

Privacy Policy

Our company uses personal data of our clients, colleagues or business partners, visitors to our premises and persons with whom we have negotiated the conclusion of contracts. We do not take the protection of your personal data and your privacy lightly and we do everything we can to ensure that it is adequately protected. We handle personal data in full compliance with applicable law. In this document, we explain what personal data we collect, for what purpose, how we use it, what we do to keep it safe and what rights you can exercise against us.

Who are we (i.e. the data controller)?

The data controller¹ is our company Levior s.r.o., with registered office at Tovačovská 3488/28, 750 02 Přerov

ID 61973939, registered in the Commercial Register kept by the Regional Court in Ostrava Section C, Insert 7320.

At the end of this document all contacts to our company are listed.

What data do we collect?

Without consent

1. Identification data - personal data used to uniquely and unmistakably identify you, e.g. **name, surname, title, date of birth, ID, home address, signature, login data to our application or e-shop (login, password, etc.)**.
2. Contact details - information that allows us to contact you, e.g. phone number, email address, contact address.
3. data about purchases and our business cooperation, e.g. purchase history, payment details, bank details, credit card, etc.
4. Data about entrances to our company premises.
5. Photographs.
6. CCTV footage.
7. Voice recording (if the call to our company's customer service centre is recorded).
8. device data in connection with the use of web services and applications. To collect and store information we use various technologies (cookies, IP addresses, web browser and operating system versions).on separate drives. Access to these disks is via access rights.
9. Data on the exercise of your legal rights and records of their exercise against our company.
10. Other data, the processing of which our company is obliged to process by a legal regulation of the Czech Republic or European Union.

With permission

In some cases, our company processes the above data or other data on the basis of your consent. In such cases, the exact scope of the personal data processed is set out in the consent you have signed. In such cases, you always have the possibility to withdraw this consent.

¹ The personal data controller means the entity that determines what personal data it will collect and why it will collect it and how it will protect it.

For what purposes does our company use personal data?

In accordance with applicable law, we collect and process personal data for the purpose of advance specified purpose and only to the extent necessary to fulfil that purpose.

Without consent

1. For the purposes of performing the contract you have entered into with us. This contract shows what data we need to process in order to perform everything we have agreed and in relation to the law (e.g. the Accountancy Act, the Tax Code, the Labour Code).

This purpose and lawful basis for processing also applies to the preparation of the contract, the negotiation of terms of the contract or the conduct of a tender procedure.

2. For the purpose of fulfilling legal obligations (e.g. Accounting Act, Tax Code, Labour Code Labour Code, VAT Act, Act on the Filing and Archiving Service, Consumer Protection Act).

3. For the purposes of customer relationship management and the creation of analytical models - to provide you with to provide services according to your needs, conveniently and quickly, we also process data on purchases, requests or complaints, collate and analyse data on our company's products, create statistics and sales forecasts, in order to protect our rights and legitimate interests. In these cases, we try to anonymize the data to the greatest extent possible. The legal basis for the processing is the legitimate interest of our company.

4. For security and risk management purposes - where we are required to do so by law, or to protect our legitimate interests, we process your personal data to the extent necessary to ensure security on our premises, to protect our property, preventing and detecting fraudulent or harmful conduct, etc.

5. For the purpose of exercising or defending our legal claims - if we are required to enforce our rights or defend them in legal or administrative proceedings, we will use the necessary personal data. The legal basis for the processing is the legitimate interest of our company.

6. For the purposes of internal administration of our company - our employees process your personal data also in the performance of their employment duties within the framework of the set internal processes of our company. The reason for this is e.g. internal administration of our business, creating reports about the activities of our company or individual employees, the effort to optimize internal processes or the need to train employees.

7. Sending commercial communications (direct marketing) - typically sending emails or telephone contacts with offers of similar products or services that we have already provided to you. Offers may be sent until you express your wish that we no longer send you such offers. We will not pass your details to any third parties for the purpose of sending offers (except our subcontracted processors who will carry out the processing for us).

With permission

With your consent, we may also process personal data for other purposes (e.g. marketing). In such cases, the purpose of the collection and further processing of personal data is precisely defined in your consent. In such cases, you always have the possibility to withdraw this consent.

Use for a purpose other than that for which they were collected?

In some cases, our company may process personal data for a purpose other than the purpose for which the personal data was collected. This is particularly the case if your data we collect for the purposes of performing a contract or providing a service; and

- a legal regulation subsequently requires us to keep the data for how long (e.g. according to

the Accountancy Act, we must keep invoices for the price of goods or services provided for 10 years, even if we no longer need the data for the purpose of performing the contract);

- a dispute subsequently arises and our company has to pursue its legal claims or defend its rights;

From what sources does our company obtain personal data?

Directly from you when negotiating a contract or providing a service and subsequently during implementation.

