

## **Privacy Policy of XANADU a.s.**

On this page, you will find an overview of the main principles of personal data protection and other processed data. Our goal is to process personal data in accordance with the General Data Protection Regulation (GDPR) (Act No. 101/2000 Coll., Regulation (EU) 2016/679 of the European Parliament and of the Council).

### **Data Controller**

Our company specializes in the supply of hardware and software, related services, as well as outsourcing and hardware servicing in the field of information and communication technologies. XANADU a.s., Company ID: 14498138, with its registered office at Žirovnická 2389, 10600 Prague 10, registered in the Commercial Register maintained by the Municipal Court in Prague, Section B, Insert 17555, as the data controller, hereby informs you, in accordance with the GDPR, about the processing of your personal data and your rights.

### **Purposes of Personal Data Processing**

We process your personal data to the extent necessary for the following purposes:

- Fulfillment of obligations arising from concluded contracts and orders;
- Fulfillment of obligations arising from the terms of utilized services;
- Recording contacts of representatives of customers and business partners;
- Recording contacts of representatives of our service customers;
- Personalized access to our service services;
- Fulfillment of obligations arising from third-party terms in the case of authorized warranty service;
- Fulfillment of obligations arising from generally binding legal regulations;
- Organization of marketing and social events;
- Sending commercial communications with offers of products and services;
- Ensuring the protection of our rights and legitimate interests.

Providing your personal data is voluntary; however, it is important to note that providing information resulting from business and service contracts is necessary for their conclusion, and without it, the service cannot be fully provided. We always process your personal data only to the necessary and permissible extent. By giving consent to the processing of your personal data, we can continue to provide you with our services.

In accordance with Act No. 480/2004 Coll., on certain information society services, XANADU a.s. uses your contact details for the purpose of sending commercial communications (X-news) with offers based on automated decision-making, including profiling, until you express disagreement with this use of your contact.

### **Personal Data We Process**

We only process personal data that you provide to us in connection with the use of our services within the scope of business and service activities in the field of IT supply, outsourcing of IT infrastructure management, and the implementation of IT equipment servicing.

We process the following categories of your personal data:

- **Identification Data:** We process personal data to the extent of: name, surname, title, company, position in the company.
- **Contact Data:** To contact you, we process personal data to the extent of: email, phone numbers, company address, or contact address.
- **Address Data:** To deliver your serviced equipment or ordered goods, we process personal data to the extent of: name and surname of the contact person, phone number, delivery address.
- **Data on the Use of Internet Services:** To tailor business information to your interests, we process records of the use of our internet services, IP addresses of devices, and cookie identifiers.

### **Personal Data Security**

We implement technical and organizational security measures to protect the managed data from unauthorized manipulation, loss, destruction, access by unauthorized persons, or unauthorized disclosure. We strive to regularly review our security measures and adapt them to technological developments.

### **Recipients of Your Data**

Your personal data may be provided in the fulfillment of obligations arising from third-party terms in the case of authorized warranty service. Your personal data may also be disclosed to state authorities under certain conditions within the scope of their legal powers.

### **Duration of Personal Data Processing**

Personal data is stored for the duration of the contract concluded between the company you represent and XANADU or for the duration of your registration to use XANADU services.

After the termination of the contractual relationship between the company you represent and us, or after the termination of your registration to use our services, we continue to process your personal data only for purposes and for the period we are required to retain these data according to generally binding legal regulations.

If you have given us consent to process personal data for the purpose of sending commercial offers, the storage period of your personal data is 5 years from the granting of consent. Once the storage period of your personal data has expired or the period we are required to retain them according to legal regulations has passed, we will anonymize or delete your personal data from our databases and systems.

### **Your Rights**

We process your data transparently, fairly, in accordance with the GDPR and generally binding legal regulations. You have the right to access your data and the right to correct it. In cases of processing your data to which you have given consent, you are entitled to withdraw this consent at any time. If you wish to withdraw consent to processing and there is no other legal reason for processing your data, or you express disagreement with receiving commercial communications, you have the right to deletion or restriction of processing.

You can exercise the right to access your data and your other rights by sending a written request by mail to the address Žirovnická 2389, 10600 Prague 10.

### **Withdrawal of Consent**

You can withdraw your voluntarily given consent to the processing of personal data at any time by sending an email to: [info@xanadu.cz](mailto:info@xanadu.cz). Withdrawal of consent does not affect the possibility of continuing to process your personal data based on your consent given before its withdrawal. Withdrawal of consent also does not affect the processing of personal data that we process on another legal basis than consent (i.e., especially if processing is necessary to fulfill a contract, legal obligation, or for other reasons stated in applicable legal regulations).

### **Rights of Data Subjects**

In relation to your personal data, you have the following rights:

- The right to withdraw your consent at any time;
- The right to correct or supplement personal data;
- The right to request restriction of processing;
- The right to object or complain against processing in certain cases;

- The right to request data portability;
- The right to access personal data;
- The right to be informed about a personal data security breach in certain cases;
- The right to deletion of personal data (the right to be "forgotten") in certain cases.

### **Right to Object**

If you no longer wish to receive any commercial communication or other information about news in our product and service portfolio from us, you have the option to object to the further processing of your personal data for direct marketing purposes. If you do so, we will no longer process your data for this purpose and will no longer send you commercial communications, product offers, and newsletters.

### **Contact Information**

If you have any questions about personal data protection or wish to withdraw consent to further processing of your personal data, please use the email address [info@xanadu.cz](mailto:info@xanadu.cz) or write to our address at Žirovnická 238