

## General Terms and Conditions of Veletřhy Brno, a.s.

These General Terms and Conditions (hereinafter referred to as "GTC") shall apply to the purchase of tickets by Veletřhy Brno, a.s., ID No. 25582518, with registered office at Vystaviřtř 405/1, 603 00, Brno, registered with the Regional Court in Brno under file no. B 3137 (hereinafter referred to as "Operator") when visiting an exhibition, fair or other event in the premises of Vystaviřtř Brno (hereinafter referred to as "Event").

### The following documents are part of the GTC:

- 1 Terms and Conditions (pages 1-5)
- 2 Terms and conditions for registration of corporate invitations (page 5)
- 3 Visiting Rules (page 5)
- 4 Privacy Notice (pages 7-11)

## Terms and Conditions of Veletřhy Brno, a.s.

### I. Introductory provisions and definition of terms

- 1.1. These Terms and Conditions (hereinafter referred to as "T&C") further define and specify the rights and obligations of the Operator and the person who buys a Ticket or e-Ticket or who buys goods sold by the Operator (hereinafter referred to as "Customer") as parties to a contract concluded pursuant to Act No. 89/2012 Coll., the Civil Code or any other contractual relationship.
- 1.2. "Ticket" means a ticket which the Customer receives after payment for the selected event at the Operator's box office.
- 1.3. "E-Ticket" means a Ticket bearing a unique numeric and barcode or QR code that is printed by the Customer or a PDF Ticket bearing a unique numeric and barcode or QR code that is presented by the Customer via a portable electronic device so that the code can be properly read by a device located in the entrance turnstile or mobile reader (in particular a mobile phone or tablet).
- 1.4. "Family admission" means a special discounted admission for families, exclusively for one to two adults and one to four children under 15 years of age.
- 1.5. "Personnel" means authorized employees of the Operator ensuring the operation of the event, in particular cashiers, turnstile operators and employees of the Cashier Service.
- 1.6. By purchasing a Ticket or e-Ticket, the Customer agrees to these General Terms and Conditions and all its annexes, which are binding on both parties. The version of the GTC valid on the date of payment of the purchase price of the Ticket shall prevail.
- 1.7. These OPs are freely accessible on the Operator's website at [www.bvv.cz](http://www.bvv.cz) where the Customer can familiarize himself with them.
- 1.8. These T&C or their individual provisions may be excluded or replaced only by express agreement of the parties in writing.
- 1.9. The protection of personal data and the sending of commercial communications is governed by the rules here [www.bvv.cz/en/privacy-policy](http://www.bvv.cz/en/privacy-policy).

## II. Sale of e-Ticket

These terms and conditions apply to the purchase of tickets for the event through the website operated by Technical Networks Brno (TSB).

- 2.1. Customers can purchase e-Tickets for a specific event via the Internet and pay via the GoPay payment gateway. The range of payment methods depends on the operator of the payment gateway, which is Dopravní podnik města Brna a.s. In order to purchase, it is necessary to provide a valid e-mail address and other data necessary to conclude the contract in the online form.
- 2.2. Veletrhy Brno, a.s. is not responsible for the payment process in the GoPay payment gateway.
- 2.3. If it is possible to purchase a discounted e-Ticket for a child under 12, student, senior citizen, disabled person and family admission, the Customer is obliged to present a document authorizing the use of this discounted ticket upon entry to the event. Failure to provide proof of entitlement will invalidate the ticket.
- 2.4. In the event that the Customer enters an incorrect email, the Operator is not responsible for the delivery of the e-Ticket. Failure to deliver the e-Ticket in such a case is not grounds for a claim and no compensation will be provided.
- 2.5. The Provider does not guarantee that the e-mail containing the e-Ticket will not be blocked by the ISP or will not be evaluated as spam.
- 2.6. The numeric barcodes or QR codes or QR on the e-Ticket can be scanned by the reading device only once, i.e., any subsequent presentation of the numeric barcode or QR code in printed form or display on a mobile device will not be taken into account and the e-Ticket so presented will not be admitted to the premises, regardless of who presents the aforementioned tickets.
- 2.7. Exceptions are barcodes or QR codes for more people (family admission) and more entries (multi-day tickets). Family admission is for a maximum of 6 entries. Multi-day tickets are for a specific number of days, with only one entry per day.
- 2.8. The Operator is not responsible for any inconvenience caused by unauthorized use or copying of the e-ticket. Forgery is a criminal offence. The e-Ticket also becomes invalid if the data required for its control is not visible or has been altered by additional modifications.
- 2.9. The validity of the e-Ticket is governed by the opening hours for visitors for the specific event. The current opening hours and validity are indicated on the ticket or on the website of the specific event: [www.bvv.cz/en/calendar](http://www.bvv.cz/en/calendar).
- 2.10. Tickets also expire if they remain unused after the event. No refunds will be given for any unused or partially unused tickets.

