

Principles of Personal Data Processing – Service101 s.r.o.

This document describes how Service101 s.r.o. handles the personal data of individuals in connection with the provision of its services. The principles have been prepared in accordance with REGULATION (EU) 2016/679 (GDPR) and Act No. 110/2019 Coll., on the processing of personal data.

1. Who We Are – Data Controller

The data controller is Service101 s.r.o., registered office: Chudenická 1059/30, 102 00 Prague, Company ID: 23980788, VAT ID: CZ23980788, bank account: 2398078826/5500. Contact details: phone +420 774 612 575, e-mail helpdesk@service101.cz. For matters concerning personal data protection, please contact us at helpdesk@service101.cz.

2. Scope and Basic Terms

- Data subject: a natural person to whom the personal data relate (e.g., customer, supplier, applicant)
- Personal data: any information relating to an identified or identifiable person
- Processing: any operation with personal data (collection, storage, use, disclosure, erasure)
- Recipient: an entity to whom personal data are provided under law or contract

3. What Data We Process

- Identification and contact details (name, surname, address, company ID, e-mail, phone, bank account)
- Contractual relationship data (information about services used, invoicing, fulfillment and breach of obligations)
- Communication data (requests and messages sent to the helpdesk, records of handling)
- User account access data (username, authentication data; passwords are stored securely)
- Technical data from website visits (IP address, cookies – see Cookies chapter)

4. Legal Grounds for Processing

- Performance of a contract
- Fulfillment of a legal obligation
- Legitimate interest of the company
- Consent of the data subject for specific purposes

5. Purposes of Processing

5.1 Contractual and Customer Support: conclusion, changes, and termination of contracts, provision of services, invoicing, support

5.2 Legal Obligations: especially accounting, taxes, and archiving according to statutory deadlines

5.3 Legitimate Interest: protection of our rights, fraud prevention, debt collection, IT security

5.4 Marketing Based on Consent: sending commercial communications (newsletters) only with your consent or in accordance with legal regulations. You can unsubscribe from any newsletter at any time

6. Cookies

We use cookies on our website to ensure functionality, comfort, and traffic measurement. We mainly use the following categories of cookies: necessary, preference, statistical, and marketing. We use tools such as Google Analytics 4, Hotjar, and similar services for website analysis and optimization. You can adjust your cookie settings in the consent interface on our website or in your browser.

7. Data Retention Period

- Contractual documentation and related data: for the duration of the contract and usually 10 years thereafter
- Accounting and tax documents: for the period specified by legal regulations
- Marketing data processed on the basis of consent: for the duration of the consent or until it is withdrawn
- Data processed on the basis of legitimate interest: usually no longer than 3 years from the start of processing, unless a longer period is necessary
- Communication records with support: for the duration of request handling and no longer than 1 year thereafter, if appropriate

8. Recipients and Processors

Personal data may be transferred to our contractual processors (e.g., IT service providers, accountants, consultants), always on the basis of a contract and instructions from Service101 s.r.o. Under certain conditions, data may be provided to public authorities. If we use cloud services or other processors outside the European Union (e.g., servers in the USA), it is ensured that the transfer of data takes place in accordance with applicable legal regulations, in particular through standard contractual clauses approved by the European Commission or another appropriate mechanism ensuring an adequate level of personal data protection.

9. Your Rights

You have the right to access personal data, rectification, erasure (the right to be forgotten), restriction of processing, data portability, and the right to object. If processing is based on consent, you may withdraw your consent at any time.

10. How to Exercise Your Rights

You can exercise your rights in writing or by e-mail at helpdesk@service101.cz. For the protection of your data, we may require identity verification. We will respond without undue delay, no later than within 1 month; in complex cases, the period may be extended by another 2 months (you will be informed of the extension).

11. Supervisory Authority

If you believe that we are handling your data in violation of legal regulations, you have the right to lodge a complaint with the Office for Personal Data Protection (ÚOOÚ), Pplk. Sochora 27, 170 00 Prague 7, Data Box ID: qkbaa2n, www.uoou.cz, e-mail: posta@uoou.cz.

12. Changes to the Document

The content of these principles may be continuously updated to reflect changes in our services or legal regulations. The current version is always available at Service101 s.r.o.

13. Effectiveness

These principles take effect on January 7, 2026. Date of last revision: January 7, 2026.

Service101 s.r.o.

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