



2018-05-24

Dear Customer.

We would like to inform you that on the basis of the GDPR (General Data Protection Regulations), our company - Extrahost SRO implements the principles of protecting the confidentiality of our customers. We want you to be sure that we process your personal information ("data") received from you with due attention and in accordance with our obligations in accordance with applicable law. Therefore, we would like to inform you about the facts concerning the processing of your personal data by our company:

For what your personal data is stored and processed:

Your personal data is stored and processed to secure contractual obligations and fulfill our obligations to provide you with services according to your order.

Your e-mail address will only be used to send invoices, contracts and additions to contracts or for answering your questions asked by e-mail.

Your personal data will be processed to a limited extent to fulfill obligations under Law No. 461/2002.

Your personal data will be processed to a limited extent to fulfill our tax obligations in accordance with the Law No. 222/2004.

Your personal data will be processed to protect our rights in lawful, civil or criminal proceedings, if you, for example, do not fulfill your obligations or commit unlawful acts.

Your personal data can be processed to ensure the operation of the service, to identify network overloads, for the purposes of network security.

What data we store and process:

Name and surname, the name of your company, information about the person providing the company upon signing the contract, legal and postal address, e-mail addresses, phone numbers, mobile phone numbers, identification number, VAT number, bank account details.

Also, data of Internet connections, IP / MAC addresses, duration of connection sessions, metadata (data processed for connection) are stored and processed.

Information about your payments is also saved and processed (If you make payments using payment systems keep in your mind that your personal data to a limited extent will also be available to these payment systems).

Information that you provide when you contact technical support, information about your account is also stored and processed.

Data protection:

To ensure the safety of your personal data, we make considerable efforts.

For this purpose, we have implemented necessary technical measures.



In our company, there is special person responsible for ensuring the safety of personal data. For all questions regarding the safety of your personal data, please contact us by e-mail: dataprotection@extrahost.pro.

How long your personal data is stored:

Tax and accounting documents using your personal data will be retained in accordance with §69 of Act No. 563/2009 for 10 years from the end of the year in which there was an obligation to file a tax return.

Accounting documents and account data using your personal data will be retained in accordance with § 35 of Law No. 431/2002 within 10 years after the year to which they relate.

All other data will be retained for 4 years after the termination of the contractual relationship.

Sharing your data with third parties:

Your personal data can be shared to a third party by a court's decisions.

Your personal data will to a limited extent be available to our service partners (e.g., a bank, an accounting company for auditing and accounting).

In other cases, your personal data will not be shared to third parties and will not be used for marketing or advertising.

We do not give any personal client information to third parties, with the exception of our service partners as far as they are required to service.

Our service partners:

- bank - Slovenska Sporitelna a.s,
- accounting company - D.M.K. audit s.r.o

You have rights:

According to the SDPR you have a right to disclose, amend, block or delete your saved information. If deletion conflicts with a legal or contractual duty to save information, or other legal grounds, the information can be made inaccessible in lieu of deletion.

If you have any questions regarding the modification of your personal data, please contact us by e-mail: dataprotection@extrahost.pro.

In case you are not satisfied, how your personal data is processed in our company, you have the right to apply to the supervisory authority for the protection of personal data at: Hranicna 4826/12, 82007 , Bratislava 27 .

email : statny.dozor@pdp.gov.sk ; website : www.dataprotection.gov.sk