

Data protection

1. Privacy briefly

General information

The following notes provide a simple overview of what happens to your personal data when you visit this website. Personal data is all data with which you can be personally identified. Detailed information about data protection can be found in our data protection declaration listed under this text.

Data collection on this website

Who is responsible for data collection on this website?

The data processing on this website is carried out by the website operator. You can find their contact details in the section "Notice on the responsible body" in this data protection declaration.

How do we collect your data?

On the one hand, your data is collected when you communicate it to us. This can, for example, be data that you enter in a contact form. Other data is collected automatically or with your consent by our IT systems when you visit the website. This is primarily technical data (e.g., internet browser, operating system, or time of the page view). This data is collected automatically as soon as you enter this website.

What do we use your data for?

Part of the data is collected to ensure that the website is provided without errors. Other data can be used to analyze your user behavior.

What rights do you have regarding your data?

You have the right to receive information about the origin, recipient, and purpose of your data free of charge at any time to obtain stored personal data. You also have the right to request the correction or deletion of this data. If you have given your consent to data processing, you can revoke this consent at any time for the future. You also have the right, under certain circumstances, to request that the processing of your personal data be restricted. You also have the right to lodge a complaint with the competent supervisory authority. You can contact us at any time if you have any further questions about data protection.

Analysis tools and third-party tools

When you visit this website, your browsing can be statistically evaluated. This is mainly done with so-called analysis programs.

Detailed information on these analysis programs can be found in the following data protection declaration.

2. Hosting and Content Delivery Networks (CDN)

External hosting

This website is hosted by an external service provider. The personal data collected on this website is stored on the host's servers. This can primarily be IP addresses, contact requests, meta and communication data, contract data, contact data, names, website access and other data generated via a website.

The service provider is used for the purpose of fulfilling the contract with our potential and existing customers and in the interest of a secure, fast, and efficient provision of our online offer by a professional provider.

Our service provider will only process your data to the extent that this is necessary to fulfill its performance obligations and will follow our instructions in relation to this data.

We use the following service provider:

WEDOS Internet, a.s., Masarykova 1230, 373 41 Hluboka nad Vltavou, Czech Republic, ID: 28115708, VAT Nr. CZ28115708

3. General information and mandatory information privacy

The operators of these pages take the protection of your personal data very seriously. We treat your personal data confidentially and in accordance with the statutory data protection regulations and this data protection declaration.

If you use this website, various personal data will be collected.

Personal data is data with which you can be personally identified. This data protection declaration explains what data we collect and what we use it for. It also explains how and for what purpose this happens.

We would like to point out that data transmission on the Internet (e.g., when communicating by e-mail) can have security gaps. A complete protection of the data against access by third parties is not possible.

Note on the responsible body

The responsible body for data processing on this website is:

DESTICON s.r.o., Novodvorská 1062/12, 142 00 Praha 4, Czech Republic, phone: +420 601 234 330, email: gdpr@desticon.eu

The responsible body is the natural or legal person who, alone or together with others, decides on the purposes and means of processing personal data (e.g., names, e-mail addresses, etc.).

Storage duration

Unless a specific storage period has been specified in this data protection declaration, your personal data will remain with us until the purpose for data processing no longer applies. If you assert a legitimate request for deletion or revoke your consent to data processing, your data will be deleted unless we have other legally permissible reasons for storing your personal data (e.g., tax or commercial law retention periods); in the latter case, the data will be deleted once these reasons have ceased to exist.

Note on data transfer to the USA and other third countries

Our website includes tools from companies based in the USA or other third countries that are not secure under data protection law. If these tools are active, your personal data can be transferred to these third countries and processed there. We would like to point out that in these countries no level of data protection comparable to that of the EU can be guaranteed. For example, US companies are obliged to release personal data to security authorities without you as the person concerned being able to take legal action against this. It can therefore not be ruled out that US authorities (e.g., secret services) will process, evaluate, and permanently store your data on US servers for monitoring purposes. We have no influence on these processing activities.

Right to data portability

You have the right to have data that we process automatically based on your consent or in fulfillment of a contract handed over to you or to a third party in a common, machine-readable format. If you request the direct transfer of the data to another person responsible, this will only be done to the extent that it is technically feasible.