## III. Tickets for sale at the BVV box office

- 3.1. When paying for the Ticket, the Customer is obliged to verify the accuracy of the refunded funds, the specific event selected and the type of Ticket immediately after receipt. The Operator shall not be obliged to accept any defects claimed later consisting in incorrectly returned cash or incorrect data on the Ticket.
- 3.2. The purchase price of the Ticket is determined by the current price list of the Operator, which is published on its website and at the BVV ticket offices.
- 3.3. The operator allows the Customer to pay for the purchase of the Ticket in cash or by means of a payment card if the ticket office is equipped with a functional payment terminal.

- 3.4. A child under 6 years of age is admitted free of charge when accompanied by a person over 18 years of age, unless the price list of a specific event explicitly states otherwise. The child does not need a separate ticket, the eligibility for free admission will be verified by the Staff at the entrance on the basis of a document with the child's date of birth (ID card, birth certificate, passport, prepaid ticket, etc.).
- 3.5. Under the conditions specified in this provision, a person with a valid ZTP/P card is entitled to one free Ticket for one additional person as his/her guide in addition to the purchased Ticket for the selected event. The guide may only be an adult person with legal capacity who is objectively fully capable of providing the necessary assistance to the accompanied person throughout his/her stay in the BVV premises.
- 3.6. In the case of Family Admission, all Tickets purchased in this way can only be purchased for the same event.
- 3.7. The Operator provides a discount on the purchase of Tickets for students only upon presentation of a valid student ID (ISIC card) or any other document clearly indicating the status of the student or pupil. The Operator provides the so-called student discount only to students up to the age of 26. The Operator provides the senior discount to Customers over 65 years of age, unless the price list of a specific event explicitly states otherwise. The Customer is entitled to purchase only one Discounted Ticket for each student or pupil ID card or proof of date of birth (for seniors).
- 3.8. If the price list for the event specifies admission for schools or groups, then the price is per person. Admission for groups must be paid in bulk for the entire group.

## IV. Other Conditions (formerly Ticket Control)

- 4.1. The Customer is always obliged to present the Ticket or e-Ticket to the Operator's Staff for inspection in order to allow the Customer to enter. The Operator's staff is entitled to detach the Ticket or mark the Ticket in the manner chosen by the Operator.
- 4.2. The customer is obliged to have a valid Ticket or e-Ticket. In case of its loss, the Customer may be asked by the Operator to leave the BVV premises without compensation.
- 4.3. By purchasing a Ticket or e-Ticket, the Customer agrees to abide by the Visitor Regulations for the entire duration of their stay in the BVV premises. The Customer has the opportunity to get acquainted with the Visitor Regulations through its printed version located in the BVV premises or on the Internet at: [www.bvv.cz/en/visitor-regulations](http://www.bvv.cz/en/visitor-regulations).
- 4.4. The operator reserves the right to change the accompanying programme or to change exhibitors or exhibits. The Operator shall not be liable for any damages incurred by the Customer or any third party in connection with the above changes.

