

Personal Data Protection

If you are our customer, news subscriber or website visitor, you entrust us with your personal data. We are responsible for their protection and security. Please read the protection of personal data, principles and rights you have in relation to the General Data Protection Regulation (GDPR).

Who is the controller?

We are Protronix s.r.o., Company ID 25962264, with its registered office at Pardubická 177 Chrudim, registered at the Regional Court in Hradec Králové, Section C, Insert 17734. We process your personal data as a controller, that is, we determine how your personal data will be processed and for what purpose, for how long, and we select any other processors to assist us with the processing.

Contact

If you wish to contact us during processing, you can call +420 469 625 190 or send an email to info@protronix.cz.

We declare

We declare that, as the controller of your personal data, we comply with all legal obligations required by applicable law, particularly the Data Protection Act and GDPR, and that:

we will only process your personal data on the basis of a valid legal reason, particularly a legitimate interest, performance of the contract, legal obligation or consent given;

we comply with the information obligation according to Article 13 of the GDPR before personal data processing begins;

we will allow and support you in the exercise and fulfilment of your rights under the Data Protection Act and the GDPR.

Scope of personal data and purposes of processing

We process the personal data that you entrust to us for the following reasons (to fulfil these purposes):

- performance of contract, sale of products
 - we need your personal data to the extent: name, surname, email, telephone number to perform the contract (e.g., goods delivery, orders, complaints, communication).
- bookkeeping
 - if you are a customer, we urgently need your personal data (invoicing data) to comply with the legal obligations for issuing and keeping a record of invoices.
- marketing, newsletters
 - we use your personal data (email and name), after giving your consent, for the purpose of direct marketing – sending commercial communications. You can revoke this consent by using the unsubscribe link in each bulk email received.



We keep your personal data for as long as the limitation periods run, unless the law provides for a longer period of their storage or we have specified otherwise in specific cases.

Security and personal data protection

We protect your personal data to the maximum possible extent by means of modern technology that corresponds to the level of technological development. We have taken and maintained all possible technical and organizational measures to prevent the misuse, damage or destruction of your personal data.

Transmission of personal data to third parties

Besides our employees, only an accountant and a tax advisor can access your personal data.

We use external software to work with your personal data:

Raynet – CRM

Quanda – bulk mailing

We may decide to use other applications or processors to facilitate and improve processing in the future. However, we promise you that in this case, when making a selection, I will place at least the same security and quality requirements on the processor as on myself.

Your rights related to personal data protection

You have a number of rights regarding personal data protection. If you would like to use any of these rights, please contact us by email: info@protronix.cz.

You have **the right to information** that is already fulfilled by this information page with the principles for personal data processing.

With **the right to access**, you can ask us at any time and I will show you what personal data is processed and why within 30 days.

If there are any changes in your data or you find your personal data out of date or incomplete, you have **the right to complete and change** your personal data.

You may exercise **the right to restrict processing** if you believe we are processing inaccurate data, if you believe that we are processing data illegally, but do not want to delete all data or if you have objected to the processing.

You can restrict the scope of personal data or purposes of processing. (For example, by unsubscribing from a newsletter, you limit the purpose of processing for sending commercial communications.)

Right to data portability

If you would like to take your personal data and transfer it to someone else, we will proceed in the same way as if you used the right to access – except that we will deliver the data in machine-readable form. We need at least 30 days in this case.



The right to erase (the right to be forgotten)

Your next right is the right to be forgotten. In this case, we will erase all of your personal data from our system as well as from all subprocessors and back-ups. We need 40 days to ensure the right to erase.

In some cases, we are bound by a legal obligation and, for example, I have to keep records of issued invoices for a period set by law. In this case, we will erase all such personal data that are not bound by another law. We will notify you by email when the deletion is complete.

Complaints with the Personal Data Protection Office

If you feel that we do not handle your data lawfully, you have the right to lodge a complaint with the Personal Data Protection Office at any time. We will be very pleased if you first inform us of this suspicion so that we can do something about it and correct any mistakes.

Unsubscribe from newsletters and commercial communications

We send you emails with inspiration, articles, products and services if you are our customer based on our legitimate interest.

If you are not yet a customer, we only send them to you with your consent. In either case, you can stop subscribing to our emails by pressing the unsubscribe link in each email received.

Confidentiality

We would like to assure you that our employees and associates who process your personal data are obliged to maintain confidentiality regarding personal data and security measures, whereby disclosure would compromise the security of your personal data. This confidentiality continues even after the contractual relations with us ends. Your personal data will not be disclosed to any other third party without your consent.

These principles for personal data processing are valid from May 25th, 2018 and supersede the previous Personal Data Protection.