknowledge receipt of the complaint within 3 working days, tell the customer how long it will take to process it and keep the customer informed throughout the process.

Golden Tree will use its best endeavours to resolve any disputes amicably.

### Out-of-court settlement of consumer disputes

In accordance with the legal norms, we do not recognise any out-of-court consumer dispute resolution provider as competent to resolve a consumer dispute that a consumer may bring under the Slovenian Out-of-Court Settlement of Consumer Disputes Act. Golden Tree, as a provider of goods and services for online trade in Slovenia, has published on its website a link to the Online Dispute Resolution (ODR) platform. The platform is available to consumers [HERE](#).

This is based on the Slovenian Out-of-Court Settlement of Consumer Disputes Act Official Gazette of the Republic of Slovenia, No. 81/15), Regulation (EU) No 524/2013 of the European Parliament and of the Council on online dispute resolution for consumer disputes and amending Regulation (EC) No 2016/2004 and Directive 2009/22/EC.

## **15. Cookies and advertising**

Cookies are small text files that are stored on your computer when you visit our website and do not harm your hardware or software. Their storage is under the full control of the user's browser. You can restrict or disable the storage of cookies if you wish.

Cookies are not harmful and are always time-limited.

Slovenian law provides for the use of cookies in the Electronic Communications Act (Official Gazette of the Republic of Slovenia, No. 130/22), Article 157 of which constitutes the legal basis for the protection of the privacy of internet users.

The [www.gogoldentree.com](http://www.gogoldentree.com) website uses cookies to operate, which do not store personal data, but monitor visitor activity and interest in order to provide a better user experience. By using the website, visitors consent to their use.

### Why are cookies necessary?

They are essential to providing user-friendly online services. Cookies make the interaction between the web user and the website faster and easier. They help the website to remember the user's preferences and experience, saving time and making browsing more efficient and user-friendly.

The company assigns a cookie to each user at the start of each use of the online shop to identify them, monitor their shopping basket and ensure traceability, which is stored in the server's memory only for the duration of the visit to the online shop and is deleted after one hour of inactivity. The company may also store some permanent cookies on the user's personal computer, such as a user identification number in encrypted form for identification the next time the user visits the online shop or when rating a product, which let the user know which products have already been rated, and indirectly, cookies from the external service Google Analytics, which are used to analyse visits to the website. The company may use this data in anonymised aggregated form for statistical analysis purposes. For the purposes of ensuring online security, the company also collects the IP addresses from which users access the online shop.

## Disabling cookies

You decide whether to allow cookies to be stored on your device. You can control and change your cookie settings in your web browser.

For information about your cookie settings, please select the web browser you are using:

- [Chrome](#)
- [Firefox](#)
- [Opera](#)
- [Internet Explorer](#)
- [Safari](#)

If you change or delete your browser's cookie file, modify or update your browser or device, you may need to disable cookies again. The procedure for managing and deleting cookies varies from browser to browser. If you need help with this, you can check your browser's support website. You can also disable Google Analytics tracking by clicking on the following [link](#).

## Cookies used on this website

Cookie name	Duration	Company	Purpose
U	2 months	Adsymptotic	Remarketing
wp_automatewoo_visitor_8959e840ebf05cfa4497ea44e25855b8	2 years	Automate Woo	Remarketing
wp_automatewoo_session_started	Session duration	Automate Woo	Remarketing
uid	1 year	Outbrain	Remarketing
criteo_write_test	1 day	Outbrain	Remarketing
IDE	1 year	DoubleClick	Remarketing
test_cookie	1 day	DoubleClick	Remarketing
fr	2 months	Facebook	Enabling the Facebook plugin
_ga	2 years	Google Inc.	Page view statistics
_gat	1 day	Google Inc.	Page view statistics
_gid	1 day	Google Inc.	Page view statistics
__cfduid	1 year	Metrilo	Page view statistics
__cfduid	1 year	One Signal	Online notifications
criteo	1 month	Outbrain	Remarketing

__cfduid	1 year	Paymill	Enabling the payment system
Pookie	1 year	Plista	Remarketing
um	1 month	Plista	Remarketing
_hjIncludedInSample	Session duration	Hot Jar	Page view statistics
PHPSESSID	Session duration	Golden Tree Nutrition Ltd.	Improving the user experience
woocommerce_cart_hash	Session duration	Golden Tree Nutrition Ltd.	Storing items in the cart
woocommerce_items_in_cart	Session duration	Golden Tree Nutrition Ltd.	Storing items
wp_woocommerce_session_8959e840ebf05cfa4497ea44e25855b8	2 days	Golden Tree Nutrition Ltd.	Storing items
popolnapostava_first_visit	1 year	Golden Tree Nutrition Ltd.	Monitoring new visitors
JSESSIONID	Session duration	New Relic	Page view statistics
m	10 years	Stripe	Operation of the payment system
__stripe_mid	1 year	Stripe	Operation of the payment system
__stripe_sid	1 day	Stripe	Operation of the payment system
nsr	Session duration	Stripe	Operation of the payment system
t_gid	1 year	Taboola	Purchase monitoring
taboola_usg	1 year	Taboola	Purchase monitoring
taboola_vmp	1 year	Taboola	Monitoring purchase
B	1 year	Yahoo	Remarketing
VISITOR_INFO1_LIVE	6 months	YouTube	Enabling YouTube videos
PREF	1 year	YouTube	Enabling YouTube videos
YSC	Session duration	YouTube	Enabling YouTube videos
uuid	1 month	Falk Technologies	Remarketing
dspuuid-D66	1 month	Falk Technologies	Remarketing
_kuid_	6 months	Krux Digital Krux	Remarketing
lidid	2 years	Digital Active	Remarketing
cblon	4 days	Campaign Active	Remarketing
cbuid	60 years	Campaign Active	Remarketing
cbuid_meta	1 week	Campaign Active	Remarketing
cto_tld_test	1 day	Campaign Live	Remarketing
ck1	6 months	Ramp Inc Live	Remarketing
drtn1450830285	6 months	Ramp Inc Live	Remarketing
rlas3	6 months	Ramp Inc Live	Remarketing
rtn1-z	6 months	Ramp Inc	Remarketing
AWSELB	Session duration	Checkout Ltd	Enabling the payment system
tuuid	2 years	Revcontent	Remarketing
tuuid_last_update	2 years	Revcontent	Remarketing
um2	2 months	Revcontent	Remarketing
cmp999980028	1 month	Revcontent	Remarketing

