

Privacy Policy (GDPR)

We are the company mivvy a.s., with registered office at Na Roudné 443/18, 30100 Plzeň, ID No.: 27945286, registered in the Commercial Register maintained by the Regional Court in Plzeň, Section B, Insert 1384, and as the controller we process your personal data (hereinafter referred to as "we").

PERSONAL DATA AND HOW WE HANDLE IT

If you order goods or services from us, we need to know the information that is marked as mandatory in the order processing, i.e. your name and delivery address. In addition, for the purposes of concluding and performing the contract, we need your email address to which we will send you the order confirmation and other notifications related to the contract execution process and a copy of the terms and conditions and the complaints procedure, and your telephone number at which we can contact you for any clarification of the order being processed or which we can provide to the carrier, if you choose this method of delivery, so that he can contact you before delivery of the goods, etc.

If you communicate with us via the contact form, we need to know your name, surname and email address. We do not communicate anonymously in writing and would like to know who we are communicating with.

By filling in the optional data in your user profile or in your order, you will also provide us with your other personal data, such as delivery addresses.

If you provide us with personal data of third parties, it is your responsibility to inform the person concerned and to ensure that they agree to these Privacy Policy (the "Policy").

We may process some personal data automatically. When you visit our website, we may collect certain information about you, such as your IP address, the date and time you accessed our website, information about your internet browser, operating system or your language settings. We may also process information about your behaviour on our website, e.g. which links you visit on our website and which products you are shown. However, the information about your behaviour on the website is anonymised to protect your privacy and therefore we are unable to attribute it to a specific person ourselves. If you access our website from a mobile phone or similar device, we may also process information about your mobile device. We use technical cookies to identify and manage the logged-in user. We also use analytics cookies from Google Inc. as part of our use of Google Analytics. The legal basis for the processing of cookies is a legitimate interest in the functionality of our website for our visitors and to improve and streamline its future operation. You can object to the processing of cookies in this way via our contact form.

Your personal information, such as your email address and phone number, will not be used by us for unsolicited mass commercial communications. We do not record telephone calls or CCTV footage from our premises.

TRANSFER OF PERSONAL DATA TO THIRD PARTIES

In the case of delivery of goods, we pass your personal data to the carrier if you choose this method of delivery. We will pass these data to the carrier according to how you fill them in the order. The data so transmitted includes, in particular, your name and surname, the delivery address, a telephone number at which the carrier can contact you and, if the goods have not been prepaid, the amount to be paid on receipt of the goods. The carrier is entitled to process the personal data we transmit to it only for the purpose of delivery of the goods and to delete the personal data without delay thereafter. We are also entitled to disclose your personal data to legal representatives in the event of enforcement of our rights, to public authorities if they impose such an obligation on us, or to insurance companies in the event of reporting or settling an insurance claim.

HOW LONG WE PROCESS YOUR PERSONAL DATA

We will process your data for the entire duration of the contractual relationship between us, up to a maximum of 7 years, or until any consent is withdrawn. If you withdraw your consent to the processing of personal data necessary for the performance of the contract, your account will be deactivated. Please note that we are obliged to process those personal data that are necessary for the proper performance of the contract, whether such performance is based on the contract between us or on generally binding legal provisions, regardless of the consent given by you, for the period of time specified by or in accordance with the applicable legal provisions. This applies, for example, to tax documents, where this period is at least 10 years.

Older data in the form of cookies is available in an anonymised form in Google Analytics.

SECURITY OF PERSONAL DATA

Your personal data is safe with us. To prevent unauthorised access and misuse of your personal data, we have put in place appropriate measures, both technical and organisational.

PERSONAL DATA OF PERSONS UNDER 16 YEARS OF AGE

Our online shop is not intended for persons under the age of 16. A person under the age of 16 may only use our online shop if his/her legal guardian has given his/her consent.

WHAT RIGHTS YOU HAVE IN RELATION TO THE PROTECTION OF YOUR PERSONAL DATA

In relation to your personal data, you have, in particular, the right to withdraw your consent to the processing of your personal data at any time, the right to rectify or supplement your personal data, the right to request restriction of processing, the right to object to or complain about the processing of your personal data, the right to access your personal data, the right to request the transfer of your personal data, the right to be informed of a breach of security of your personal data and, under certain conditions, the right to erasure of certain personal data that we process in relation to you.

You are in control of your personal data through your user account once you have logged in.

Alternatively, you can contact us via our contact form.

In connection with the amendment to Act No. 235/2004 Coll., on value added tax, as amended, it is not possible to change the data in an invoice already issued as of 1 January 2013. The data on the invoice can only be changed if you have not yet received and paid for the goods.

You can ask us to send you a summary of your personal data. We do not collect, store or process any data other than that which you provide in your user account.

You can request that we delete your data. However, the deletion will not affect information on documents that we are required by law to keep. If we need your personal data to establish, exercise or defend our legal claims, your request may be refused.

If you either contest the accuracy of your personal data and/or your personal data is being processed unlawfully and/or we no longer need your personal data for processing purposes but you need it for the establishment, exercise or defence of your legal claims, or if you have objected for the establishment, exercise or defence of your legal claims, you have the right to have us restrict the processing of your personal data.

If you believe that we are processing your personal data unlawfully, you also have the right to lodge a complaint with the Data Protection Authority. However, we would be happy if you would like to resolve any misunderstandings with us first. You can always contact us easily via our contact form.

CONCLUSION

By checking the consent box on the online order form, you confirm that you have read these Terms and Conditions and that you accept them in their entirety.

We may change these Terms. We will post the new version of the Terms on the Website.

These Terms shall take effect on August 15, 2023 and supersede all previous Seller's Privacy Policy.

This document has been translated into English for informational purposes only. In case of a dispute about the interpretation of the text in the document, the Czech version shall prevail.

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