



Personal Data Processing Policy (GDPR)

This document tells you how we process personal data. Protecting the personal data of our clients and suppliers is a priority for us, so we have developed this policy on how your data is processed, how it is handled, where it is stored and how it is stored.

CLIMARAX s.r.o., with its registered office at Na dolinách 1272/41, Nusle (Prague 4), 140 00 Prague, ID: 17986516 (hereinafter referred to as the "Controller") hereby declares that it processes personal data in accordance with the applicable legislation set out in Regulation (EU) 2016/679 of the European Parliament and of the Council 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).

1. What data does the controller process?

The personal data handled by our company as controller are:

- 1.1. identification data of the customer, a member of his/her body or the supplier (name, surname, date of birth, birth number, ID number, home address, telephone number, e-mail address, ID card number)
- 1.2. contact details (home address, telephone number, e-mail address)
- 1.3. information necessary for the implementation of contractual relations with customers and suppliers (details of services ordered, payment details, details of complaints).

2. For what purpose does the controller process personal data?

- 2.1. The controller processes personal data for the purpose of proper performance of contractual relations, communication with customers regarding products and services. In addition, for the processing and administration of orders, accounting, organisation of transport, implementation of contractual relations.
- 2.2. Zís Obtaining information to enable the controller to improve its services, in particular to determine customer satisfaction. Providing tailored offers and targeted advertising, which it is entitled to send to the customer by email or post.

CLIMARAX s.r.o.

Na dolinách 1272/41, 140 00 Praha 4
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Bankovní spojení: Komerční banka, č. účtu: 123-9473310237/0100
Společnost CLIMARAX s.r.o. je zapsaná v OR u Městského soudu
v Praze, oddíl C, vložka 379728



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3. How long does the controller retain personal data?

The period for which the controller keeps the personal data collected for the purpose of fulfilling the contractual relationship is 10 years due to the obligation to archive invoices based on national accounting and tax legislation. The data of service seekers is kept by the controller only for the time necessary to process the enquiry and the possible conclusion of the contractual relationship.

4. With whom else does the controller share your personal data and to whom does it transfer it?

The controller only passes on the customer's personal data to persons and entities that need it to fulfil the stated purposes of processing personal data.

The controller may share personal data on a limited basis with other processors who provide certain services, for example, for the purpose of processing orders for products or services offered, sending out mailings, sending out bulk email offers and commercial communications, all for a strictly necessary period of time.

If necessary, the controller may also share the customer's personal data with supervisory authorities, courts or law firms, if this is necessary to ensure the fulfilment of the contractual relationship between the controller and the customer or to comply with laws and applicable regulations.

5. Your rights when processing personal data

The person whose data we process has the right to request access to personal data from the controller, the right to rectification, erasure or restriction of the processing of personal data. Furthermore, the individual has the right to object to the processing of personal data and the right to data portability.

If the individual considers that the regulation has been or is still being violated by the processing of personal data, he or she has the right to lodge a complaint with the Office for Personal Data Protection.

If an objection or complaint is raised against the processing of personal data, the controller will not continue to process the personal data unless it has legitimate compelling reasons to continue processing the personal data.

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