

General Data Protection Regulation - Information for Clients

This document describes how we process and protect your personal information.

The manager of personal data is SILROC CZ, Inc., with a registered office at Krkonošská 284, 468 41 Tanvald - Šumburk nad Desnou, Company ID 254 755 25, registered in the Commercial Register kept by the Regional Court in Ústí nad Labem, Section B, Insert 1514 (hereinafter referred to as "SILROC"). SILROC is committed to ensuring the security of your personal data - it can only be processed in accordance with these principles.

All personal data we receive from you in any way (via the web, e-mail, letter, business card, telephone) will be collected, stored and used in accordance with applicable law, in particular in accordance with the European Parliament and Council Regulation (EU) 2016/679 of 27 April 2016 (General Data Protection Regulation, hereinafter "the Regulation") and Czech laws No. 110/2019 Coll. about processing personal data and No. 111/2019 Coll., amending certain acts in connection with the adoption of the General Data Protection Regulation Act, as amended.

What data do we collect?

SILROC collects, stores and processes the following information:

- Name, surname, title
- E-mail address
- Telephone number
- Additional information you provide in the "Message" field in the contact form. Please do not provide us with specific category data ("sensitive data")
- Information about your visits to our website, IP address, geographic location, type of search engine, and version of your operating system
- Additional information about website visits - length of visit, page views, and your movement on the website
- We use cookies to improve our online services. These are small files on your computer to identify users. These files are used to ensure proper functionality of the website, remembering customer identification data, analysing portals, or securing customer preferences and tailoring individual offers. The use of cookies can be restricted by your computer's settings, but this may reduce the functionality of our website.

Why do we process your personal information?

The following reasons are why we process personal data from the view of GDPR:

- **Conclusion and implementation of a contract**, or negotiations leading to the conclusion of a contract (including execution of the order)
- **Authorised Administrator's request** for business cooperation

Sending business messages

Your personal information can be used to send a Satisfaction Questionnaire (frequency of 1 x annually). You can unsubscribe from the Satisfaction Questionnaire subscription at any time – the opt-out link is located in the footer of the Questionnaire.

How long do we process your personal information?

We will process your personal data for 5 years after your last order or last contact with us by mail. At your request, we will delete this data earlier, but not as to interfere with any complaints about our products. You can apply for a deletion request either via a data mailbox or by sending a request to gdpr@silroc.cz (in which case we will verify your request before deletion).

Where do we store your personal information?

Personal data is collected, processed and stored exclusively on the territory of the Czech Republic and is not transferred or transmitted to other states or other entities for further use.

Safety

We keep personal information on a secure server (with passwords and firewalls). To prevent unauthorised access or unauthorised disclosure, we have appropriate physical and electronic procedures in place to protect and secure information. Personal data is only available to smallest amount of SILROC employees thanks to a sophisticated access rights system.

Your rights in connection with the protection of personal data

You do not lose control over your personal data. As the subject of data processing, you have the following rights:

- Right to be informed about our processing of your personal data
- Right of access to processed personal data
- Editing of personal information
- Right to delete personal information
- Right to limit the processing of personal data
- Right to object to processing, only after notifying the supervisory authority

The law related to automated decision-making and profiling is not applicable to our company, because we do not decide to do, or not do, our job based on automated issues about our clients - it is always a specific solution for a specific

client. Likewise, the right to portability, which is not part of business relations in our field, does not apply.

Responsibility

In case of any questions or information regarding the handling of personal data within SILROC CZ, Inc., please contact us by e-mail at gdpr@silroc.cz.

Alternatively, contact Mrs. Petra Hásková, who is responsible for GDPR, at +420 483346108.

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