

# Personal data processing policy

## Information Memorandum

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## **1. Personal data processing policy**

TurboConsult s.r.o., with its registered office at Šumavská 519/35, 602 00 Brno, Czech Republic, Business ID: 13690043, incorporated in the Commercial Register kept by the Regional Court in Brno, Section C, Insert 486, hereby sets the binding rules for personal data processing in order to ensure protection of personal data and the subject's right to privacy and to prevent misuse of personal data.

The rules for personal data processing referred to in this policy conform to the obligations imposed by Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC – General Data Protection Regulation (hereinafter referred to as the “GDPR”).

Through this policy we also inform about the facts and rights that we are obliged to inform about in accordance with the GDPR, providing sufficient transparency and openness when processing personal data.

This policy sets out procedures and principles based on which we process personal data, as well as rules for handling such data. If you are unclear about anything or if you would like to ask about anything related to your personal data, use the contact details listed below.

## **2. Collection of personal data**

### **2.1. Reasons for collection of personal data**

We only collect and process personal data if it is necessary for:

- a) The performance of a contract you have entered into or want to conclude with us.
- b) The provision of a service you want to use.
- c) The compliance with legal requirements.
- d) The protection of your vital interests.
- e) The purpose of our legitimate interests unless your interests or your fundamental rights and freedoms requiring protection of personal data have priority.

### **2.2. Use for the purpose of direct marketing**

One of the legitimate interests may be processing of your personal data for the purpose of direct marketing – sending of commercial communications. This means that if you have already purchased any goods from us or used a service provided by us, we may occasionally send you an offer of similar products, which might be of interest to you. However, you can unsubscribe from receiving such commercial communications at any time using the link contained in the received commercial communications or using the contact e-mail listed below and you will no longer receive any communications from us.

### **2.3. Consent**

In other cases, we may only obtain and process your personal data with your explicit and freely given consent. Your consent may be withdrawn at any time using the contact details listed in this policy. The specific conditions for the use of your personal data based on your consent is given are always listed in each individual consent statement.

### **2.4. Obtaining of personal data**

We do not obtain your personal data from publicly available sources, but always only from you or from third parties that are working with us and have received such personal data from you in accordance with the law and are entitled to transfer such data to us. In any case, when using your personal data, we will always abide by this policy and the law, no matter how we obtain them.

We will either explicitly request your personal data directly from you, or we can obtain them if you subscribe to one of our services, enter into a contract with us or use a service provided by us. Alternatively, you can provide us with your personal data for example by filling in forms on our website or by communicating with us via phone, e-mail, online discussion, or otherwise. We collect some of your personal data automatically with your consent for example through use of cookies when you visit our website.

We will always inform you about the specific reason for the processing of your personal data in each specific case. This information is provided either directly in the contract being concluded, or in the terms and conditions of the service being provided, or in this policy. Alternatively, you may ask us at any time regarding the reasons for the processing of your personal data using the contact details listed below.

### 3. Use of your personal data

We primarily use your personal data to provide you with our services, to conclude a required contract, to perform a concluded contract, to comply with legal requirements, to notify you of changes in our services, to improve our services or to provide you with a better customer experience. This information may also be used with your permission for informing you about other services and products that we or selected third parties provide and that you might be interested in or that you might take advantage of. We will always inform you about any other uses of your personal data.

### 4. Transfer of your personal data to other parties

#### 4.1. Transfer of personal data

We will not disclose your personal data to anyone except as described in this policy.

Your personal data will be accessible to those employees of our company who will be authorized to work with such personal data. All employees with access to your personal data are committed in writing to keep your personal data confidential and thus may not disclose them. These employees were also responsibly selected, trained in internal rules on the protection of personal data and also properly trained to know how to handle your personal data and under what circumstances your personal data can be processed. This is how we strive to ensure the best protection of your personal data.

If necessary, your personal data will then be transferred to certain third parties. These persons are referred to as processors. Our company is responsible for ensuring that these processors will provide appropriate guarantees for the processing of your personal data. All processors are selected responsibly. Processors will be contractually obligated to comply with the obligations related to the protection of your personal data, which will contractually ensure that your personal data will be adequately protected and the risk of data abuse minimized.

#### 4.2. Third parties to whom personal data will be transferred

Here are the categories of parties to whom we may transfer your personal data and who may gain access to your personal data:

<b>Categories of recipients:</b>	<b>Purpose of the transfer of personal data</b>
Legal advisors	Use of legal advice.
Accounting advisors	Use of accounting services.
Tax advisors	Use of tax advice.
IT providers	IT management and user application management.
Webmaster	Administration of our website.
Providers of online tools	Use of these tools to improve the quality of our services and enhance your customer experience.
Providers of communication distribution services	Distribution of commercial and other communications.
Subcontractors	Provision of subcontracting for your ordered service.

If you give us your consent, then we may also transfer certain information to selected third parties which may inform you about services and products that we or selected third parties offer and that you might be interested in.

We may also share your personal data with other third parties with the aim to prevent crime and reduce risks, where required by law and where considered appropriate, in response to a legal action, or to protect the rights or property of our company, our partners or yours.

#### **4.3. Transfer outside the EU**

Your personal data is not transferred to countries outside the European Union or to international organizations, except where transmitted for the purpose of better backup and data protection and where expressly provided for in this policy.

### **5. Automated individual decision-making and profiling**

When processing your personal data, our company does not use any automated individual decision-making or profiling which would have any legal effects for you or which would have other significant impact on you. Should this change, we would inform you thereof immediately.

