

## COOKIE POLICY

last updated: 28.04.2026.

This Cookie Policy applies to the website [www.virtual-office.hr](http://www.virtual-office.hr) through which services under the VOffice brand are presented and offered.

The joint controllers of personal data in relation to the use of this website are: InstantOffice d.o.o., Radnička cesta 80, HR-10000 Zagreb, OIB: 56812565987 and

InstantOffice Management d.o.o., Ulica Ivana Šibla 17, HR-10000 Zagreb, OIB: 91973178034

(hereinafter jointly: "Controllers")

Services under the VOffice brand at the location Savska cesta 41, Zagreb are operationally provided by InstantOffice Management d.o.o.

The Controllers jointly determine the purposes and means of processing personal data in relation to the use of cookies, in accordance with Article 26 of the General Data Protection Regulation (GDPR).

For all questions related to the use of cookies and the processing of personal data, you may contact:

[gdpr@virtual-office.hr](mailto:gdpr@virtual-office.hr)

### 1. What are cookies?

Cookies are small text files that are stored on your device when you visit a website. Cookies enable recognition of your browser or device upon a return visit, ensure the technical functioning of the website, remember your settings and enable analysis of website usage.

Cookies do not allow access to other data on your device or to other files.

### 2. Legal basis for the use of cookies

The use of cookies is regulated by:

- General Data Protection Regulation (GDPR)
- Directive 2002/58/EC (ePrivacy Directive)
- Electronic Communications Act

Cookies are used on the following legal bases:

#### **Necessary cookies:**

processing is necessary for the provision of an information society service explicitly requested by the user

#### **All other cookies:**

processing is based on the user's consent, in accordance with Article 6(1)(a) GDPR

### **3. Categories of cookies**

#### **3.1. Necessary cookies**

Necessary cookies enable basic functionalities of the website and cannot be disabled through the consent management system.

These cookies are used for:

- session maintenance
- website security
- storing cookie preferences
- technical functioning of the website

Without these cookies, the website cannot function properly.

#### **3.2. Functional cookies**

Functional cookies enable enhanced functionality and personalization (e.g. remembering user settings).

If they are not necessary for the provision of a service explicitly requested by the user, they are used only with consent.

#### **3.3. Analytical cookies**

Analytical cookies enable monitoring of website usage for the purpose of improving its functionality and content.

Tools such as the following may be used on the website:

- Google Analytics
- Google Tag Manager

Data collected through these cookies are processed in aggregated form.

If these cookies involve the transfer of data to third countries (e.g. USA), such transfer is based on appropriate safeguards (e.g. Standard Contractual Clauses).

These cookies are used exclusively with the user's consent.

#### **3.4. Marketing cookies**

Marketing cookies are used for:

- tracking users
- measuring advertising effectiveness
- displaying personalized advertisements

Tools such as the following may be used on the website:

- Meta Pixel
- Google Ads

These cookies may involve the transfer of data to third parties.

They are used exclusively with prior user consent.

#### **4. Third-party cookies**

The website may use third-party cookies that enable functionalities such as analytics, advertising or integration with other platforms.

Third parties may process personal data in accordance with their own privacy policies.

The Controllers do not have control over the processing of data carried out by these third parties.

#### **5. Cookie management and consent**

Upon your first visit to the website, a cookie management interface is displayed through which you can:

- accept all cookies
- reject all non-necessary cookies
- select individual categories of cookies

Cookies that are not necessary must not be pre-enabled.

Consent must be:

- freely given
- informed
- unambiguous
- given by a clear affirmative action

You may withdraw or modify your consent at any time via the cookie settings on the website.

#### **6. Managing cookies via browser**

You can also control cookies through your internet browser settings.

Most browsers allow you to:

- block cookies
- delete cookies
- receive a warning before cookies are stored

If cookies are blocked, certain functionalities of the website may not be available.

#### **7. Cookie storage period**

Cookies are stored:

- as session cookies (deleted when the browser is closed)
- as persistent cookies (remain stored for a certain period)

The exact duration of each cookie depends on its purpose and is defined in the cookie management system on the website.

#### **8. Transfer of data to third countries**

In the case of using tools such as Google Analytics or Meta Pixel, certain data may be transferred to third countries (e.g. USA).

Such transfer is carried out with the application of appropriate safeguards in accordance with GDPR, including:

- Standard Contractual Clauses
- additional technical and organizational measures

## 9. Your rights

In relation to the processing of personal data via cookies, you have rights in accordance with GDPR, including:

- right of access
- right to rectification
- right to erasure
- right to restriction of processing
- right to object
- right to withdraw consent

To exercise your rights, you may contact:

[gdpr@virtual-office.hr](mailto:gdpr@virtual-office.hr)

## 10. Right to lodge a complaint

If you believe that the processing of personal data violates data protection regulations, you have the right to lodge a complaint with the supervisory authority:

**Croatian Personal Data Protection Agency**

**Selska cesta 136**

**HR-10000 Zagreb**

**E-mail: [azop@azop.hr](mailto:azop@azop.hr)**

**Web: [www.azop.hr](http://www.azop.hr)**

## 11. Amendments to the Cookie Policy

The Controllers reserve the right to amend this Cookie Policy.

The updated version will be available on the website.

In Zagreb, 28.04.2026.