

Information obligation for personal data processing

COMPLAINT

(legal entity and individual 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:

- legal entities (PO)
- natural persons entrepreneurs (SZČO),
- statutory bodies and business representatives of the Operator's customers or another person authorized to act on behalf of the customers.

Category/scope of personal data:

Business name, ID number, first name, last name, workplace contact information, job position, other personal data found or submitted during the handling 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 take 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.

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:

Act No. 513/1991 Coll. Commercial Code, as amended.

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 Parliament and of the Council (EU) 2016/679 on the protection of natural persons in the processing of personal data and on the free movement of such data, which repeals Directive 95/46/EC (General Data Protection Regulation).

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.

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Legitimate interest of the Operator: the legitimate interest of the Operator in the fulfillment of rights and obligations arising from contractual and pre-contractual relations, if the contracting party is a legal entity (PO) and other natural persons act on its behalf for the purpose of fulfilling contractual relations on the basis of a special authorization or if the natural person is an entrepreneur (SZČO), which is a contracting party and is represented by another natural person, in order to be able to fulfill contractual and pre-contractual relations, while the persons concerned 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.

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.