

COMPLAINTS

1. Purpose of personal data processing:

The purpose of the processing of personal data is handling of complaints.

2. Legality of personal data processing:

Personal data are processed pursuant to point (c) of Article 6 (1) of regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of 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).

3. Legal obligation of personal data processing:

Personal data are being processed based on:

- Act No. 250/2007 Coll. on Consumer Protection and on Amendments to Act No. 372/1990 Coll. on Misdemeanors of the Slovak National Council, as amended,
- Act No. 102/2014 Coll. on Consumer Protection in the Sale of Goods or Mediation of Services Based on a Contract Concluded at a Distance or a Contract Concluded Outside the Seller's Premises and on Amendments and Additions to Certain Acts.

4. List of personal data:

Name, surname, address and house number, city, postcode, phone number, email address, description of the defect, name of the claimed product, photocopy of the purchase receipt.

5. Data subjects:

Clients, persons handling complaints about goods and services with the controller.

6. The period for which the personal data will be stored:

Personal data are processed for the period necessary to fulfil the purpose (3years). Certain personal data must be retained by the controller for a maximum of 10 years for archiving purposes for tax purposes in accordance with applicable legislation.

7. Legitimate interests of the controller:

Legitimate interests of the controller are not applicable for this situation.

8. Transfer of personal data of data subjects to third countries:

Personal data is not provided to third countries.

9. Technical and organizational security measures:

Organizational and technical measures for the protection of personal data are processed in the internal regulations of the controller. Security measures are implemented in the areas of physical and object security, information security, cipher information protection, personal, administrative security and sensitive information protection, with precisely defined competences and responsibilities set out in the security policy.

10. Categories of personal data:

General category of personal data.

11. Disclosure of personal data:

Personal data are not being disclosed.

12. Automated decision-making, including profiling:

Not performed.

13. Other authorised bodies:

Other authorised body	pursuant to point (c) of Article 6 (1) of regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of 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).
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14. Rights of data subjects:

The data subject has the right to demand from the controller access to his personal data that is processed, the right to delete or limit the processing of personal data, the right to object to the processing of personal data, the right to portability of personal data, as well as the right to submit a proposal to initiate proceedings to the supervisory authority. If the controller processes personal data based on the consent of the data subject, the data subject has the right to revoke his consent to the processing of personal data at any time. Withdrawal of consent does not affect the lawfulness of personal data processing based on consent prior to its withdrawal. The data subject can exercise his rights by sending an email to the controller's address, or in writing to the controller's address.