

Personal Data Processing Policy

We are SPĚVÁČEK jazyková škola s.r.o.

We operate the websites at www.spevacek.info, www.jazykovka.info, and eshop.spevacek.info.

For the purposes of providing our services and operating our websites, we process certain personal data.

Legal requirements pertaining to the processing of personal data are mainly laid down under 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) (GDPR).

I. Personal Data Processing

A. Personal Data Processing relating to the Use of the Contact Form

If you make an inquiry about our services (language courses, translation, interpreting), we mainly process your personal data you provide to us through the inquiry form and/or the shopping cart. The processed personal data include your name, surname, telephone number, and e-mail address.

What is the reason?

Your personal data allow us to contact you to provide additional information about our services and, where applicable, to deliver translation and interpreting services or language courses.

What are the legal grounds for processing personal data for this purpose?

Your personal data are processed based on Article 6(1)(b) GDPR – processing is necessary for the performance of a contract or in order to take steps at your request prior to entering into a contract.

How long do we process your personal data?

Unless a permanent arrangement is established between you and us, we will process your personal data for no longer than five years after our last communication.

B. Personal Data Processing relating to a Purchase

If you order translation or interpreting services or a group, individual, or business training course from us, we will process your personal data you provide to us. The personal data include name, surname, telephone number, e-mail address, mailing address, business name, and business identification information.

If you purchase enrollment in a suburban language camp for your children from us, we will process personal data you provide to us. The personal data include name, surname, telephone number, e-mail address, name and date of birth of the enrolled children, the code of their medical insurance company, and information on your children's medical condition directly related to their stay at the camp.

If you purchase enrollment in a postsecondary study program from us, we will process personal data you provide to us. The personal data mainly include billing information, name, surname, telephone number, e-mail address, permanent and/or temporary address, date and place of birth, Personal Identification Number, nationality, completed secondary school, and year of graduation.

What is the reason?

We need to process your personal data for the purposes of performing the contract between you and us and for providing our services to you. We need your contact information for communication regarding the status of your order and, where applicable, your inquiries or complaints.

In addition, we process personal data for the purposes of discharging duties to which we are subject under the law, particularly accounting and taxation purposes and, where applicable, the handling of complaints.

What are the legal grounds for processing personal data for this purpose?

Your personal data are processed based on Article 6(1)(b) GDPR – processing is necessary for the performance of a contract, and based on Article 6(1)(c) GDPR – processing is necessary for compliance with our legal obligations.

How long do we process your personal data?

Personal data will be processed during the provision of our services and subsequently for five years after the last delivery of our services or goods.

C. Newsletters (Commercial Communication)

If you do not opt out of the distribution of newsletters while making a purchase from us, we will use your e-mail address to send you our newsletter.

What are the legal grounds for processing personal data for this purpose?

Distribution of commercial communications is permitted under Section 7(3) of Act No. 480/2004 Coll. on Certain Information Society Services.

How long do we process your personal data?

Your personal data will be processed for five years after your last purchase. You can opt out of the receipt of commercial communications at any time, or you can contact us by e-mail at skola@spevacek.info.

II. Who has access to your personal data?

Your personal data remain stored with us. Some of our associates from the ranks of business and individuals that assist us with the operation of our e-shop also have limited access to your personal data. These associates include:

- our sister companies from the Spěvák Group
- the e-shop operator
- the operators and administrators of our websites
- the payment-processing bank
- the provider of e-mail services

We process personal data exclusively in the territory of the European Union.

III. Other things you should know

Our company has appointed a personal data protection officer. The personal data protection officer is Mr. Jiří Spěvák who can be contacted by e-mail at agentura@spevacek.info or by telephone at 233 331 627.

Our company makes no decisions on the basis of profiling or automated processing.

If you have any questions regarding personal data processing, contact us by e-mail at skola@spevacek.info or by telephone at 222 517 869.

IV. Use of cookies

Cookies are text files containing a small amount of information. Cookies are downloaded onto your device when you visit our website. On every subsequent visit, cookies are sent back to the visited website or to another website that recognizes them.

Cookies have various functions; for example, they increase website navigation efficiency, remember your preferences, and improve your overall user experience. In addition, cookies ensure that displayed online advertisements are better suited to your needs and interests.

Our website uses the following cookies:

- **Essential cookies:** These cookies are needed for the operation of our website. They permit accessing the website's secured areas and they are necessary for various other basic functions. This type of cookies cannot be blocked.
- **Analytical/statistical cookies:** These cookies allow us to determine and calculate website traffic and monitor the type of visitors to our website. They help us improve the ways in which our website functions, for example by making it easy for users to find what they are looking for. These cookies are activated only subject to your prior consent.
- **Advertising cookies:** These cookies are used to monitor your preferences. They allow displaying advertisements and other types of content in a way that best meet your interests and online comporment. These cookies are activated only subject to your prior consent.

Additional detailed information on cookies is available in the cookie console settings. The current list of cookies can also be found in the settings sections of individual Internet browsers, in most browsers under the section Developer Tools.

Your consent is given by checking off the applicable items in the cookie console. You can block cookies or allow only certain types of cookies in the settings of your Internet browser.

V. Your rights relating to personal data processing

The GDPR grants you a wide range of rights, including the right to contact us and request information on which of your personal data we process, the right to request from us access to such personal data, the right to request us to update or correct your personal data, the right to request processing to be restricted, the right to request a copy of processed personal data, the right to request us under certain conditions to erase your personal data, and under certain conditions you have the right to the portability of your personal data. You have the right to raise an objection to processing based on legitimate interest.

If you believe that we process personal data illegitimately, you have the right to file a complaint with the Office for Personal Data Protection (<https://www.uoou.cz/>) or submit your complaints to a court of law.

This Personal Data Processing Policy enters into force on 1 January 2023.