

## Client Notice of 18 May 2018

Dear Madam/Sir, Dear Client,

Let us inform you on how HARMONY CLUB HOTELY, a.s. (hereinafter “*Us*” or “*Our Company*”) processes your personal data in connection with our business activities.

The purpose of this Notice rests in providing you with information, in particular on what kind of personal data we collect, how we handle it, from which sources we acquire it, for what purpose we use it, to whom we can provide it, where you can get information on your personal data, and what your individual rights are in the personal data protection area. When processing personal data, we follow the generally binding legal regulations, and the personal data is always solely processed in the scope defined by the particular service and/or purpose of the processing.

Please familiarise yourself with the contents of this Notice. We will be happy to answer any questions you may have either in person in our facility at Bedřichov 106, 543 51 Špindlerův Mlýn, by e-mail at [osobnidata@harmonyclub.cz](mailto:osobnidata@harmonyclub.cz), and/or by phone at +420 499 469 550.

Our Personal Data Protection Officer, Vladimír Junek, J.D., is also available to you at [dpo@harmonyclub.cz](mailto:dpo@harmonyclub.cz) or +420 499 469 117.

### I General Information

With the view of its business activities, Our Company is obliged to process certain personal data, especially for the purposes of fulfilling legal and contractual obligations. In this regard, without your personal data, we could not even provide you with our products/services.

We further process your personal data beyond our duties, for the purpose of caring for you and our other clients so that we can further develop our business relationships and address you with targeted product and service offers. We need your consent for that. With regard to the focus of our products/services, the age-related capability for providing valid consent with the personal data processing without the consent of a data subjects' legal representatives will be respected.

#### I.1. Personal data processing principles

When processing your personal data, we honour and respect the highest possible standards of personal data protection and especially comply with the following principles:

- (a) We always process your personal data for a clearly and comprehensibly defined purpose, by specified means, by a specified manner, and only for the time necessary for their processing. We only process our clients' accurate personal data and ensure that its processing is consistent with the intended purposes and is necessary for the fulfilment of such purposes;
- (b) We protect your personal data as classified information. Therefore, we process our clients' personal data in a manner that ensures the highest possible security of the data and that prevents any unauthorised or random access to our clients' personal

data, its change, destruction, loss, unauthorised transfers, any other unauthorised processing, or any other form of misuse;

- (c) We always keep you informed in a comprehensible way about the processing of your personal data and your rights for accurate and complete information on the circumstances of such processing, as well as your related rights;
- (d) In Our Company, we have defined and followed appropriate technical and organisational measures to ensure a level of security that correspond with all possible risks. All persons who come into contact with our clients' personal data are obliged to maintain the confidentiality of any information obtained in connection with such data processing.

## **II**

### **Personal Data Processing Information**

#### **II.1. Information on the administrator**

The administrator of your personal data is Our Company, e.g., HARMONY CLUB HOTELY, a.s., place of business at Bedřichov 106, 543 51 Špindlerův Mlýn, Company ID 601 08 878. The Company is registered in the Commercial Register maintained by the Regional Court in Hradec Králové, File No. B 990.

#### **II.2. Processing purposes and legal basis for the processing**

##### **II.2.1. Processing your personal data without your consent**

This usually applies to situations where you are required to provide us with certain personal data as a condition for us to provide you with our product/service, or when we are authorised to process your personal data obtained in another way.

- (a) We are authorised by law to process your personal data without your consent for the following purposes to comply with our legal obligations, in particular
  - (i) Prevention of damages to Our Company assets;
  - (ii) Prevention of fraudulent behaviour to which Our Company could be subjected;
  - (iii) Fulfilment of our obligation to identify and check a client in terms of certain measures against legalisation of revenues from criminal activities and terrorism funding;
  - (iv) Fulfilment of our identification obligation toward the client under the Act on Residence of Foreign Nationals;
  - (v) Fulfilment of our identification obligation toward the client under the Act on Local Fees.
- (b) Conclusion or fulfilment of an Agreement concluded with you.

This applies, in particular, to the actual implementation of a contractual relationship or other type agreement fulfilment between Our Company and you. Personal data is needed, i.e., to enable a contractual relationship to come into

existence without undue legal risks, including negotiation on the conclusion or modification of an agreement with you; for example, during the process of services reservation before an agreement on their provision is concluded.