SSL or TLS encryption

For security reasons and to protect the transmission of confidential content, such as orders or inquiries that you send to us as the site operator, this site uses SSL or TLS encryption. You can recognize an encrypted connection by the fact that the address line of the browser changes from "http://" to "https://" and by the lock symbol in your browser line. If SSL or TLS encryption is activated, the data that you transmit to us cannot be read by third parties.

Encrypted payment transactions on this website

If, after the conclusion of a fee-based contract, there is an obligation to send us your payment data (e.g., account number for direct debit authorization), this data is required for payment processing. Payment transactions using the usual means of payment (Visa/MasterCard, direct debit) are carried out exclusively via an encrypted SSL or TLS connection. You can recognize an encrypted connection by the fact that the address line of the browser changes from "http://" to "https://" and by the lock symbol in your browser line. With encrypted communication, your payment data that you transmit to us cannot be read by third parties.

Information, deletion, and correction

Within the framework of the applicable legal provisions, you have the right to free information about your stored personal data, its origin and recipient and the purpose of the data processing and, if necessary, a right to correction or deletion of this data at any time. You can contact us at any time if you have any further questions about personal data.

Right to restriction of processing

You have the right to request the restriction of the processing of your personal data. You can contact us at any time for this. The right to restriction of processing exists in the following cases:

If you dispute the accuracy of your personal data stored by us, we usually need time to check this. For the duration of the examination, you have the right to request that the processing of your personal data be restricted.

If the processing of your personal data happened/is happening unlawfully, you can request the restriction of data processing instead of deletion.

If we no longer need your personal data, but need it to exercise, defend or assert legal claims, you have the right to request that the processing of your personal data be restricted instead of being deleted.

If you have restricted the processing of your personal data, this data - apart from its storage - may only be used with your consent or to assert, exercise or defend legal claims or to protect the rights of another natural or legal person or for reasons of important public interest of the European Union or a Member State are processed.

Objecting to Promotional Emails

We hereby object to the use of contact data published as part of the imprint obligation to send unsolicited advertising and information material. The site operators expressly reserve the right to take legal action in the event of unsolicited advertising being sent, such as spam e-mails.

4. Data collection on this website

Cookies

Our website uses so-called "cookies". Cookies are small text files and do not cause any damage to your end device. They are stored on your end device either temporarily for the duration of a session (session cookies) or permanently (permanent cookies). Session cookies are automatically deleted after your visit. Permanent cookies remain stored on your end device until you delete them yourself or until they are automatically deleted by your web browser. In some cases, cookies from third-party companies can also be stored on your end device when you enter our site (third-party cookies). These enable us or you to use certain services of the third-party company (e.g., cookies for processing payment services).

Cookies have different functions. Numerous cookies are technically necessary because certain website functions would not work without them (e.g., the shopping cart function or the display of videos). Other cookies are used to evaluate user behavior or to display advertising. Cookies that are required to carry out the electronic communication process (necessary cookies) or to provide certain functions you want (functional cookies, e.g., for the shopping cart function) or to optimize the website (e.g., cookies for measuring the web audience). stored unless another legal basis is given. The website operator has a legitimate interest in the storage of cookies for the technically error-free and optimized provision of its services. If consent to the storage of cookies was requested, the relevant cookies are stored exclusively based on this consent; the consent can be revoked at any time.

You can set your browser so that you are informed about the setting of cookies and only allow cookies in individual cases, exclude the acceptance of cookies for certain cases or in general and activate the automatic deletion of cookies when the browser is closed. If cookies are deactivated, the functionality of this website may be restricted.

If cookies are used by third-party companies or for analysis purposes, we will inform you of this separately in this data protection declaration and, if necessary, ask for your consent.

Cookie consent with CookieYes

Our website uses CookieYes cookie consent technology to obtain your consent to the storage of certain cookies on your end device and to document this in compliance with data protection regulations. When you enter our website, a connection to the CookieYes servers is established to obtain your consent and other explanations for the use of cookies.

