Privacy Policy

Triple Seven Gliders & Triple Seven Kites

Last updated: 20 November 2026

This Privacy Policy explains how Triple Seven collects, processes, stores and protects personal information when you visit our websites, purchase our products, subscribe to our communications, or contact us.

This policy applies to:

- https://www.777gliders.com
- https://www.777kites.com

We respect your privacy and process personal data in accordance with the European Union General Data Protection Regulation (GDPR), Regulation (EU) 2016/679, and applicable Slovenian data protection legislation.

1. Data Controller and Contact Information

The company responsible for processing your personal data is:

777 jadralna padala d.o.o.
Ulica IV. prekomorske 61
5270 Ajdovščina
Slovenia

Company registration number: 6002234000
VAT number: SI39487822

Privacy contact: Matjaž Klemenčič
Email: matjaz@777gliders.com

For questions about how your personal data is processed, or to exercise your GDPR rights, please contact the person named above.

2. Personal Data We Collect

Depending on your interaction with our websites and services, we may collect the following categories of personal information.

A. Contact and Identification Information

- First and last name
- Email address

- Telephone number
- Billing and delivery address
- Country of residence
- Company name and VAT number, where applicable

B. Orders and Purchases

When purchasing products from Triple Seven, we may process:

- Products purchased and order history
- Product sizes, colours and configurations
- Billing and shipping information
- Payment status, transaction references and refunds
- Shipping and tracking information
- Customer correspondence relating to orders

Our online purchasing services may use Shopify and external payment providers. Payment card information is handled by the relevant payment service providers. We do not require access to complete payment card numbers to fulfil orders.

C. Product Registration, Warranty and Technical Support

When you register a product or request technical assistance, we may collect:

- Name and contact information
- Product model, size and serial number
- Purchase date and dealer information
- Product ownership and service history
- Warranty claims and repair information
- Photographs, documents and correspondence relating to technical issues

This information helps us provide warranty services, product support, technical assistance and relevant safety communications.

D. Demo Flights and Product Testing

When requesting a demonstration paraglider or participating in a product testing arrangement, we may collect:

- Contact and delivery information
- Requested product and size
- Relevant flying experience and qualifications
- Information necessary to assess the suitability of the requested equipment
- Demo loan agreement acceptance and related records
- Delivery, return and communication records

We process this information to arrange demonstration equipment, administer the loan agreement, and manage product safety and responsibility.

E. Newsletter and Marketing Communications

If you subscribe to our newsletter or otherwise provide valid marketing consent, we may collect:

- Name, if supplied
- Email address
- Subscription preferences
- Subscription and consent records
- Email engagement information, where permitted

We use this information to send product announcements, technical news, special offers, events and other Triple Seven communications.

You can unsubscribe from marketing emails at any time using the unsubscribe link in the email or by contacting us directly.

F. Website Usage and Technical Information

When you visit our websites, our systems and service providers may process technical information such as:

- IP address
- Browser and device information
- Operating system
- Pages visited and website interactions
- Referral source
- Cookie identifiers and preferences
- Technical and security logs

Depending on the services enabled, we may use cookies and similar technologies for essential website functionality, analytics and advertising.

Non-essential cookies and tracking technologies requiring consent will only be used after the appropriate consent has been obtained.

3. Why We Process Personal Data

We process personal information for the following purposes:

Order fulfilment and customer service: To process purchases, receive payments, arrange deliveries, handle returns and provide customer support.

Product registration and safety: To maintain relevant product records, respond to warranty claims, provide technical assistance and communicate important product safety information.

Demo equipment arrangements: To assess requests, arrange demonstration products and administer loan agreements.

Marketing communications: To send newsletters, offers and product announcements where we have a valid legal basis.

Website operation and improvement: To maintain website functionality, protect our systems, analyse performance and improve the customer experience.

Legal and accounting obligations: To maintain records required under applicable accounting, tax, consumer protection and other laws.

4. Legal Basis for Processing

We process personal information only where an appropriate legal basis applies.

These legal bases include:

- **Performance of a contract (GDPR Article 6(1)(b)):** Processing necessary to fulfil orders, demo agreements and other contractual services, or to take requested steps before entering into a contract.
- **Legal obligation (Article 6(1)(c)):** Processing required for accounting, taxation, consumer protection and other legal obligations.
- **Legitimate interests (Article 6(1)(f)):** Processing necessary for proportionate customer support, fraud prevention, network security, product traceability, safety communications and the establishment or defence of legal claims, subject to the rights and interests of individuals.
- **Consent (Article 6(1)(a)):** Processing based on consent, such as optional newsletter subscriptions and non-essential cookies where required.

Where processing is based on consent, you may withdraw that consent at any time without affecting processing already carried out lawfully.