## **16. Protection of personal**

### **data General**

All terms used in this section have the meaning ascribed to them in the applicable Personal Data Protection Act and the General Data Protection Regulation (GDPR).

Golden Tree Nutrition Ltd. (hereinafter also referred to as the company) processes personal data in the context of the services it offers. The company undertakes to protect the confidentiality of personal data and the privacy of the users of the online shop.

The company is not responsible for the correctness, completeness and timeliness of the data entered by users. The company does not disclose the data to third parties, except to contractors with whom it has concluded a contract on the protection of personal data and who are contractually bound to the same standards of protection of personal data as the company.

The company stores the personal data on the territory of the European Union and does not export them to other countries.

### **Purpose of use**

The personal data collected through the websites operated by the company for the purpose of making an online purchase are used solely for the purpose of the execution and delivery of the order.

In the case of certain services (such as receiving regular company newsletters or other promotional activities), the company collects personal data with the explicit consent of the data subject. Consent may be withdrawn by the data subject at any time in accordance with the provisions of these terms and conditions.

By consenting to the storage, processing and transmission of personal data by participating in prize draws or subscribing to newsletters via e-mail, the data subject authorises the company, as the controller of the personal data collection, to process the personal data collected for the purposes of sampling, surveys and statistical data processing, to determine the use of the services, to tailor the offer and segmentation, for market research, to inform about offers, news and benefits, to send newsletters via e-mail, telephone and/or other advertising material, to inform the users of the services provided by the web centre and by Golden Tree and its affiliated companies.

## **Storage period**

If the company processes personal data on the basis of consent, the personal data will be processed until consent is withdrawn by requesting the removal of the personal data from the database.

If the personal data is processed on another legal basis (e.g. the performance of a sales contract, statutory provisions), the company will keep the personal data for as long as is necessary to achieve the purpose for which the data was collected or for as long as is required by the applicable law at the time.

## **Enforcing rights of the data subject**

If you have any questions regarding the processing of your personal data or would like to exercise any of the rights listed below related to your personal data, please contact us at: **info@gogoldentree.com** or send us a request by post to Golden Tree Nutrition Ltd., 582 Honeypt Ln, Stanmore, HA7 1JS, England.

The company will request additional information from the data subject for the purposes of reliable identification in the event of the exercise of rights relating to personal data, and may refuse to act only if it can prove that the data subject cannot be reliably identified.

The company undertakes to respond to a request from a data subject to exercise any of the rights set out below within 30 days at the latest. If the request cannot be met in full within the time limit, the company will inform the data subject, together with an explanation.

### Right to be informed

You have the right to be informed about which of your personal data is processed by the company, on what basis, for what purpose and for how long it is kept.

### Right to be forgotten

If you no longer wish to have your personal data stored and processed by the company processed, and provided that there are no other lawful grounds for its continued storage, you may request the company to delete your personal data at any time.

### Right to rectification, deletion or to lodge a complaint

You may request the rectification or deletion of your personal data at any time and lodge a complaint about the processing of your personal data by the company using the contact details provided in this part of the terms and conditions.

You can unsubscribe at any time by sending an email to [info@gogoldentree.com](mailto:info@gogoldentree.com) or by clicking on the “Unsubscribe here” link at the bottom of the promotional emails.

To unsubscribe from occasional promotional text messages, click on the link at the bottom of the text message you receive. You will be redirected to a website where you can enter your phone number or the phone number where you no longer want to receive promotional text messages. After entering your phone number, click on the red button that says “Unsubscribe” and we will remove your phone number from our database of recipients of messages.

Registered users can stop using the online shop at any time and may delete their account. They do this by notifying the company in writing that they wish to delete their online account. Before notifying the company, the user must settle any and all outstanding debts arising from purchases made in the online shop. The company will protect the confidentiality of personal data and the privacy of the users of the online shop within the scope of this Privacy Policy, even in the case of the deletion of the online account.

#### Right to portability

The data subject may request the processor to provide them with the personal data that they have provided to the controller relating to them in a structured, commonly used and machine-readable format.

#### Legal remedies and penalties

The data subject has the right to lodge a complaint with the supervisory authority, as well as the right to legal remedies against the decision of the supervisory authority or in the event of inaction by the supervisory authority. In any case, we ask you to first exercise your right to lodge a complaint directly to the company, using the contact details above.

#### Rights related to automated decision-making

The data subject has the right not to be subjected to measures based solely on profiling, analysis or anticipation by automated means of decision-making. In this case, the data subject may lodge a complaint using the contact details provided above.

#### Right to withdraw consent

The data subject has the right to withdraw consent to further processing of personal data where the processing is based on consent (e.g. in the case of receipt of promotional communications).

Company information:

**Golden Tree Nutrition Ltd.**

582 Honeypot Lane  
Stanmore  
HA7 1JS

Company's registration number: 10225294

For questions and support, write to us at: [info@gogoldentree.com](mailto:info@gogoldentree.com).

The Terms and Conditions were updated on 15 February 2023.