CookieYes then stores a cookie in your browser to be able to assign the consent you have given or revoke it. The data collected in this way is stored until you request us to delete it, delete the CookieYes cookie yourself, or the purpose for storing the data no longer applies. Mandatory statutory retention requirements remain unaffected. CookieYes is used to obtain the legally required consent for the use of cookies.

Server log files

The provider of the pages automatically collects and stores information in so-called server log files, which your browser automatically transmits to us. These are:

Browser type and browser version
Operating system used

Referrer URL

Host name of the accessing computer

Time of server request
IP address

This data is not merged with other data sources.

The website operator has a legitimate interest in the technically error-free presentation and optimization of his website - the server log files must be recorded for this purpose.

Contact form

If you send us inquiries via the contact form, your details from the inquiry form, including the contact details you provided there, will be stored by us for the purpose of processing the inquiry and in the event of follow-up questions. We do not pass on this data without your consent. This data is processed if your request is related to the fulfillment of a contract or is

necessary to carry out pre-contractual measures. In all other cases, the processing is based on our legitimate interest in the effective processing of the inquiries addressed to us or on your consent if this was requested. The data you enter in the contact form will remain with us until you ask us to delete it, revoke your consent to storage or the purpose for data storage no longer applies (e.g., after your request has been processed). Mandatory legal provisions - in particular retention periods - remain unaffected.

Inquiry by email or phone

If you contact us by e-mail or telephone, your request, including all resulting personal data (name, request) will be stored and processed by us for the purpose of processing your request. We do not pass on this data without your consent. This data is processed if your request is related to the fulfillment of a contract or is necessary to carry out pre-contractual measures. In all other cases, the processing is based on our legitimate interest in the effective processing of the inquiries addressed to us or on your consent if this was requested. The data you sent to us via contact requests will remain with us until you request deletion, revoke your consent to storage or the purpose for data storage no longer applies (e.g., after your request has been processed). Mandatory legal provisions - in particular statutory retention periods - remain unaffected.

5. Analysis Tools and Advertising

Google Tag Manager

We use the Google Tag Manager. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. The Google Tag Manager is a tool that we can use to integrate tracking or statistical tools and other technologies on our website. The Google Tag Manager itself does not create any user profiles, does not save any cookies, and does not carry out any independent analyses. It is only used for the administration and display of the tools integrated via it. However, the Google Tag Manager records your IP address, which can also be transmitted to Google's parent company in the United States. The website operator has a legitimate interest in the quick and easy integration and management of various tools on its website. If a corresponding consent was requested, the processing takes place; the consent can be revoked at any time.

Google Analytics

This website uses functions of the web analysis service Google Analytics. The provider is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland. Google Analytics enables the website operator to analyze the behavior of website visitors. The website operator receives various usage data, such as page views, length of stay, operating systems used and origin of the user. This data may be summarized by Google in a profile that is assigned to the respective user or their device. Google Analytics uses technologies that enable the user to be recognized for the purpose of analyzing user behavior (e.g., cookies or device fingerprinting). The information collected by Google about the use of this website is usually transmitted to a Google server in the USA and stored there. The website operator has a legitimate interest in analyzing user behavior to optimize both its website and its

advertising. If a corresponding consent was requested (e.g., consent to the storage of cookies), the processing takes place; the consent can be revoked at any time. Data transfer to the USA is based on the standard contractual clauses of the EU Commission. Details can be found here: <https://privacy.google.com/businesses/controllerterms/mccs/>.

6. Newsletter and Postal Promotions

Newsletter data

If you would like to receive the newsletter offered on the website, we need an e-mail address from you as well as information that allows us to verify that you are the owner of the e-mail address provided and that you agree to receive the newsletter. Further data is not collected or only collected on a voluntary basis. We use this data exclusively for sending the requested information and do not pass it on to third parties. You can revoke your consent to the storage of the data, the e-mail address, and their use for sending the newsletter at any time, for example via the "unsubscribe" link in the newsletter. The legality of the data processing operations that have already taken place remains unaffected by the revocation. The data you have stored with us for the purpose of subscribing to the newsletter will be stored by us or the newsletter service provider until you unsubscribe from the newsletter and deleted from the newsletter distribution list after you unsubscribe from the newsletter or after it no longer serves any purpose. We reserve the right to delete or block e-mail addresses from our newsletter distribution list at our own discretion within the scope of our legitimate interest. After you have been removed from the newsletter distribution list, your e-mail address may be stored in a blacklist by us or the newsletter service provider to prevent future mailings. The data from the blacklist is only used for this purpose and is not merged with other data. This serves both your interest and our interest in complying with legal requirements when sending newsletters. Storage in the blacklist is not limited in time. You can object to the storage if your interests outweigh our legitimate interests.

