

# Information on the processing of personal data for customers 1.REX SERVICES, a.s.

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We process your personal data in full compliance with all laws, rules and regulations so that it is fully secured against misuse. In particular, the EU Regulation 2016/679 (GDPR).

If 1.REX SERVICES, a.s. (hereinafter also referred to as REX) is the processor of personal data, then the details of the contract are set out in the section of this document entitled "Establishing the terms of the contract between the controller and the processor".

## *WHO IS THE CONTROLLER OF YOUR PERSONAL DATA?*

The data controller is the company 1.REX SERVICES, a.s., ID No.: 26711656.

If our customer is a legal entity (typically your employer), then it is also the controller.

We have appointed a Data Privacy

Officer who supervises the proper processing of personal data. You can contact the Privacy Officer at any time by writing to [gdpr@rex.eu](mailto:gdpr@rex.eu) or by correspondence to Liliová 223, 25168 Kamenice.

## *WHAT PERSONAL DATA DO WE PROCESS?*

We only process personal data to provide you with our services and customer support, to comply with our legal obligations, and to protect our legitimate interests.

We collect data about our customers, including potential customers, who have given us consent to reach them with our product and service offerings.

We process the following categories of personal data:

### **- Basic identification data**

Basic identification data is part of every contract you enter into

with us. These include: name, date of birth, birth number, home address, ID number (ID card, passport), signature, and in some cases, employer. If you are running a business, this is the registration number and registered office address.

Personal data can also be the license plate number (RZ) or VIN of the car, if it is identifiable with the natural person. It may also be, for example, the serial number of a bicycle, the chip code of a dog, etc.

### **- Contact details**

Contact details include e-mail, telephone number, contact address

### **- Information about the use of products and services**

We include information about what products you have or have had with us, and we can recommend a suitable solution based on this information. It also includes information about the use of the internet and mobile client area, information about settings.

### **- Information from records of telephone calls or other interactions with you**

### **- Geolocation data**

This is data about the location of vehicles, persons, animals or things that are the subject of the contract

### **- Transaction data**

Primarily this is information about payments, information about IP addresses and devices from which the system

was accessed, transactions that were carried out

### **- Health data**

We do not process data about your health by default, we only do so if you have provided it to us to optimize the service, for example, remote monitoring of a senior citizen.

## *FOR WHAT PURPOSES DO WE PROCESS PERSONAL DATA?*

### **Processing without the need for your consent**

- Processing on the basis of a contract

We process your personal data for the purposes of fulfilling our contract with you.

- Processing on the basis of the performance of a legal obligation

The data may only be processed and handed over, for example, pursuant to section 8(1) of the Criminal Procedure Code to law

enforcement authorities. Processing based on legitimate interests

The legitimate interest of 1.REX SERVICES, a.s. is to inform you about news concerning the management of your contract and to offer you related services and products. In addition, we wish to carry out market research and customer satisfaction surveys on the products and services used.

Processing for statistical purposes

In an anonymised form, the data may be used for statistical purposes. Such processing always excludes data that could be used to identify a specific person.

### **Processing with your consent**

- Processing for marketing purposes

If we have your consent for this purpose, we also process your personal data for marketing purposes.

Marketing includes in particular the offer of REX products and services. Based on your consent, we may send you offers both electronically, in particular by e-mail or messages sent to your mobile device via a telephone number, via the web client area or REX's mobile applications, and in writing or by telephone call. You can withdraw your consent at any time.

- Recording of telephone calls

With your prior consent, we may process recordings of telephone calls on our customer service line, if you do not wish to be recorded, you can use other communication channels.

## *WHERE DO WE OBTAIN PERSONAL DATA FROM?*

We obtain personal data:

- directly from you at the conclusion and during the term of the contract
- from publicly available registers, lists, records or websites (e.g. insolvency register, commercial register, trade register, ARES, land register, etc.).

## *FOR HOW LONG DO WE STORE YOUR PERSONAL DATA?*

We keep your personal data for the duration of the contract in order to provide you with our services.

