

Information obligation for personal data processing

COMPLAINT (natural person, non-entrepreneur)

Purpose of personal data processing for which personal data is intended:

Handling complaints and keeping related legal records.

Category of affected persons:

Customer of goods and/or services who advertises purchased goods and/or delivered service.

Affected persons:

A natural person or other person authorized to act on behalf of the customer.

Category/scope of personal data:

Common personal data required to fulfill legal obligations, e.g. name, surname, address, residential address, contact details - telephone number, e-mail address, bank number, other personal data found or submitted during the processing of the complaint.

Legality of personal data processing:

Art. 6 par. 1 letter b) of the general regulation on data protection, when the processing of personal data is necessary for the performance of a contract to which the person concerned is a party, or to carry out measures prior to the conclusion of the contract based on the request of the person concerned

Art. 6 par. 1 letter c) of the General Regulation on Data Protection, when the processing of personal data is necessary to fulfill the legal obligation of the Operator - seller (the legal obligation of the seller to deal with the complaint no later than within 30 days from the date of application of the complaint is regulated by Act No. 250/2007 Coll. on Protection consumer)

Art. 6 par. 1 letter f) of the general regulation on data protection, when the processing of personal data is necessary to fulfill the legitimate interests of the Operator.

Legal obligation to process personal data:

Law no. 250/2007 Coll. on consumer protection and on the amendment of Act of the Slovak National Council No. 372/1990 Coll. on offenses as amended, Act no. 40/1964 Coll. Civil Code. (the legal obligation of the seller to deal with the complaint no later than within 30 days from the date of application of the complaint is governed by Act No. 250/2007 Coll. on consumer protection).

Identification of the recipient or category of recipient:

- telephone service provider,
- data service provider,
- e-mail communication platform provider,
- provider of accounting services: Intermediary based on Art. 28 Regulations of the European of the Parliament and of the Council (EU) 2016/679 on the protection of natural persons in the processing of personal data and on free movement of such data, which repeals Directive 95/46/EC (General Regulation on data protection).

Another authorized entity:

Generally binding legal regulation in the sense of § 13 par. 1 letter c) Act no. 18/2018 Coll. on the protection of personal data and on the amendment of certain laws. (control and supervisory authorities of the Slovak Republic, relevant Slovak trade inspection, other authorized entity in accordance with special laws).

- to third countries:

personal data are not provided to third countries

- to international organizations:

personal data are not provided to international organizations.

Information obligation for personal data processing

Disclosure of personal information: personal information is not disclosed.

Processing of personal data for the purpose of legitimate interests of the Operator is carried out:

- fulfillment of the legal obligation of the seller to handle the complaint no later than within 30 days from the date of application of the complaint; informing the customer about the processing of the claim and his satisfaction with the process of processing the claim.
- the legitimate interest of the Operator in the fulfillment of rights and obligations arising from contractual and pre-contractual relationships, if the contracting party is a natural person and other natural persons act on their behalf for the purpose of fulfilling contractual relationships on the basis of a special authorization, so that the Operator can fulfill contractual and pre-contractual relationships, while the affected persons can reasonably expect such processing.

Retention period / criterion for its determination:

Personal data is processed only for the necessary time, i.e. j. during the warranty period. (the warranty period runs from the moment the goods are taken over by the customer, but does not run during the period during which the customer does not have the claimed goods at his disposal, i.e. while the claim is being processed. The length of the general warranty period is 24 months. As soon as the warranty period expires, the Operator personal data of the customer, which goods claimed will remove (dispose of).

Instruction on the form of the request for the provision of personal data from the persons concerned:

The provision of personal data for the purposes of a complaint is a legal as well as a contractual requirement. Without processing your personal data, we cannot legally resolve your complaint.

The operator guarantees that the personal data provided by the affected person will be processed in accordance with the principle of minimization of storage, and in the event that the purpose of processing ceases to exist, the operator guarantees to delete the personal data.

In the event that said personal data will be processed for a purpose other than that specified above in this information obligation, the person concerned will be informed about this purpose as well as about the legal basis of such processing even before such processing.

Technical and organizational security measures: organizational and technical measures for the protection of personal data are elaborated in the operator's internal regulations. Security measures are implemented in the areas of physical and object security, information security, encryption protection of information, personnel, administrative security and protection of sensitive information, with precisely defined powers and duties specified in the security policy.

Automated individual decision-making including profiling: automated individual decision-making including profiling is not performed.