5. How Long We Store Personal Data

Triple Seven maintains customer and product records to provide long-term support for technical products, manage warranty obligations, maintain product traceability and fulfil legal requirements.

Because paragliders and related equipment may remain in use for many years, certain product records may need to be retained beyond the original purchase or warranty period.

We apply the following retention principles:

Purchase and accounting records: Retained for the period required by applicable Slovenian accounting, tax and other legislation.

Product registration, serial numbers and safety records: Retained for as long as reasonably necessary for product traceability, safety notifications, warranty or technical support, subject to periodic review.

Warranty, repair and service correspondence: Retained while necessary to manage the relevant service, product history, legal obligations or potential claims.

General enquiries and correspondence: Retained only for as long as necessary to resolve the enquiry and for any justified follow-up or legal purpose.

Demo loan agreements: Retained for the duration necessary to administer the agreement and address potential claims or legal obligations.

Newsletter subscriptions: Retained while the subscription remains active. When consent is withdrawn, marketing processing will stop, although limited information may be retained where necessary to document consent or prevent further unwanted messages.

Website logs and analytics data: Retained according to documented operational and security needs and the applicable settings of our service providers.

Where a retention period expires or the purpose for processing no longer applies, personal data will be deleted, anonymised or otherwise handled in accordance with applicable law.

6. Sharing Personal Data

We do not sell customer personal information as a commercial contact database.

Where necessary to provide our products and services, we may share relevant information with:

- Shopify and other e-commerce service providers
- Payment processors and financial institutions
- Delivery companies, couriers and logistics providers
- Website hosting and IT service providers
- Email marketing service providers
- Authorised dealers, distributors and service partners where required to fulfil a customer request
- Accounting, legal and professional advisers
- Public authorities where legally required

We share only information reasonably necessary for the relevant purpose and require appropriate safeguards where applicable.

7. International Data Transfers

Triple Seven operates internationally, and certain service providers, logistics partners or business partners may be located outside the European Economic Area.

Where personal data is transferred outside the EEA, we apply appropriate safeguards as required by GDPR, which may include European Commission adequacy decisions, Standard Contractual Clauses or other legally recognised transfer mechanisms.

Information about applicable safeguards can be requested using the privacy contact details above.

8. Cookies and Tracking Technologies

Our websites may use essential cookies necessary for website operation, shopping-cart functionality, security and customer preferences.

We may also use analytics and advertising technologies to understand website traffic, improve our services and evaluate marketing campaigns.

Where required by law, non-essential cookies and similar technologies are activated only after the visitor has provided consent.

Visitors may manage or withdraw cookie consent through the cookie preferences mechanism available on the relevant website.

Additional details about the cookies and technologies used should be provided in the website's Cookie Policy or cookie preference interface.

9. Your Rights Under GDPR

Subject to applicable legal conditions and exceptions, you have the right to:

1. Request access to your personal data.
2. Request correction of inaccurate or incomplete information.
3. Request deletion of personal information.
4. Request restriction of certain processing activities.
5. Object to processing based on legitimate interests and to direct marketing.
6. Request data portability where applicable.
7. Withdraw consent where processing is based on consent.
8. Lodge a complaint with a competent data protection supervisory authority.

Requests can be sent to:

matjaz@777gliders.com

We will respond without undue delay and generally within one month, subject to extensions permitted under GDPR.

Some personal information may need to be retained even after a deletion request where a legal obligation or another applicable legal ground requires or permits continued retention.

You also have the right to lodge a complaint with the Slovenian Information Commissioner (Informacijski pooblaščenec) or another competent EU supervisory authority.

10. Data Security

We take appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration and disclosure.

These measures may include restricted access to customer records, account authentication, secure website connections, controlled access to service providers and appropriate system maintenance.

No online transmission or storage system can guarantee absolute security.

11. Automated Decision-Making

We do not use customer personal information to make solely automated decisions that produce legal or similarly significant effects on individuals.

Certain e-commerce, security and fraud-prevention services may use automated checks to support normal business operations.

12. Third-Party Websites

Our websites may contain links to third-party websites, social media platforms and external services.

We are not responsible for the privacy practices of independent third-party websites. We recommend reviewing their privacy policies before providing personal information.

13. Changes to This Privacy Policy

We may update this Privacy Policy when our business operations, services, technologies or legal obligations change.

The latest version will be published on our websites with its updated revision date.

14. Contact

For all questions concerning personal data, privacy rights, data processing or deletion requests, please contact:

Matjaž Klemenčič
Privacy Contact
777 jadralna padala d.o.o.
Ulica IV. prekomorske 61
5270 Ajdovščina, Slovenia

Email: matjaz@777gliders.com

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