(c) Protection of rights and legitimate interests, especially for

- (i) The protection of rights of Our Company, claim recovery, securing or handling of debts, development of provided services;
- (ii) Negotiations with clients interested in assigning Our Company's client debt or another form of debt transfer, including its related realisation, and other follow-up negotiations with third persons, especially informed providers or related guarantees, etc.;
- (iii) Resolving any dispute-related cases, especially for the purposes of conducting court and other disputes.

(d) Our legitimate interests.

This is primarily the case where there is a contractual/customer relationship between you and Our Company.

### **II.2.2. Personal data processing with your consent**

This is usually a situation when you voluntarily agree with our processing of your data. Based on your consent, Our Company processes your personal data for the following purposes:

(a) Client care – these are activities that do not constitute any contract performance or any other legal personal data processing context and that include the following activities:

- (i) Market research;
- (ii) Obtaining feedback on the operator's products and services;
- (iii) Monitoring of the client's behaviour on Our Company's website in connection with the offered services (resultantly, this purpose does not concern the pure generating of information on the behaviour of clients visiting Our Company's website through cookies, which is described below in the article on electronic communication means);

(b) Offering products and services – this primarily includes information distribution, offering Our Company's products and services through various means (by mail, through electronic means, including electronic mail and messages sent to mobile devices, through phone conversations and websites);

(c) Employment offering.

The provision of personal data in support of our care of you represents our contractual requirement, and if it is not provided, it may prevent any agreement closure or provision of adequate care.

### **II.3. Scope of client personal data processing**

Our Company processes your personal data within the scope necessary for meeting the aforementioned purposes. We process **contact data** (contact addresses, phone numbers, email and fax addresses, or other similar contact data), **identification data** (name, surname, date of birth, permanent residence address, personal ID type, number, and expiration date; in the case of an individual client – entrepreneur, also ID No. and Tax ID No.), and **camera recordings**.

#### **II.4. Personal data processing method**

The method, which Our Company uses to process your personal data, includes both manual and automated processing in Our Company's information systems and physical data processing.

Your personal data is primarily processed by Our Company's employees and third parties, as necessary. Before we provide your personal data to a third party, we always close a written agreement with such third person. The data processing guarantees contained in such an agreement do not differ from those of Our Company's in accordance with our legal obligations.

#### **II.5. Personal data recipients**

Your clients' personal data is made available to our employees in particular in connection with the performance of their work duties, where client personal data must be handled; however, only to the extent that is necessary and in compliance with all security measures.

In addition, your personal data is provided to third parties involved in the processing of Our Company's clients' personal data or that may get access to such personal data for other reasons in accordance with the law.

Personal data is primarily provided to:

- (a) Our law office; and
- (b) Processors who provide us their server, web, cloud, and IT services.

Before we provide your personal data to a third party, we always close a written agreement with such third person. The data processing guarantees contained in such an agreement do not differ from those of Our Company's in accordance with our legal obligations.

#### **II.7. Personal data provided abroad**

Your personal data is processed on the territory of the Czech Republic, and it is not provided to any non-EU country.

#### **II.8. Personal data processing period**

Our Company only processes its clients' personal data for the period that is absolutely necessary due to the data processing purpose. We continuously assess the need to continue processing specific personal data for a given purpose. If we determine that specific personal data is not needed for any of the purposes for which it was processed, we destroy such data.

However, we have internally identified the common personal data usability periods in accordance with specific personal data processing purposes. Once such a period expires, we very carefully assess the need to process specific personal data for a given purpose. In connection with this, it also applies that personal data is processed for the purposes of:

- (a) Agreement performance is processed by Our Company for the period of our contractual relationship with our client; after that, the given personal data is normally usable for a period of ten years, except for cases of longer processing in accordance with the generally binding legal regulations;
- (b) Offering products and services is processed by Our Company for the period of our contractual relationship; after that, the given personal data is normally usable for a period of ten years;
- (c) Client care is processed by Our Company for the period of our contractual relationship; after that, the given personal data is normally usable for a period of ten years;
- (d) Protection of rights and legitimate interests through camera recordings; the corresponding personal data is normally usable for a period of thirty days;
- (e) Employment offering is processed by Our Company for a period of one year from the end of a new employee selection process.