Geolocation data is usually available for 42 months, with 18 months of complete data and the other 24 months only to the extent of the logbook (if it is part of the services ordered).

After the termination of the contractual relationship and the settlement of all obligations arising from or related to the contract, we retain your personal data to the extent necessary for the necessary period, namely for 10 years, in accordance with Section 35 of Act No. 235/2004 Coll., on Value Added Tax.

If you have given us your consent to process your personal data for marketing purposes, the storage period is until your withdrawal of consent.

## *HOW CAN I WITHDRAW MY CONSENT TO THE PROCESSING OF PERSONAL DATA FOR MARKETING PURPOSES?*

Consent to the processing of personal data for marketing purposes is based on the voluntary principle. This means that you can withdraw it at any time. You can withdraw your consent by:

- writing to the address of the company's registered office, specifying in the withdrawal who is making the

withdrawal, for which type of communication and for which address, email or phone number  
- clicking on the withdrawal in the incoming email.

### *DO WE PROCESS YOUR PERSONAL DATA WITHOUT YOU HAVING ENTERED INTO A CONTRACT WITH US?*

In theory, we may process your personal data even if you have not entered into a contract with us. This is particularly the case if you are listed as a contact person on our customer's contract, for example. Our customer may be your employer or a family member, for example, and they are responsible for passing your data to us for processing and/or management.

### *DO WE USE AUTOMATED PROCESSING OF YOUR PERSONAL DATA?*

We do not use so-called profiling or automated processing in the provision of our services.

### *WHAT RIGHTS DO YOU HAVE IN RELATION TO THE PROCESSING OF YOUR PERSONAL DATA?*

You can exercise the following rights when processing personal data:

#### **The right to information about the processing of your personal data**

The information contained on this page

#### **Right of access to personal data**

You have the right to confirm whether or not personal data is being processed and, if so, to access information about the purposes of the processing, the categories of personal data concerned, the recipients or categories of recipients, the period of retention of the personal data, information about your rights, the right to lodge a complaint with the Data Protection Authority, information about the source of the personal data, information about whether or not automated decision-making and profiling is taking place, information and safeguards in the event of the transfer of personal data to a third country or an international organisation. You have the right to be provided with copies of the personal data processed.

#### **Right to rectification**

Are we processing your outdated or inaccurate personal data? For example, have you changed your home address? Please inform us and we will correct the personal data.

#### **Right to erasure (right to be forgotten)**

In certain statutory cases, we are obliged to delete your personal data on your instruction. However, each such request is subject to an individual assessment, as in some cases we have an obligation or legitimate interest to retain the personal data for a certain period of time.

#### **Right to restriction of processing**

If you wish us to process your personal data only for the most necessary lawful reasons, or to block personal data.

#### **Right to data portability**

If you wish us to provide your personal data to another controller, another company, we will transfer your personal data in a machine-readable format, unless we are prevented from doing so by any legal or other significant obstacles, to an entity designated by you.

#### **Right to object**

If you become aware, or even believe, that we are processing personal data in breach of the protection of your private and personal life or in breach of the law, please contact us and ask us to explain or remedy the defect.

#### **Right to lodge a complaint with the Data Protection Authority**

You may at any time address your complaint or complaint regarding the processing of personal data to the supervisory authority, **namely** the Office for Personal Data Protection, located at Pplk. Sochor 27, 170 00 Prague 7, tel. 234 665 111, website [www.uouu.cz](http://www.uouu.cz).

## *WHERE CAN YOU EXERCISE YOUR RIGHTS AND IS THERE A FEE FOR EXERCISING THEM?*

Individual rights can be exercised at 1.REX SERVICES, a.s., in writing by e-mail to [gdpr@rex.eu](mailto:gdpr@rex.eu) or by post to the company's registered office at Liliová 223, 251 68 Kamenice.