7. Plugins and Tools

YouTube with enhanced privacy

This website includes videos from YouTube. The website operator is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland. After starting a video, YouTube can store various cookies on your end device or use comparable recognition technologies (e.g., device fingerprinting). In this way, YouTube can receive information about visitors to this website. This information is used i.e., used to collect video statistics, improve usability, and prevent fraud attempts. If necessary, after the start of a YouTube video, further data processing operations can be triggered over which we have no influence.

YouTube is used in the interest of an attractive presentation of our online offers. If a corresponding consent was requested, the processing takes place; the consent can be revoked at any time. You can find more information about data protection at YouTube in their data protection declaration at: <https://policies.google.com/privacy>.

Google Web Fonts

This site uses so-called web fonts provided by Google for the uniform display of fonts. The Google Fonts are installed locally. There is no connection to Google servers. You can find more information about Google Web Fonts at <https://developers.google.com/fonts/faq> and in Google's privacy policy: <https://policies.google.com/privacy>.

Google Maps

This site uses the map service Google Maps. The provider is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland. To use the functions of Google Maps, it is necessary to save your IP address. This information is usually transmitted to a Google server in the USA and stored there. The provider of this site has no influence on this data transfer. If Google Maps is activated, Google can use Google Web Fonts for the purpose of uniform display of fonts. When you call up Google Maps, your browser loads the required web fonts into your browser cache to display text and fonts correctly. Google Maps is used in the interest of an attractive presentation of our online offers and to make it easier to find the places we have indicated on the website. If a corresponding consent was requested, the processing takes place; the consent can be revoked at any time. Data transfer to the USA is based on the standard contractual clauses of the EU Commission.

Details can be found here: <https://privacy.google.com/businesses/gdprcontrollerterms/> and <https://privacy.google.com/businesses/gdprcontrollerterms/sccs/>.

More information on handling user data can be found in Google's data protection declaration:

<https://policies.google.com/privacy>.

Google reCAPTCHA

We use "Google reCAPTCHA" (hereinafter "reCAPTCHA") on this website. The provider is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland. The purpose of reCAPTCHA is to check whether data entry on this website (e.g., in a contact form) is done by a human or by an automated program. To do this, reCAPTCHA analyzes the behavior of the website visitor based on various characteristics. This analysis starts automatically as soon as the website visitor enters the website. For the analysis, reCAPTCHA evaluates various information (e.g., IP address, how long the website visitor spends on the website or mouse movements made by the user). The data collected during the analysis is forwarded to Google. The reCAPTCHA analyzes run completely in the background. Website visitors are not informed that an analysis is taking place. The website operator has a legitimate interest in protecting its web offerings from abusive automated spying and from SPAM. If a corresponding consent was requested, the processing takes place; the consent can be revoked at any time. Further information on Google reCAPTCHA can be found in the Google data protection regulations and the Google terms of use under the following links: <https://policies.google.com/privacy> and <https://policies.google.com/terms>.

8. eCommerce and Payment Providers

Processing of data (customer and contract data)

We collect, process, and use personal data only insofar as they are necessary for the establishment, content or change of the legal relationship (inventory data). We collect, process, and use personal data about the use of this website (usage data) only to the extent

necessary to enable the user to use the service or to bill the user. The collected customer data will be deleted after completion of the order or termination of the business relationship. Statutory retention periods remain unaffected.

Data transmission upon conclusion of contract for online shops, dealers, and goods dispatch

We only transmit personal data to third parties if this is necessary in the context of contract processing, for example to the company entrusted with the delivery of the goods or the bank responsible for processing the payment. Any further transmission of the data does not take place or only if you have expressly consented to the transmission. Your data will not be passed on to third parties without your express consent, for example for advertising purposes.

