

**1. IDENTIFICATION OF THE CONTROLLER AND GENERAL INFORMATION**

This Personal Data Processing Notice (the "**Policy**") contains information about the processing of your personal data by **ZPC Group, s.r.o.**, No.: 50 540 301, registered in the Commercial Register of the City Court Bratislava III, Section Sro, Insert No. 114398/B (hereinafter referred to as the "**Controller**" or as "**we**" in the corresponding grammatical form), which takes place in the course of the Controller's business and entrepreneurial activities in relation to its business partners, customers or other persons who contact the Controller.

**Through this Policy, the Controller provides you with information about why your personal data is processed, how it is processed, how long the Controller stores it, what your rights are in relation to the processing of your personal data and other relevant information about the processing of your personal data in the above-mentioned cases.** Through this Policy, the Controller fulfils its information obligation towards all data subjects both in the case where the Controller has obtained personal data directly from you as a data subject and in the case where the Controller has obtained your personal data from another source.

The Controller processes your personal data in accordance with Regulation 2016/679 of the European Parliament and of the Council of the European Union 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) (hereinafter referred to as the "**Regulation**"), the relevant Slovak legislation, in particular Act No. 18/2018 Coll. on the Protection of Personal Data and on Amendments and Additions to Certain Acts (hereinafter referred to as the "**Act**") and other regulations on the protection of personal data (the Regulation, the Act and other regulations on the protection of personal data are hereinafter collectively referred to as the "**Personal Data Protection Regulations**").

You may contact the Controller in matters relating to the processing and protection of personal data at **ZPC Group, s. r. o., Krasovského 3986/14, Bratislava - Petržalka 851 01** or by e-mail to **gdpr@digitance.sk**. You can contact the Controller at the above-mentioned contact addresses in case of any questions regarding the processing of your personal data.

**2. CATEGORIES OF PERSONAL DATA PROCESSED, PURPOSES, LEGAL GROUNDS FOR PROCESSING AND RETENTION PERIOD OF YOUR PERSONAL DATA**

The Controller processes your personal data **in accordance with the principle of minimisation** in order to be able to fulfil the concluded contracts, legal obligations, to process personal data for which it has a legitimate interest or to process your personal data for which you have given your consent. **The Controller shall only ever request from you personal data which is necessary for the specific purpose of processing.**

The Controller shall only process your personal data for justified purposes, for a limited period of time and using the maximum possible level of security. **The Controller only processes personal data if there is a legal basis for processing it (in accordance with the principle of lawfulness).** The Controller shall only ever retain personal data for the period of time for which it is necessary to retain the personal data, which is either determined by the Controller in accordance with the principle of minimisation or is based on the provisions of the relevant legislation). After the expiry of this period, the Controller shall delete the personal data, unless otherwise provided for in the relevant legislation (e.g. in the area of archiving).

The Controller shall only process your personal data if:

❖ **Necessary for the performance of a contract concluded with the Controller or for the implementation of pre-contractual measures** (so-called pre-contractual relations) (legal basis is Article 6(1)(b) of the Regulation). In the performance of the contract, your personal data may be processed for the following purposes::

- **Performance of contractual obligations (based on contracts with customers, suppliers of goods and services, other business partners in the capacity of natural persons) and the performance of pre-contractual relations.** For this purpose, we process your personal data in the following scope: first name, surname, business name, address of residence / place of business, ID number, VAT number, VAT number, registration in the register, contact details (phone number, e-mail), bank connection. Your personal data will be processed for this purpose for the duration of the contractual relationship and after

its termination until the full settlement of contractual and other claims arising from the contractual relationship.

❖ **Necessary for the fulfilment of the legal obligations of the Controller** (legal basis is Article 6(1)(c) of the Regulation). In the performance of legal obligations, your personal data may be processed for the following purposes:

- **Processing of accounting documents.** For this purpose, we process your personal data in the following scope: name, surname, address, place of residence/place of business, contact details, bank account details, details of purchases made and other data provided on accounting documents. Your personal data will be processed for this purpose for a period of 10 years following the year to which it relates;
- **Handling complaints and keeping a record of complaints made.** For this purpose, we process your personal data to the extent of normal personal data. Your personal data will be processed for this purpose for a period of 3 years from the date of the claim if the claim is made by a natural person and 4 years from the date of the claim if the claim is made by a legal person;
- **Processing of exercised rights and requests of data subjects under the Regulation (e.g. request for access, withdrawal of consent, etc.).** For this purpose, we process your personal data to the following extent: ordinary personal data provided in the request. Your personal data will be processed for this purpose until the rights exercised have been fulfilled within the time limits laid down by the Regulation.

