



Privacy and Personal Data Protection Policy *for the Contact Form of the iCare2 Pre-Mediation Desk*

Version: [1] Last updated: [06.02.2026]

This Privacy and Personal Data Protection Policy aims to inform you about the manner in which the Law and Internet Foundation (hereinafter referred to as “we”, “us”, or “LIF”), in its capacity as a data controller, collects, processes, stores, and uses your personal data, as well as about your rights as a data subject pursuant to Regulation (EU) 2016/679 (GDPR).

This Policy applies to the personal data you provide through the contact form (hereinafter referred to as the “contact form”) of the Pre-Mediation Desk, established within the framework of the iCare2 project, and is implemented in compliance with Regulation (EU) 2016/679.

Topics covered by this Policy:

- What data do we collect?
- How do we collect your data?
- How do we use your data?
- How do we store your data?
- Legal basis for processing
- Marketing
- What are your data protection rights?
- What are cookies?
- Changes to this Policy
- How can you contact us?
- How can you contact the competent supervisory authority?

1. What data do we collect?

When filling in the contact form, the following data may be processed only if you voluntarily provide them:

- Identification data, for example first and last name, email address, etc.;
- Answers to the questions in the contact form with “Yes” or “No”, which provide information regarding your personal and family situation;
- Additional information which, at your discretion, you share in the free text fields regarding your situation, questions, or concerns.

The free text field may contain sensitive personal data. We do not require their provision. Please share only information which is necessary for the consideration of your enquiry.

2. How do we collect your data?

You provide your personal data directly to LIF when you:



- Voluntarily fill in and submit the contact form;
- Share information about your case in the free text field of the contact form;
- When accessing our website, basic technical data are processed, namely the IP address and/or the identifier of the device used to access the website. Please note that without this information, you may not be able to establish a technical connection between your device and our server. The indicated data are stored only for the time necessary for the execution of the request, namely for the duration of the browsing session.

3. How do we use your data?

LIF uses the provided data solely for the following purposes:

- For reviewing your enquiry;
- For establishing feedback/contact with you;
- For compliance with legal obligations, if applicable.

Your data is not used for marketing purposes and are not provided to third parties, unless this is required by law or due to organisational reasons and where a legal basis exists.

4. How do we store your data?

We take all reasonable technical and organisational measures within our control to protect your personal information from unauthorised access, use, or disclosure.

The data are stored / will be stored for up to five years after the completion of the iCare2 project.

5. Legal basis

The legal basis for the processing of your personal data is your informed consent, in accordance with Article 6(1)(a) of the General Data Protection Regulation (GDPR).

Where, in the free- text field of the contact form, data are voluntarily provided that may fall within special categories of personal data under Article 9(1) of the General Data Protection Regulation (GDPR), their processing is carried out on the legal basis of your explicit consent, in accordance with Article 9(2)(a) of the General Data Protection Regulation (GDPR).

6. Marketing

Personal data provided through the iCare2 contact form is not used for marketing campaigns.

7. What are your data protection rights?

Each person who has completed the contact form has the following rights:

- The right of access to their personal data;
- The right to rectification of inaccurate or incomplete personal data;
- The right to erasure of your personal data under certain conditions (“right to be forgotten”);



- The right to restriction of the processing of your personal data;
- The right to object to the processing of your personal data;
- The right to portability of your personal data to you or to third parties. More specifically, to receive your personal information in a structured, commonly used, and machine-readable format, and to transmit this information to another controller.

Where processing is based on your consent, you also have the right to withdraw your consent at any time, without this affecting the lawfulness of processing based on consent before its withdrawal.

To exercise your rights, please contact us using one of the contact details listed in point 10 of this policy.

8. What are “cookies”?

The iCare2 contact form does not use “cookies”.

9. Changes to this policy

LIF reviews this policy periodically and may update it in the event of changes in legislation or internal practices. The current version will always be available together with the form.

We recommend that you review this policy periodically. If material changes enter into force that significantly affect your rights or the manner in which we process your personal information, we will provide additional notice or will request/obtain your consent, as required by law.

This policy was last updated on 06.02.2026.

10. How can you contact us?

For any questions regarding our privacy policy for the contact form or any requests regarding the processing of your personal data, please contact us by any of the following means:

Address: Sofia 1303, 54 “Bulgarska Morava” Street, floor 7

Telephone: +359 2 44 606 44

E-mail: office@netlaw.bg

LIF will respond to requests within a reasonable time frame.

11. How can you contact the competent supervisory authority?

If you consider that the processing of your personal data violates the applicable data protection legislation, you have the right to lodge a complaint with the Commission for Personal Data Protection (CPDP), located at address Bulgaria, Sofia 1592, 2 “Prof. Tsvetan Lazarov” Blvd., or with the competent supervisory authority in the Member State of the European Union in which you usually reside, work, or in which the alleged infringement has occurred.



Thank you for taking the time to familiarise yourself with our Privacy and Personal Data Protection Policy for the Contact Form of the iCare2 Preliminary Mediation Desk!