## **II.9. Right to consent withdrawal**

In this notice, we have explained to you the reasons why we need your personal data, and that we may solely process it for some purposes with your consent. You are not obliged to agree with Our Company's processing of your personal data, and you also have the right to withdraw your consent. Please note that we are also authorised to process some personal data for specific purposes without your consent. If you withdraw your consent in such a case, we will terminate the processing of the corresponding personal data for processes requiring a corresponding consent; however, we may be authorised, or even obliged, to continue processing the same personal data for other purposes (for example, we may continue using your contact information to send our service messages concerning your reservation, etc.).

If you wish to withdraw your consent with personal data processing, please contact us at our address at Bedřichov 106, 543 51 Špindlerův Mlýn or by e-mail at [osobnidata@harmonyclub.cz](mailto:osobnidata@harmonyclub.cz).

## **II.10. Personal data sources**

We primarily obtain our clients' personal data from:

- (a) Our clients themselves;
- (b) Publicly available sources (public registers, files, or lists);
- (c) Potential prospects interested in Our Company's services during marketing events and campaigns;

- (d) Our own activities, specifically the processing and evaluating of our clients' personal data;
- (e) Camera recordings.

## **II.11. Your rights associated with your personal data processing**

You may exercise all of your rights at our headquarters at Bedřichov 106, 543 51 Špindlerův Mlýn or via email at [osobnídata@harmonyclub.cz](mailto:osobnídata@harmonyclub.cz). You may also file a complaint to the supervising authority at the Office for Personal Data Protection ([www.uoou.cz](http://www.uoou.cz)).

**II.11.1. Access right** means that you may request our confirmation at any time that your personal data is or is not processed, and if it is, then for what purposes, to what extent, who accesses it, how long we will process it, whether you have the right for correction, deletion, processing limitation, or you may object to our personal data source, the use of your personal data processing for automatic decision-making, including profiling. You also have the right to obtain a copy of your personal data. The first copy is free, and we may require a corresponding administrative cost compensation for any subsequent one.

**II.11.2. Right for protection** means that you may at any time ask us to correct or supplement your personal data, should you find it incorrect or incomplete.

**II.11.3. Right for deletion** means that we must delete your personal data, providing (i) it is not needed for the purposes for which it was collected or otherwise processed, (ii) our processing is illegal, (iii) you object to our processing, and there are no prevailing legitimate reasons for our processing, or (iv) we have to follow our legal obligation.

**II.11.4. Right to limit** our processing means that until we resolve any disputes concerning your personal data processing, we must limit your personal data processing, so that we may only keep it and possibly use it to identify, enforce, or defend legal claims.

**II.11.5. Right to object** means that you may object to your personal processing for direct marketing purposes or due to legitimate interests. If you object to direct marketing personal data processing, your personal data will not be processed for these purposes.

## **III.**

### **Electronic Communication Means**

Our Company uses numerous technologies during its business activities to provide you with the most convenient access to our products/services. These mainly include services related to the use of the Internet and social networks.

**III.1. Social networks.** You may contact us, among others, through various social networks. We primarily use these communication channels as marketing tools. We currently do not provide our products/services through these channels.

**III.2. Cookies.** When we provide our products/services, we also use cookies, which are small text files that are stored on the user's computer upon the first download of our website. Thanks to these files, we can more easily identify how our visitors work with our website. This helps us communicate more visibly with our website visitors, or target our marketing more effectively. Deleting cookies is fully at your disposal within your browser settings.

#### **IV. Final Provisions**

**IV.1.** This notice is issued for an unlimited period of time and takes effect on 25 May 2018.

**IV.2.** We may change this notice at any time by issuing its complete new wording; its current version is published on Our Company's website, and it is also available at our headquarters.

**IV.3.** Unless explicitly specified otherwise, all information provided herein also includes the processing of the personal data of potential clients, i.e., persons with whom we have not yet entered into any contractual relationship but are already in contact with. The information provided herein will, to a reasonable extent, also apply to the processing of personal data of other persons with whom Our Company is in direct contact, even though we do not have a contractual relationship with them (e.g. entity representatives).