We provide all communications and statements regarding the rights you have exercised free of charge. However, if the request is manifestly unfounded or unreasonable, in particular because it is repetitive, we are entitled to charge a reasonable fee taking into account the administrative costs involved in providing the requested information. We will provide you with a statement and, where appropriate, information on the measures taken as soon as possible and within one month at the latest. We are entitled to extend the time limit by two months if necessary, taking into account the complexity and number of requests. We would inform you of the extension, including the reasons for it.

## *WHO CAN ACCESS YOUR PERSONAL DATA?*

Personal data can be accessed by the controller, its employees and, where applicable, service contractors. In particular:

- providers of transport and postal services (Czech Post, GLS, DHL, etc.) personal data to the extent necessary for the delivery of parcels
- emergency service providers - personal data to the extent necessary to carry out an inspection of a guarded facility
- contractual service installers - personal data to the extent necessary to carry out the installation, dismantling or repair of equipment
- Mailchimp - distribution of our information and our marketing messages

We ensure that your data is protected and handled in accordance with the GDPR and other laws and regulations by all our suppliers.

If we are legally obliged to do so, the data may also be released to public authorities, for example, pursuant to Section 8(1) of the Criminal Procedure Code, to law enforcement authorities. However, there is no legal obligation, for example, to request the logbook from the tax office - we do not comply with such requests.

## *Links to current legislation*

- European Charter of Fundamental Rights of the EUROPEAN UNION
- Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation, GDPR)
- Constitution of the Czech Republic No. 1/1993 Coll.
- Act No. 101/2000 Coll, Act No. 480/2004 Coll., on Certain Information Society Services and on Amendments to Certain Acts, as amended
- Act No. 89/2012 Coll., Civil Code, as amended,

## *Contact*

If you have any questions or comments regarding this information obligation, please do not hesitate to contact us at any time at the e-mail address [gdpr@rex.eu](mailto:gdpr@rex.eu) or in writing at the correspondence address 1.REX SERVICES, a.s. Liliová 223, 251 68 Kamenice.

## *Determination of the terms of the contract between the controller and the processor*

If the user of the REX system is in the position of a personal data controller and the provider (1.REX SERVICES, a.s.) is in the position of a personal data processor in relation to the user, then the provider also guarantees processing in full compliance with the applicable legislation, in particular Article 28(3) of the General Regulation (EU) 2016/679 (GDPR).

In accordance with the Regulation, the following contractual elements are set out:  
the subject of the processing is the operational data and the location of the equipment specified in the REX SERVICE PROVISION AGREEMENT (MONITORING) and, where applicable, other data if the user specifies them in the REX system.

The duration of the processing is the same as the duration of the provision of services. The contract is usually concluded for an indefinite period. The period of further data storage is in accordance with the paragraph "*FOR HOW LONG DO WE STORE YOUR PERSONAL DATA?*" of this document.

Nature and purpose of processing. The processing is carried out in electronic form. The purpose of the processing is the fulfilment of the concluded contract and arises from the services provided in the contract, for example, to ensure security, ensure health protection, collect data to ensure the efficiency of operation, ensure protection against theft, ensure the call for help in an emergency, increase efficiency, prevent misuse, obtain data for optimization, ensure comfort, avoid waste, etc.

The types of personal data processed are based on the service provided and the equipment used. These are usually operational and geolocation data from the facility. This data is not personal data unless a specific natural person is or can be associated with it. In addition, other personal data are processed if they are provided to the REX system by the user. This includes, for example, the driver's name, vehicle registration number, telephone numbers, e-mail addresses, etc. In exceptional cases (e.g. remote monitoring of a senior citizen), health data or other sensitive data may be processed.

The data processed is about a category of data subjects: users of the technology provided. Typically, these are users of a motor vehicle, users of a bicycle, employees of the user.

The processor is obliged to carry out the processing in full compliance with the applicable legislation, in particular Article 28(3) of the General Regulation (EU) 2016/679 (GDPR).

The controller is obliged to carry out the administration in full compliance with the applicable legislation, in particular the General Regulation (EU) 2016/679 (GDPR).

In accordance with the provisions of General Regulation (EU) 2016/679 (GDPR), no separate contract for the processing of personal data is concluded.

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