❖ **Necessary for the purposes of the legitimate interests of our company as the Controller** (the legal basis is Article 6(1)(f) of the Regulation). On the basis of this legal basis, your personal data is processed for the following purposes:

- **Registration of representatives (contact persons) of suppliers, customers and other business partners in the capacity of legal entities, business communication with representatives of business partners and the performance of other contractual obligations in contracts concluded with legal entities.** The pursued legitimate interest of the Controller consists in the necessity of registering representatives and contact persons of business partners in the capacity of legal persons for the purposes of accounting, ensuring internal control activities, fulfilling contractual obligations towards legal persons and for the enforcement of legal and other claims arising from concluded contracts. For this purpose, we process your personal data for the duration of the contractual relationship with the legal entity and after its termination until the expiry of the relevant limitation periods (for the purpose of enforcing legal claims arising from concluded contracts) or until the termination of the status of the natural person as a representative or contact person of the partner - legal entity, if further processing of personal data after the termination of this status is not necessary for the stated purpose;
- **Records of exercised rights of data subjects.** The pursued legitimate interest of the Controller consists in the recording of the exercised rights of data subjects for the purpose of demonstrating compliance with the obligations arising from the legislation. For this purpose, we process your personal data for a period of 5 years from the date of processing of the exercised rights and the personal data processed are the personal data that are the subject of your request;
- **Responding to messages and dealing with queries/requests from messages received via Email communication or by telephone.** The pursued legitimate interest of the Controller consists in responding to messages and inquiries received for the proper conduct of business communications and providing information about the Controller's activities. For this purpose, we process your personal data for a period of 60 days from the date of receipt of the request or until the request is processed (fulfilment of the purpose), whichever is earlier.

❖ **on the basis of your consent** (the legal basis is Article 6(1)(a) of the Regulation). On the basis of this legal basis, your personal data is processed for the following purposes:

**Presentation of the company through direct marketing, which includes contacting you via email, Instant Messaging (IM), Voice-over-IP (VoIP), social media messaging and targeting of advertising on social media and using Google LLC tools.** For this purpose, we process your personal data in the following scope: first name, last name / business name, address, email, phone number, name of the company for which you work or in which you perform a function. Your personal data will be used to create a profile of you, which is used for our internal purposes only, and on the basis of your profile you

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will be targeted with the most accurate possible advertising (example: if you work in the banking sector, you will be targeted with advertising of our goods and services, which is intended for the financial segment, including banking). Your personal data will be processed for this purpose for a period of 3 years from the date of consent or until its withdrawal, whichever is earlier.

A template for withdrawing this consent can be found at <https://www.digitance.sk/osobne-udaje>

In relation to the security of personal data, the Controller has adopted the relevant internal documentation which details the appropriate security measures that have been adopted by the Controller for the purpose of securing your personal data.

### 3. THE SOURCE OF THE PERSONAL DATA

**The Controller obtains your personal data directly from you as the data subject, when you provide it to the Controller yourself** (in particular, when sending a message to the email address indicated on the website, when visiting the website of the Controller, by means of a contact form, when consenting to direct marketing, in the context of communication via social networks and Whatsapp, online advertising or when entering into a contractual relationship with the Controller). In some cases, in particular where a commercial company or other entity of which you are an agent or contact person orders a service from the Controller, it is this entity that is the source of your personal data.

**In some cases, if you do not provide your personal data to the Controller, the Controller would not be able to deliver the goods to you, enter into a contract with you and fulfil its other legal and contractual obligations.**

### 4. TO WHOM DOES THE CONTROLLER PROVIDE YOUR PERSONAL DATA?

In certain cases, the Controller is obliged to provide your personal data to public authorities who are authorised under the relevant legislation to process your personal data, e.g. courts, law enforcement authorities, the competent tax authorities when keeping prescribed accounting records or to experts and entities providing expert examination of defects in goods in the event of your complaint, as well as to professional entities such as lawyers, notaries or tax advisors (who are bound by the obligation of confidentiality).

The Controller also provides your personal data to its processors, i.e. external entities that process your personal data on behalf of the Controller. The processors process personal data on the basis of a contract concluded with the Controller, in which they undertake to take appropriate technical and security measures in order to process your personal data securely. The Controller's processors include:

- **the company providing the website hosting services,**
- **the company providing email hosting services,**
- **the company providing the CRM system,**
- **company providing accounting and tax services.**

The recipients of your personal data also include Meta, Inc., if there is direct marketing via Facebook, Instagram and Whatsapp based on your consent, LinkedIn Corporation, if there is direct marketing via LinkedIn based on your consent, and Google LLC, if there is use of cookies and direct marketing via the marketing tools of this company based on your consent

### 5. TRANSFER TO THIRD COUNTRIES AND INTERNATIONAL ORGANISATIONS AND PROFILING

The processing of your personal data for the purposes set out above may involve the transfer of your personal data to third countries:

- USA in the case of communication or targeting of advertising via Facebook, Instagram and via Whatsapp, to Meta Inc,
- USA in the case of communication or targeting of advertising through the social network LinkedIn, to LinkedIn Corporation.,
- USA in the case of the use of cookies and the targeting of advertising through Google's marketing tools, to Google LLC.