## V. Complaints Procedure

- 5.1. A paid Ticket or e-Ticket is not exchangeable. In the event of damage, destruction, loss or theft of the Ticket or e-Ticket, it will not be replaced and the Customer will not be compensated.
- 5.2. The Customer is obliged to make a claim for an E-ticket purchased within 48 hours of purchase at the email address [prudinska@bvv.cz](mailto:prudinska@bvv.cz) or [info@bvv.cz](mailto:info@bvv.cz) , and a claim for

- a Ticket purchased on the spot on the day of purchase directly at the box office.
- 5.3. The Customer is entitled to exercise his/her rights from defective performance within 5 days from the date of the visit to the event in person at the Cashier's Office or by e-mail at [prudinska@bvvcz](mailto:prudinska@bvvcz) or [info@bvvcz](mailto:info@bvvcz).
  - 5.4. In order to properly exercise the rights from the defective performance, the Customer is obliged to present to the Operator the Ticket for the event where the Customer found the defective performance.
  - 5.5. The reasonableness of the complaint shall be decided by the authorized employee of the cashier service, taking into account the nature of the specific reason.
  - 5.6. If the authorized employee of the box office service considers the complaint to be justified, he/she will, at his/her discretion, provide the Customer with a refund in the form of a free ticket for a similar or another event, or refund the price for the paid Ticket or e-Ticket using the same payment method as the payment for the Ticket or e-Ticket, unless the Operator decides otherwise for technical and operational reasons. The refund period is 28 days.
  - 5.7. The Operator does not provide a discount or any other compensation for obstacles that led to the Customer's non-participation in the event or for circumstances beyond the Operator's control.
  - 5.8. The rights from defective performance apply only to the purchased Ticket or e-Ticket. When redeeming a free ticket, the Customer is not entitled to the rights of defective performance.
  - 5.9. The Customer is not entitled to claim rights from defective performance for goods received free of charge from the Operator (for example, as part of promotions).

## VI. Effectiveness

These OPs come into force on 14 February 2025

## Conditions for registering company invitations and redeeming promo codes

1. Visitor registration, registration confirmation and visitor ticket does not replace exhibitor badge, press accreditation card, assembly and dismantling pass and does not entitle to enter the premises at any time other than the opening hours for visitors according to the specific trade fair.
2. Visitors are governed by the Visitor Regulations when entering the exhibition grounds of Veletrhy Brno, a.s. The registration confirmation (or a ticket without price) received by a registered visitor is valid for one person and one use.
3. Abuse of the registration system, subsequent resale or distribution of tickets to other persons is strictly prohibited. The creation of registrations and the use of tickets at the entrances is monitored and can serve as a basis for the Police of the Czech Republic and subsequent recovery of damages.
4. As part of the registration, the visitor may grant Veletrhy Brno a.s. consent to provide his/her personal data for the purpose of offering trade and services, in particular for marketing purposes and for the statistical needs of Veletrhy Brno, a.s. Veletrhy Brno, a.s. is entitled to transfer the personal data provided in this way to another entity for processing, but only for the purpose of offering trade and

# General Terms and Conditions of Veletrhy Brno, a.s.

services. The customer gives his/her consent by ticking a separate box in the registration form.

5. For registrations where a code from a company invitation has been used (bulk code, promo code, etc.), the data provided may be passed on to a third party - the owner of the code used.