### **6. Duration of personal data processing**

We process your personal data for the necessary period of time only. As soon as your personal data is not required for the purposes of processing, it will be immediately erased.

If your personal data is processed on the basis of consent, the duration of processing is stipulated in such consent statement.

If your personal data is processed based on statutory provisions, it will be processed for a period required by the law. If the law requires archiving of certain personal data, such data will be archived for the required period of time in compliance with the law.

If your personal data is processed as a result of the conclusion of a contract or provision of a service, your personal data will be processed for the duration of this contract or provision of the service and 10 years after termination of the contract or provision of the service. However, during this time we only process your personal data for the purpose of preventing possible legal claims or legal actions. The period of 10 years then matches the maximum limitation period for which claims may be successfully lodged with the court. Should legal or other proceedings be initiated which require provision of your personal data, such data will be processed for the duration of such proceedings, including any enforcement and other related proceedings.

### **7. Your rights**

#### **7.1. Right to information**

You may contact us at any time using the below listed contact details if you want us to send you a confirmation of whether we process your personal data. If we process your personal data, you have the right to obtain access to the following information:

- a) The purpose for which we process your personal data and the categories of personal data.
- b) The recipients and processors of your personal data.
- c) The period for which your personal data will be stored, or if that is not possible, the criteria used to determine that period.
- d) The type of personal data for which you may request erasure or restriction of processing or raise objection against processing.
- e) The right to lodge a complaint with a supervisory authority.
- f) The sources of personal data if not obtained from you.

- g) The existence of automated individual decision-making or profiling.

Upon your request, we will provide you with copies of your personal data that we process. Provision of additional copies that you might require may be subject to a fee to cover the costs incurred. If you file an electronic request, you will receive electronic copies, unless you require a different format. However, we have a right to verify your identity in order to make sure that the information related to your personal data is not accessed by an unauthorized person.

We will try to provide you with the information as soon as possible, depending on the scope of the information you require, however, no later than within 30 days.

## **7.2. Right to rectification**

If you become aware that some of your personal data is inaccurate, incorrect or incomplete, you shall have the right to have it rectified or completed upon your notification without undue delay.

## **7.3. Right to be forgotten – right to erasure**

You have the right to obtain from us the erasure of your personal data without undue delay if:

- a) Your personal data is no longer necessary in relation to the purposes for which it was collected.
- b) You withdraw your consent.
- c) You object to the processing.
- d) Your personal data has been unlawfully processed.
- e) The erasure will provide for compliance with a legal obligation.
- f) The personal data has been collected in relation to the offer of information society services.

However, your personal data shall not be erased due to the reasons stated above if one of the reasons stipulated by Art. 17(3) of the GDPR applies.

Where your personal data has been made public and where technically possible or the data was transferred to third party, we will provide for erasure of the data as well.

## **7.4. Right to restriction of processing**

You have the right to obtain from us restriction of processing of your personal data if:

- a) You notify us that your personal data is inaccurate, for a period enabling us to verify the personal data.
- b) The processing of your personal data is unlawful, but you oppose the erasure and request restriction of its processing instead.
- c) We no longer need your personal data, but you will require it for the establishment, exercise or defence of legal claims.
- d) You have objected to processing, for a period needed to establish legitimacy of the objection.

Where processing has been restricted, your personal data can be stored only, and it can only be processed upon your consent when required for the establishment, exercise or defence of legal claims or for reasons of public interest.

## **7.5. Right to object**

You have the right to object to processing of your personal data if we process it for direct marketing purposes. The objection shall be sent in writing to our mailing or e-mail address stated below. If you object to processing of your personal data for the direct marketing purposes, we will refrain from processing your personal data unless we demonstrate compelling legitimate grounds for the processing which override your interests, rights or freedoms or for the establishment, exercise or defence of legal claims.

## **7.6. Right to data portability**

Upon your request, we will provide you with your personal data in a structured, commonly used and machine-readable format so that you can transmit it to another data controller. Where technically feasible, you may require that we transmit your personal data directly to a data controller you identify.

## **7.7. Right to lodge a complaint**

At any time, you have the right to lodge a complaint with a supervisory authority in relation to processing of your personal data or violation of our obligations pursuant to the GDPR. In the Czech Republic, the supervisory authority is the Office for Personal Data Protection, with its seat at Pplk. Sochora 27, 170 00 Praha 7, [www.uoou.cz](http://www.uoou.cz).

## **8. Implemented measures**

Our company has introduced personal, organisational and technical measures to eliminate risks of various significance to your rights and freedoms and to protect your personal data. We have trained all our employees who have access to personal data. Also, all personal data stored in hard copies is protected against unauthorized access. We observe security standards for personal data stored electronically and the data is also protected against unauthorized access. Also, we have completed a risk analysis in order to prevent risks and we have implemented relevant measures to minimise the risks.

## **9. Personal data protection coordinator**

Our company is not obliged to designate a data protection officer pursuant to the GDPR and we have not designated such officer. However, we have designated a personal data protection coordinator who is responsible for personal data protection in our company. You can contact the personal data protection coordinator regarding any matter related to your personal data and to exercise your rights. The personal data protection coordinator is Hana Vaníčková, e-mail [ouu@turboconsult.cz](mailto:ouu@turboconsult.cz).

## **10. Contact Details**

In case of any requests, comments or unclarities, do not hesitate to contact us at [ouu@turboconsult.cz](mailto:ouu@turboconsult.cz) or send a letter to the company seat.

## **11. Conclusion**

This policy was adopted on 15 May 2018. This policy is subject to change. Information about potential amendments to this policy will be published at our website.