

## **Personal Data Processing Policy of ČECHÁK holding s.r.o.**

ČECHÁK holding s.r.o. corporation, business ID No.: 258 51 136, with its registered office at Hodolanská 36/38, Olomouc, Hodolany, post code 779 00 (hereinafter as "ČECHÁK holding s.r.o."), collects the following customer's personal data for further processing at the moment of entering into a contract or any other legal act: name and surname (or company name), date of birth (or the business ID and tax reg. No.), residential address, postal address, e-mail address, telephone number and the information about the customer's data connections (hereinafter as the "personal data"). The above personal data are subject to the protection under the Regulation of the European Parliament and of the Council No. 2016/679.

ČECHÁK holding s.r.o. becomes the controller of the above personal data.

ČECHÁK holding s.r.o. is the controller of personal data. Personal data are processed based on a contractual relationship between both parties for the purposes of sale of goods or provision of services, especially to satisfy statutory obligations to be fulfilled in this type of a contractual relationship and for the purposes of mutual communication between ČECHÁK holding s.r.o. and a customer necessary for the performance of the contract. Provision of the above personal data is a statutory requirement. The contractual relationship cannot be established in the event the above data are not provided. The above personal data will be stored with the controller for the period of the duration of a contractual relationship, the contract itself for another 5 years starting at the end of the accounting period in which the contractual relationship was terminated. This is necessary mainly due to the requirements of the Accounting Act No. 563/1991. The personal data will also be stored as part of the tax documentation for further 10 years starting at the end of the accounting period in which the contractual relationship terminated.

This is necessary especially due to the requirements of the VAT Act No. 235/2004. Personal data consisting in the postal address, e-mail and phone number are processed pursuant to the legitimate interest of ČECHÁK holding s.r.o. in connection with the contractual relationship, especially for reasons of maintaining reasonable mutual communication between ČECHÁK holding s.r.o. and the customer necessary for the performance of the contract. The contractual relationship cannot be established in the event the above data are not provided. Personal data consisting in the postal address, e-mail and telephone number shall be processed by the controller for the period of the duration of a contract and 3 years afterwards. A customer has a right to request the erasure of their personal data during the subsequent three years and the controller shall erase the data unless there are obstacles consisting in unsettled claims of the controller or in an open possibility to make a complaint or in any other demonstrable interest of the controller.

Personal data consisting in the information on data connections of the customer shall be provided to other recipients, such as a court, a public prosecutor, a police body in case of an investigation of serious crime or to the Security Intelligence Service, Military Intelligence and the Czech National Bank, always upon a due request and its justification on the part of the said Public Administration Agencies. No other above stated personal data shall be provided to any other recipients unless the customer explicitly asks for it.

A customer, in line with the Regulation of the European Parliament and of the Council No. 2016/679 (abbreviated as the "GDPR") has a right to request access to their personal data kept by the controller, their rectification or erasure, or restriction of their use, as well as the

right of portability of the data. A customer has a right to file a complaint with a supervisory body which is the Personal Data Protection Office.

#### The rules for using cookies

Cookies are used to facilitate the use of ČECHÁK holding s.r.o. website. Cookies are small data files stored on the disk of your computer. We use cookies to better understand how you use our website and to be able to optimize it. Cookies for example may tell us whether you have visited our website in the past or whether you are a new customer.

If you do not wish to accept cookies, you may delete all cookies in your Internet browser, block their acceptance or work in the so called anonymous regime where cookies get automatically deleted when you close your browser. For more information consult the Help tab in your Internet browser, the Cookies section.

#### Personal data processed based on a customer consent

ČECHÁK holding s.r.o. is entitled to record telephone conversation with a customer while using Customer Support service. The recorded conversation is part of a customer's personal data.

Personal data consisting in recorded conversation are only processed based on a customer's consent. The said personal data are processed for the purposes of improving mutual communication between ČECHÁK holding s.r.o. and a customer during the fulfillment of a contractual relationship. The provision of this type of data is voluntary. Failure to provide such data does not hinder the establishment of a contractual relationship between the parties, however, the customer support service via telephone will be disabled. Such personal data will not be provided to any other recipients unless the customer explicitly asks for it.

Personal data consisting in recorded conversation will be stored with the controller for the maximum period of 1 month from its origination or until the withdrawal of the consent by the customer.

A customer, in line with the Regulation of the European Parliament and of the Council No. 2016/679, has a right to request access to such data, their rectification or erasure, or restriction of their processing, as well as the right of portability.

A customer has a right to file a complaint with a supervisory body which is the Personal Data Protection Office.

By viewing ČECHÁK holding s.r.o. website, as well as by entering into any form of a contractual relationship with ČECHÁK holding s.r.o., a customer gives the consent to the controller to send them business information, so called direct marketing. The controller is entitled to process the above stated personal data for the purposes of sending current information and news concerning the controller's business and offers of its services. The controller is entitled to process the above personal data for the period of the consent, however, not longer than 2 years after the person ceases to be the customer of the controller. A customer is entitled to withdraw their consent and request information concerning the processing of their personal data kept by the controller.