

Information on Personal Data Processing when Contacting a Controller

VOLKE MLADÁ BOLESLAV spol. s r.o. with the registered office at Mladá Boleslav, Staroměstské náměstí 150, postal code 293 01, ID 475 38 104, registered with the Commercial Register maintained by the Municipal Court in Prague in Section C, Insert 18103 (hereinafter referred to as “the controller”) is the controller of personal data of persons contacting the controller (hereinafter referred to as “persons contacting the controller”), and at the same time not appointing a Data Protection Officer. No automated decision-making by the data controller takes place within the meaning of Article 22 of Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 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 (hereinafter referred to as “the regulation”).

The contact details of VOLKE MLADÁ BOLESLAV spol. s r.o. are as follows:

- address for service: Mladá Boleslav, Staroměstské náměstí 150, postal code 293 01
- email and telephone: info@volke.cz, +420 326 722 550

The controller processes the identification and contact details of persons contacting the controller by email or telephone and the data necessary to meet the requests of those persons and to improve the services of the controller, provided by the contacting person or which the controller obtained in the course of responding to the requests of the contacting person or provided by the person contacting the controller on the basis of his/her consent. In particular, a controller may process following personal data of a person contacting the controller: name, surname, email address, telephone, customer request information.

The ground for processing the personal data of a person contacting the controller is to respond to a query or request of that person and to perform rights and obligations arising from the contract and the legal relationship between the person contacting the controller and the controller, and to send commercial communications and perform other marketing and advertising activities in relation to the person contacting the controller.

The legal ground for the personal data processing is:

- response to a query or a request of a person contacting the controller
- performance of the contract between the person contacting the controller and the controller, response to a request of the person contacting the controller, provision of the required information to the person contacting the controller
- the legitimate interest of the controller in providing direct marketing, in particular for the purpose of sending commercial communications and performing other marketing and advertising activities in relation to the person contacting the controller
- in the absence of an order for goods or services, the consent of the person contacting the controller with the processing of personal data for marketing purposes, in particular for the purpose of sending commercial communications and performing other marketing and advertising activities in relation to the person contacting the controller

Other entities receiving and processing personal data of the person contacting the controller will be the providers of maintenance of the information system, entities which in relation to the controller are controlled by the same controlling entity as the controller within the meaning of Act No. 90/2012 Coll., on Business Corporations, or which are controlled by the controller (hereinafter referred to as “related entities”), entities involved in the performance of rights and obligations arising from the contract between the person contacting the controller and the controller, and entities working with the controller in the area of accounting, tax consultancy and law. In all cases, the controller will make every effort to ensure that such third-party providers have in place appropriate measures to ensure security of personal

data of the person contacting the controller. The controller does not intend to transfer personal data of the person contacting the controller to a third country or to an international organization.

The controller will be authorized to store the personal data of the person contacting the controller and will use it only:

- for the period strictly necessary for the purpose for which it was collected, in particular for the period necessary to perform rights and obligations arising from the contractual relationship between the person contacting the controller and the controller, and to exercise rights arising from this contractual relationship, for a maximum of 5 years from the date of termination of this contractual relationship
- for the period of granting and not withdrawing consent to the processing of personal data for the purposes of marketing and improving the services of the controller, for a maximum of 5 years from granting of the consent

At the discretion of the person contacting the controller, he/she has the right to withdraw his/her consent to the processing of personal data, if it has been provided, at any time, in writing with his/her own signature, by mail to VOLKE MLADÁ BOLESLAV spol. s r o, Mladá Boleslav, Staroměstské náměstí 150, postal code 293 01, or electronically, by sending this withdrawal of consent from the email address indicated here to the following email address: info@volke.cz, as well as personally at the address of the controller at VOLKE MLADÁ BOLESLAV spol. s r.o., Mladá Boleslav, Staroměstské náměstí 150, postal code 293 01.

In the case that the processing of personal data of a person contacting the controller is performed by the controller due to responding to a request or answering a query of the person contacting the controller or due to performance of a contract between the person contacting the controller and the controller, or a request of the person contacting the controller, the person contacting the controller is not obligated to provide his/her personal data to the controller, however, provision of personal data is a necessary requirement for the response to the request, the answer to the query or the performance of such a contract, and without providing the personal data of the person contacting the controller, it is not possible to conclude or perform the contract, respond to requests or answer queries of the person contacting the controller.

Under the conditions set forth in the regulation, a person contacting the controller has the right to request from the controller access to his/her personal data, the right to correct or delete personal data, or to restrict processing of the personal data, the right to object to the processing of personal data, the right to data portability and the right to lodge a complaint against the controller with a supervisory authority, which is the Office for Personal Data Protection.

The controller has carried out all necessary technical and organizational measures to ensure the protection of customers' personal data in accordance with legal regulations, in particular:

- has carried out measures necessary to prevent access of unauthorized persons to the personal data and to means for its processing,
- has carried out measures necessary to prevent unauthorized reading, creating, copying, transferring, modifying or deleting of the records containing personal data,
- has carried out measures to prevent transfer of the personal data to unauthorized persons
- has carried out measures to prevent unauthorized access to data media.

VOLKE MLADÁ BOLESLAV spol. s r.o.