## Visiting Regulations of the Trade Fairs Brno, a. s.

1. The Visitor Regulations apply to the premises of the company Veletrhy Brno, a. s. (hereinafter referred to as the Company) with its registered office at Výstaviště 405/1, 603 00, Brno for visitors to events held on the premises and other persons entering the premises (hereinafter referred to as the Visitor).
2. By entering the premises, the visitor agrees to abide by these visitor regulations.
3. Authorization to enter the premises will be verified by a Company employee or premises security.
4. At the request of the guard service, the Visitor is obliged to present personal luggage for inspection at the entrance and exit and entry and exit gates.
5. For the duration of the event, entry to the fair or exhibition is only possible with a valid ticket.
6. In particular, the visitor is not allowed to:
  - 6.1. to bring in and distribute brochures and other printed materials, to carry out advertising activities, to take photographs for profit, to carry out surveys and other similar activities, and to carry out any unauthorised commercial activity (sales) without the consent of the company,
  - 6.2. damage the property, vegetation and landscaping of the company's premises,
  - 6.3. move outside pavements and marked paths and enter grassed areas,
  - 6.4. enter the economic parts of the company's premises, areas that are not intended for the visiting public, and enter behind mobile fences,
  - 6.5. to move around on a bike, skateboard, roller skates, scooters,
  - 6.6. smoking in the pavilions and using electronic cigarettes,
  - 6.7. to bring any alcohol, narcotic and other toxic substances, weapons and other dangerous objects, as well as substances used as an incendiary agent and the use of means that can cause combustion,
  - 6.8. remain on the premises after closing time, unless it is a social event by invitation or with the consent of the company.
7. Parking for Visitors is available on the premises and in the Expoparking building in reserved unguarded parking lots outside the exhibition area, unless otherwise specified by the parking service. Parking is not permitted in the fire equipment entry areas marked with appropriate traffic or horizontal signs.
8. In the event of leaving the vehicle outside of the parking spaces or directly in prohibited places or places that hinder traffic, service and intervention in case of breakdown, emergency or emergency situations or in case of fire, the vehicle will be towed from the exhibition grounds. Parking is subject to a fee and is governed by the parking regulations.
9. The visitor is obliged to act in such a way as not to cause a fire, to obey orders and prohibitions concerning fire protection in marked places.
10. In the event of a fire, the Visitor is obliged to follow the fire alarm directives posted in visible places in the buildings, to obey the evacuation call and to follow the instructions of the persons directing the evacuation. He/she shall use information and

# General Terms and Conditions of Veletrhy Brno, a.s.

- fire signs indicating the directions of escape exits to achieve safety.
11. In the event of an emergency, the Visitor shall follow the instructions of the police and those responsible for evacuation.
  12. In the event of an accident or other emergency on the premises of the Company, each Visitor shall immediately notify the premises security at the main gatehouse (tel. +420 541 153 383), and first aid will be summoned if necessary.
  13. The Company shall not be liable for the loss of items brought onto the premises or for damage to the property or health of a visitor caused by the visitor's own actions or the actions of third parties in violation of the terms of these Visitor Regulations.
  14. The holder of a Disabled Persons Card is allowed to enter the premises by car on the basis of a Disabled Persons Card. and parking in designated spaces.
  15. Visitors with dogs must keep their dogs on a leash at all times. Dogs taller than small companion breeds must be muzzled. The owner is responsible for cleaning up any excrement and for any damage caused by the dog to any person, Company property, exhibitor and visitor property. The Society reserves the right to close a portion of the grounds (pavilions) to dogs.
  16. The visitor acknowledges that the Company makes visual or audiovisual recordings on the premises of the event. These recordings are made while respecting the necessary degree of privacy of the Visitor, but the Visitor is not specifically asked for explicit consent or individually notified of the taking of recordings. The Visitor further acknowledges that the Company uses these recordings for its self-presentation. The Company will comply with any express non-consent of the Visitor that is recorded, to the making of the recording; the disagreement must be communicated orally to the person making the recording on behalf of the Company in a manner that does not cast doubt on what the Visitor is requesting.
  17. The Visitor acknowledges and agrees that the premises of the Company are monitored by a camera system with the possibility of recording for the purpose of security of the premises. The rules of personal data protection set out in Act No. 110/2019 Coll., on the processing of personal data, as amended, and Regulation (EU) 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, are respected when making the recording and archiving it.
  18. Visitors are obliged to follow the currently valid hygiene and safety measures for the protection of public health resulting from the emergency measures of the Ministry of Health of the Czech Republic. The exact wording can be found on the website [www.bvv.cz/en/safety](http://www.bvv.cz/en/safety) or at the entrance to the premises.
  19. The Company reserves the right to refuse entry to the premises or to remove from the premises any Visitor who fails to comply with the terms of these Visitor Regulations, as well as Visitors under the influence of alcohol or intoxicating or other toxic substances, without refund of the ticket price.
  20. Children under the age of 15 may only enter the Company's premises if accompanied by a responsible person over the age of 18.
  21. The Company reserves the right to change these terms and conditions at any time and the terms and conditions are valid for an indefinite period.

