

## **Information obligation for personal data processing**

### **APPEAL OF CLAIM**

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

Complaint processing and related legal records.

#### **Category of affected persons:**

The person making the complaint.

#### **Affected persons:**

Legal entities, statutory bodies, sales representatives and employees of the Operator's subscribers or another person authorized to act on behalf of the subscribers.

#### **Category of personal data:**

Common personal data required to fulfill legal obligations.

#### **List or range of personal data:**

Name, surname, contact information - telephone number, email address, other personal information found or submitted during the handling of the complaint.

#### **Legality of personal data processing:**

The processing of personal data is necessary according to a special regulation or an international treaty to which the Slovak Republic is bound, - according to § 13 par. 1 letter c) ZOOÚ, or Art. 6 letters c) GDPR.

#### **Legal obligation to process personal data:**

Act No. 9/2010 Coll. on complaints as amended,  
Act No. 513/1991 Coll. Commercial Code as amended.

#### **Identification of the recipient or category of recipient:**

The data is not provided to any other recipients.

#### **Other 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 is not provided to international organizations.

**Disclosure of personal information:** personal information is not disclosed.

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

#### **Legitimate interest of the Operator:**

Personal data is not processed for the legitimate interests of the Operator.

**Retention period / criteria for its determination:** 3 years following the date of the complaint.

## **Information obligation for personal data processing**

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

Provision of personal data for the purposes of debt management is a legal requirement. If this data is not provided, it is not possible to ensure proper fulfillment of the Operator's obligations arising from the relevant general legal regulations.

**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.