Data transmission upon conclusion of contract for services and digital content

We only transmit personal data to third parties if this is necessary within the framework of contract processing, for example to the bank responsible for processing payments. Any further transmission of the data does not take place or only if you have expressly consented to the transmission. Your data will not be passed on to third parties without your express consent, for example for advertising purposes.

Privacy Policy

pragueagents.com website administration is obliged to maintain your privacy on the Internet. We pay great attention to securing the data you provided to us. Our privacy policy is based on [the General Data Protection Regulation \(GDPR\) of the European Union](#). The purposes, for which we collect your personal data are improvement of our service, communication with visitors to this site, newsletters, user data processing for the purpose of online sales, presenting the information requested by the user, providing services associated with the website's specialization, and for other actions listed below.

Personal data storage and processing

We collect and process your personal data only with your willing consent. With your permission, we can collect and process the following data: name and surname, date of birth, e-mail address, phone number, home address, personal photos, bank card information, digital wallet identifications, social media account information. Collection and processing of your personal information is carried out in accordance with the laws of the European Union and the Czech Republic.

Data storage, alteration, and removal

The user, who has provided pragueagents.com with their personal data, has the right for their alteration and removal, as well as the right to recall the agreement to data processing. Time, during which your personal data will be stored is commercial and taxing data storage time. After finishing with the processing of your personal data, the website's administration will permanently delete it. To access your personal data, you can contact the administration on: gdpr@pragueagents.com. We will be able to pass your data to a third party only with your willing consent. If the data was transferred to a third party, which is not associated with our organization, we cannot perform any changes to that data.

Processing of visiting technical data

Records of your IP address, time of visit, browser settings, operational system and other technical information is saved in the database when you visit pragueagents.com. This data is necessary for the correct display of the website's content. It is impossible to identify the person of the visitor using this data.

Children's personal information

If you are a parent or a legal guardian of an underage child, and you know that the child has provided us with their personal information without your consent, please contact us on: gdpr@pragueagents.com. It is forbidden to enter personal data of underage users without the agreement of parents or lawful guardians.

Cookies processing

We use cookie files for the correct display of the website's content and for the convenience of browsing pragueagents.com. They are small files, that are stored on your device. They help the website to remember information about you, such as in which language you use the website and which pages have you already opened. This information will be useful in the next visit. Thanks to cookie files, the website's browsing becomes much more convenient. You can learn more about these files [here](#). You can set up cookies reception and blocking in your browser yourself. Inability to receive cookie files may limit the functionality of the website.

Processing of personal data by other services

This website uses third-party online services, which perform data collecting, independent from us. Such services include Google Analytics, Stripe.com. Data collected by these services may be provided to other services within those organizations. They can use the data for advertising personalization of their own advertising network. You can learn about user agreements of those organizations on their websites. You can also refuse their collection of your personal data. For example, Google Analytics Opt-out Browser Add-on can be found [here](#). We do not pass any personal data to other organizations or services, which are not listed in this privacy policy. As an exception, the collected data may be provided on a lawful request of state authorities, that are authorized to request such information.

Links to other websites

Our website pragueagents.com may contain links to other websites, which are not under our control. We are not responsible for the content of these websites. We recommend you familiarize yourself with the privacy policy of every website that you visit if such policy exists.

Changes to the privacy policy

From time to time, our website pragueagents.com may update our privacy policy. We inform about any changes to the privacy policy, placed on this webpage. We are monitoring any changes in legislation, which is related to personal data in European Union and Czech Republic. If you have entered any of your personal data on our website, we will inform you about the changes in our privacy policy. If your personal data, and more specifically, your contact information was entered incorrectly, we will not be able to contact you.

Feedback and final clauses

You can contact the administration of pragueagents.com regarding any questions related to privacy policy on: gdpr@pragueagents.com, or by filling a contact form specified in a corresponding section of this website. If you do not agree with this privacy policy, you cannot use the services of pragueagents.com. In this case you should avoid visiting our website.

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