Transfers to third countries are secured by standard contractual clauses approved by the European Commission.  
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The privacy policy of the above-mentioned companies can be found below:

- (i) Facebook: [https://www.facebook.com/privacy/policy/?entry\\_point=data\\_policy\\_redirect&entry=0](https://www.facebook.com/privacy/policy/?entry_point=data_policy_redirect&entry=0),
- (ii) Instagram: <https://privacycenter.instagram.com/policy>,
- (iii) LinkedIn: <https://www.linkedin.com/legal/privacy-policy?src=or-search&veh=www.google.com>,
- (iv) Whatsapp: <https://www.whatsapp.com/legal/privacy-policy/?lang=en>,
- (v) Google: <https://policies.google.com/privacy?hl=en-US>.

The Controller uses profiling, where your personal data is considered, in the processing of personal data only in the case of the use of targeted advertising for the direct marketing of its goods and services. Such profiling is only carried out with your consent, which you may revoke or object to at any time. Profiling means that we will create an online profile about you based on the personal data you provide, which is used only for our internal purposes, and we will target tailored advertising of our goods and services to you based on your profile

## 6. WHAT ARE YOUR RIGHTS IN RELATION TO THE PROCESSING OF PERSONAL DATA?

You have the following rights as a data subject in relation to the processing of your personal data:

- Right of access - As a data subject, you have the right to obtain confirmation from the Controller as to whether the Controller is processing your personal data and, if so, you have the right to obtain access to that personal data and information pursuant to Article 15 of the Regulation. The Controller will provide you with a copy of the personal data that is being processed. If you make a request by electronic means, the information will be provided to you by the Controller in a commonly used electronic format, unless you request otherwise.
- Right to rectification - The Controller has taken reasonable steps to ensure that your personal data is accurate, complete and up-to-date. As a data subject, you have the right to have your inaccurate personal data rectified or your incomplete personal data completed by the Controller without undue delay.
- Right to restriction of processing - You also have the right to have the Controller restrict the processing of your personal data. This will be the case, for example, if you challenge the accuracy of the personal data or if the processing is unlawful and you request the restriction of processing, or if the Controller no longer needs your personal data for the purposes of processing but you need it to prove, exercise or defend legal claims. The Controller will restrict the processing of your personal data if you request it.
- Right to data portability - In certain circumstances, you have the right to have your personal data transferred to another controller that you designate. However, the right to data portability only applies to personal data that the Controller processes on the basis of the consent you have given to the Controller, on the basis of a contract to which you are a party or where the Controller processes personal data by automated means.
- Right to erasure ("right to be forgotten") - You also have the right to obtain from the Controller the erasure of your personal data without undue delay if certain conditions are met, for example, if the personal data are no longer necessary for the purposes for which the Controller obtained or processed them. However, this right of yours must be considered on a case-by-case basis, as there may be situations where the Controller is prevented from erasing your personal data by other circumstances (for example, a legal obligation of the Controller). This means that in such a case the Controller will not be able to comply with your request to erase your personal data.
- Right to lodge a complaint or complaint - If you feel that your personal data is being processed in violation of applicable law, you may lodge a complaint with the supervisory authority, which is the Office for Personal Data Protection of the Slovak Republic, located at Hraničná 12, 820 07 Bratislava 27; website: [dataprotection.gov.sk](http://dataprotection.gov.sk), phone number: 02 3231 3214; e-mail: [statny.dozor@pdp.gov.sk](mailto:statny.dozor@pdp.gov.sk).
- RIGHT TO OBJECT - You have the right to object to the processing of your personal data, for example, if the Controller processes your personal data on the basis of a legitimate interest or in the case of processing involving profiling. If you object to such processing of your personal data, the Controller will

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not further process your personal data unless it demonstrates the necessary legitimate grounds for further processing of your personal data.

- **RIGHT TO WITHDRAW CONSENT** - If the Controller processes your personal data on the basis of your consent, you have the right to withdraw the consent given at any time in the same way as you gave it. Withdrawal of consent does not affect the lawfulness of processing carried out prior to the withdrawal of consent. Upon withdrawal of consent, the Controller will cease to process your personal data.

You can exercise your rights specified above at the contact addresses of the Controller indicated at the beginning of this document. The Controller will provide you with a response to the exercise of your rights free of charge. In the event of a repeated, unfounded or unreasonable request to exercise your rights, the Controller is entitled to charge a reasonable fee for the provision of information. The Controller will provide you with a reply within 1 month from the date on which you exercised your rights. In certain cases, the Controller is entitled to extend this period, in the event of a high number and complexity of requests from data subjects, but not more than 2 months. The Controller will always inform you of the extension of the time limit.

## **7. VALIDITY**

This updated Policy is valid and effective as of 1.11.2022. As the information on the processing of personal data contained in this Policy may need to be updated in the future, the Controller is entitled to update this Policy at any time. However, in such a case, the Controller will notify you of this in an appropriate manner in advance