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(hereinafter referred to as the "**Operator**" or "**Administrator**")

For provision of our services, sale of goods, and operation of our websites, we process certain personal data.

The processing of personal data is governed, in particular, by Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of natural persons concerning the processing of personal data and on the free movement of such data, and on the repeal of Directive 95/46/EC (General Data Protection Regulation) or ("**GDPR**").

Personal data refer to all information about an identified or identifiable natural person; an identifiable natural person is a natural person who can be directly or indirectly identified, in particular by reference to a specific identifier such as a name, identification number, location data, network identifier, or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

The Administrator has not appointed a personal data protection officer.

## **I. Processing of Personal Data**

### **A. Processing of Personal Data in the Case of Using the Contact Form**

If you send an inquiry for our products and services, we will process your contact details that you provide to us, mainly through the inquiry form. These include:

Identification data (name, surname) and phone and email contact.

For what purpose?

We will contact you through these data for further arrangement regarding goods and services.

On what legal basis?

This is processing based on Article 6(1)(b) of the GDPR – contract negotiation or implementation of pre-contractual measures on your request.



How long will we process personal data?

If we do not establish further cooperation, we will process your data for a maximum of 5 years from our last communication.

## **B. Processing of Personal Data in the Case of Purchase**

If you make a purchase from us, we will process the data you provide to us. These are mainly identification or invoicing data: name, surname, address, phone contact, and email address.

For what purpose?

We need to process personal data to fulfill our contract – to deliver our goods or services to you. We will also communicate with you regarding the status of your order, possible complaints, or your questions through the contact details.

We will also process personal data to fulfill our obligations arising from the law (mainly for accounting and tax purposes, and possibly for processing complaints and others).

On what legal basis are personal data processed?

This is processing based on Article 6(1)(b) of the GDPR – the performance of a contract and Article 6(1)(c) of the GDPR – the fulfillment of our legal obligation.

How long will we process personal data?

For the duration of the provision of our service and then for 10 years from the last provision of such service or delivery of goods.

## **C. Newsletters (Commercial Communications)**

If you are a buying customer and have not objected to it during the purchase, we will use your email address to send our newsletters.

On what legal basis?

This is allowed by § 7(3) of Act No. 480/2004 Coll., on Certain Information Society Services, if you have not objected to it during the purchase.

How long will we process personal data?

For 10 years from your last purchase. You can unsubscribe from the newsletter at any time via email or by contacting us at [info@soledinotte.com](mailto:info@soledinotte.com).



## II. Who will have access to the data?

Your data will remain with us. However, some companies or individuals who work for us, can access the data because they assist with the operation of our e-shop. These include:

Operator of the Shoptet e-shop platform (Shoptet a.s., registered office: Dvořeckého 628/8, Břevnov, 169 00, Prague 6, ID: 289 35 675, registered at the Municipal Court in Prague, Section B, File 25 395).

Companies involved in the shipment of goods, especially Česká pošta, s.p., Direct Parcel Distribution CZ s. r. o., Zásilkovna s.r.o., General Logistics Systems Czech Republic s.r.o., PPL CZ s.r.o., according to the customer's choice of carrier.

Companies involved in payment processing: GOPAY s.r.o., registered office: Planá 67, 370 01, Planá, Czech Republic, ID: 26046768.

E-mailing service provider

Marketing agency

We process personal data only within the European Union.

## III. What else should you know?

In our company, we do not have an appointed personal data protection officer.

If you have any questions about personal data, contact us at the email address [info@soledinotte.com](mailto:info@soledinotte.com).

## IV. Use of Cookie Files

Cookies are text files containing a small amount of information that is downloaded to your device when you visit our websites. When visiting the websites again these files are sent back to the website or another website that recognizes them during each subsequent visit.

Cookies perform various tasks, such as enabling efficient navigation between web pages, remembering your preferences, and overall improving the user experience. They can also ensure that online advertisements displayed are better tailored to your personality and interests.

On our websites, we use the following cookies:

**Necessary cookies:** These are necessary for the operation of the websites, allowing, for example, login to secure parts of the site and other basic functionalities. This category of cookies cannot be disabled.

**Analytical/statistical cookies:** These allow us to recognize and determine the number of visitors and track how our visitors use the websites. They help us improve how the sites function, for example, by allowing users to easily find what they are looking for. We activate these files only with your prior consent.



Advertising cookies: These are used to track preferences and allow the display of advertisements and other content that best matches your interests and online behavior. We activate these files only with your prior consent.

Please note that third parties (including external service providers) may also use cookies and/or access data collected by cookies on the websites.

Information about cookies and their current list can be found through individual web browsers, most commonly in the Developer Tools section.

Consent can be expressed through a checkbox contained in the so-called cookie bar. You can subsequently reject cookie files in the settings of your web browser or set them to use only certain ones.

For more information on managing cookies in individual browsers, visit the following links:

Internet Explorer - <https://support.microsoft.com/cs-cz/help/17442/windows-internet-explorer-delete-manage-cookies>

Google Chrome - <https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=cs>

Firefox - <https://support.mozilla.org/cs/kb/povoleni-zakazani-cookies>

Safari - <https://support.apple.com/cs-cz/guide/safari/sfri11471/mac>

Opera - <https://help.opera.com/cs/latest/security-and-privacy/>

Microsoft Edge - <https://docs.microsoft.com/cs-cz/sccm/compliance/deploy-use/browser-profiles>

## **V. Your Rights in Connection with the Processing of Personal Data**

The GDPR provides you, among other things, with the right to contact us and request information about the personal data we process. You can request access to this data, have it updated or corrected, or request processing limitations. Additionally, you can request a copy of the processed personal data, ask for the deletion of personal data in certain situations, and, in specific cases, have the right to data portability. You can also object to processing based on legitimate interests.

If you believe that we are not handling the data correctly, you have the right to file a complaint with the Office for Personal Data Protection or, if applicable, bring your claims to court.

These terms are effective from September 1, 2023.