From publicly available registers and records, in cases where we claim our legitimate interests, in particular... in the recovery of amounts owed, in the selection of a suitable supplier, verifying the existence of the entity or checking that the data is up to date.

From open or publicly available sources - e.g. a partner's website or advertising - in the case of potential business partners, to establish communication about possible business cooperation. Our company may store such basic data in its CRM system for the purpose of further contact.

From other entities, if this is expressly permitted by law (e.g. in the context of legal litigation) or if you have given your express consent to the other entity to transfer information to you about you.

- subsequently, in accordance with Section 7 of the Act on the Protection of Data Protection, the data subject is subject to the following provisions. 480/2004 Coll., we send commercial communications to customers or customers who have done business with our company in the past and on that occasion provided us with their address.

Are you obliged to provide us with personal data?

If we process data in connection with a contract you have entered into with us or with a service we provide to you, you may voluntarily choose to enter into the contract or to use the service or not. If, in order to enter into a contract or use a service has taken place, then you must give us the information necessary to perform the contract or take up the service. Without this information, we cannot provide the service or other benefit to you.

If the reason for collecting and further processing your personal data is to comply with legal obligations or to protect our legitimate interests, then you are obliged to provide us with your personal data to provide. We only ever ask for the data necessary to fulfil the defined purpose.

If we process data on the basis of your consent, the transfer of your personal data is completely voluntary.

How do we ensure the protection of your data?

In accordance with the applicable legislation, our company secures the personal data we handle it handles, using all appropriate technical and organisational measures to ensure that, taking into account the nature, scope and purposes of the processing and the likely risks, to ensure the highest possible level of protection. We have security and control mechanisms in place in an effort to prevent unauthorised access to or transfer of data, its loss, destruction or other possible misuse.

Our employees are bound by confidentiality obligations. If we transfer data to third parties, then these persons are also bound by a legal or contractual obligation of confidentiality.

Who do we pass your personal data to?

1. Processors - most processing activities are carried out by our company using our own forces, in some cases we use third parties ("processors"). We strive to select only those specialists who are sufficiently trustworthy and ensure the personal data transmitted. Processors are contractually obliged to provide at least the same level of protection for the personal data transferred as our company provides. At the same time we bind the processors to a duty of confidentiality. The processor is entitled to handle the transmitted data solely for the purpose of carrying out the activity for which it was provided by our company entrusted to us. If we use cloud storage, it is located within the EU and is thus the level of protection required by the applicable legislation is ensured.

The data processors are:

- providers of IT services, applications and cloud storage
- accounting service providers
- archiving service providers
- entities collecting our debts
- marketing agencies
- and others

2. To our business partners - if we delegate someone else to carry out an activity, that forms part of our services, the transfer of personal data may be necessary. Such entities themselves become the controller of your personal data (in particular the carrier or the Czech Post).

3. To other entities - if necessary to protect the rights and interests of our company we transfer personal data to the extent necessary for the successful assertion of a claim or defence our rights to other parties (for example, legal counsel, insurance companies or insurance broker, bank, courts, bailiffs, auctioneers).

4. to public authorities or other entities where our company is required to do so by law (e.g., state administration authorities, supervisory authorities, criminal law enforcement authorities courts, bailiffs, notaries, insolvency administrators).

5. With your consent or on your instructions, your personal data may also be disclosed to other Entities

The period of storage of your personal data

We process your personal data for as long as necessary to fulfil the purpose for which it was collected or a related other purpose. Unless a specific provision is directly provided for by law period for which personal data must be processed, we consider that the purpose of processing lasts for the period during which legal claims are likely to arise from the processing activity (generally ten years limitation period) and for one calendar year after the termination of any threatened legal claims, i.e. in the case of a contract, generally 11 years after the termination of the contractual relationship².

² For example, if you purchase goods after the expiry of the warranty period, there is a limitation period during which the customer can claim against our company. After that, we will retain the personal data for one more year in order to ensure that on the last day of the period no action has been brought against our company in court or other authority legal action.

For the purpose of sending commercial communications, our company will process your contact details for as long as the partner does not consent to such communication. Even then, we will be entitled to process basic data about why we sent the commercial communication for a reasonable period of time to demonstrate the legitimacy of such mailing.

What are your rights and options?

1. The right to information and explanation

Our company is obliged to provide you with brief, transparent and comprehensible information in this document. If any provision of this policy is not clear to you or is not fully understandable to you, please do not hesitate to contact us.

2. Right to withdraw consent

Where we collect and process data on the basis of your consent, you have the right to withdraw this consent at any time. Providing consent is completely voluntary. If you withdraw your consent, this does not affect those processing activities that have already taken place at the time the data was validly granted, nor on those processing activities that our company is obliged to carry out as a result of a previously granted consent and the processing activities already carried out (in order to comply with the legal obligations or to protect our legitimate interests). Withdrawal of consent is free of charge and you can do so as follows:

- In writing to the address of the company - Levior s.r.o., Tovačovská 3488/28, 750 02 Přeřov
- By e-mail: marketing@levior.cz

3. Right of access to personal data

You have the right to obtain confirmation from our company as to whether or not your personal data is or are being processed by our company. If this is the case, we will provide you with all relevant information to the extent required by Article 15 of the GDPR³

4. Right to object

If we process personal data for the purposes of the legitimate interests of our company or a third party third party, you have the right to object to such processing where it is justified by your particular situation - i.e. where the processing itself is permissible but there are specific reasons on your side why you do not want the processing to take place.

Our company will have to review the processing carried out. Such personal data will not be further processed unless there are compelling legitimate grounds for the processing which outweighs your privacy interests or other interests, rights and freedoms; or unless the processing is for the establishment, exercise or defence of legal claims by us company.

If we process personal data for direct marketing purposes, you may at any time raise object to such processing of personal data. You can exercise this right also by means of technical tools (unsubscribing from commercial communications). Our company will not process your personal data for direct marketing purposes. However, it will continue to be processed for other purposes.

³ We will provide you with the categories of personal data we process, the purposes of the processing, the categories of recipients to whom may be disclosed, the intended duration of the processing, information about the source of the data, information about your rights and whether automated decision-making is involved.

You can exercise your objection, as well as your other rights, by contacting us as indicated below. Always, please provide the specific situation that leads you to conclude that our company should not have the data process your data.

However, the possibility to object does not apply to all cases of processing, it is not possible to if we process your data on the basis of a legal basis other than necessity for a legitimate purpose - e.g. for the performance of a contract or performance of legal obligations.

5. Right to correction or completion

If you believe that we are processing inaccurate data about you, you have the right to ask us to notify us and request correction or completion.

6. The right to erasure (the so-called "right to be forgotten")

You have the right to request that we erase your personal data if the conditions of Article 17 are met. GDPR - in particular, the data is no longer needed for the purposes mentioned above, it has been withdrawn consent or other legal basis for the processing has ceased, you have legitimately objected to the processing, the personal data is no longer necessary for the purposes for which it was collected, etc.

7. Right to restriction

You have the right to request the restriction of the processing of your personal data under the conditions set out in Article 18 of the GDPR.

8. Right to data portability

Article 20 of the GDPR guarantees you the right to obtain your personal data from our company, that you yourself have provided to us, in a structured, commonly used and machine-readable format. We may transfer this data to you or to another controller if you request it and if it is technically feasible.

This right may be exercised if:

- the reason for the processing is your consent or performance of a contract or use of a service from us company and at the same time
- the processing is carried out by our company by automated means.

9. How do we handle your objections and requests?

The exercise of any of your rights must not affect the rights of others. If you contact us with an objection or request to exercise any of your legal rights, we will inform you of the measures taken. If we do not take any action, we will also inform you and explain the reasons for our action. This information will be provided to you within one month of receipt of your request. If, due to the complexity of the matter, it is necessary and the number of requests, we will also let you know within one month of receipt of the request, together with the reasons for the delay. We will extend the time limit for a maximum of two more months.

We will make every effort to provide you with information on the measures taken as soon as possible.

We will provide you with information about the measures taken in the same way you request it. All objections and requests and our responses are made and provided free of charge. However, if your requests are repetitive or manifestly unreasonable, we may seek reimbursement of the costs of to provide the information or we may even refuse to comply with the request.

Our company may only comply with your requests or objections if it has no concerns about the identity of the person making the request or objection. We must ensure that rights are not abused by others and that your personal data is not unlawfully passed on to others. For this reason our company verifies the identity of the applicant either by requesting additional information, to confirm the applicant's identity, or by submitting a request or objection with a certified signature.

10. Right to lodge a complaint with a supervisory authority

If you disagree with the way we process your personal data or disagree with our company's approach, you may at any time complain to the Office for Personal Data Protection. Contact details can be found on the website: www.uoou.cz.

How can you contact us?

We are obliged to verify the identity of the person exercising the above rights in order to prevent misuse by an unauthorised person and that we pass on any data held by you to an unauthorised person. For this reason, it will be when a personal request is made at a branch of our company, the identity of the applicant will be verified by presenting a valid identity card. In the case of an e-mail request, we will insist on this, that the request is received from the e-mail address we have registered with you and to request to provide any other information that we can link to information we already have hold, so that we can be sure that we are not passing the information on to someone else. If it is not possible to identify you securely in this way, we may have to ask you to send us a written request with a certified signature or to present your ID card in person.

You can contact our company with your questions, requests or objections using the following methods ways:

By post: Levior s.r.o., Tovačovská 3488/28, 750 02 Přerov

By e-mail: marketing@levior.cz

By phone: +420 581 746 256

In conclusion

This document will be continuously updated and supplemented.