## Privacy Notice

### 1 Personal data collected on the website

#### 1.1 Introductory information

The company Veletřhy Brno, a.s., ID 25582518, with registered office at Výstaviště 405/1, 603 00, Brno, may process your personal data as an administrator.

By submitting any personal data on this website, you confirm that you fully understand the terms and conditions for processing such personal data to the extent set out in this notice.

#### 1.2 What personal data is collected when I visit [bvvcz.cz](http://bvvcz.cz)?

To access [bvvcz.cz](http://bvvcz.cz), we do not require registration as a matter of principle - however, if you participate in any of the activities or services offered at [bvvcz.cz](http://bvvcz.cz), we will collect personal information that we need to provide those services. This may include, for example:

- Address and identification data (e.g. name, surname, address);
- Contact details (e.g. phone number, email address, postal address);
- Descriptive data (e.g. data about your interests and preferences, IP address).

We do not collect sensitive personal data from you through [bvvcz.cz](http://bvvcz.cz).

#### 1.3 Technical information

When you visit this website, we may collect technical information such as your IP (internet protocol) address, details of the pages you visit on [bvvcz.cz](http://bvvcz.cz), other pages you visit on the site and which browser you used to view [bvvcz.cz](http://bvvcz.cz)

This website collects standard internet log and technical data to measure and improve the effectiveness of this website, help diagnose problems with our server, administer this website, determine where website traffic is coming from, and identify our users. We also collect other information through [bvvcz.cz](http://bvvcz.cz), such as website activity and usage preferences, also known as demographic or profile information. In this context, we use "cookies" to collect this information. Please see our cookie policy for more information.

#### 1.4 When do we collect personal data through [bvvcz.cz](http://bvvcz.cz)?

We collect personal data from you in the following cases:

- If you register for the fair or send us an inquiry;
- If you buy a ticket or register for the show;
- If you order a related service, such as service or accommodation;
- If he/she wants to receive up-to-date information and offers from us (e.g. e-newsletter);
- You ask us to contact you;
- If you fill out a survey or poll;
- You apply for accreditation as a journalist;
- If you are viewing the content of our website.

We collect the minimum amount of information to enable us to deal with your request. We will indicate where the provision of information is voluntary or mandatory. We will usually only request additional information if it will enable us to provide a more appropriate response to your request.

#### 1.5 On what basis we handle your personal data

We must have a legal basis for processing your personal data. In most cases, the legal basis

# General Terms and Conditions of Veletrhy Brno, a.s.

will be one of the following:

- Entering into a contract and fulfilling our contractual obligations to you;
- Fulfilling the legal obligations to which we are subject;
- Consent to the processing of personal data in the case of sending e.g. newsletters or other commercial communications;
- To promote our legitimate interests, for example to keep our records up to date and accurate.

## 1.6 How do we use your personal data?

We only use the personal information you provide to us to deal with your request and to administer [bv.vcz](http://bv.vcz) and the services we offer you through [bv.vcz](http://bv.vcz).

When you make a request for materials or request that someone from our company contact you, we will have the opportunity to obtain additional information that may be of interest to you about our services.

## 2. Cookies

### 2.1 Introduction

We collect information about the user of this website automatically and also if you choose to provide us with this information yourself - for example, by filling out the form at [bv.vcz](http://bv.vcz). This information is processed confidentially and is used by Veletrhy Brno, a.s. only in accordance with the terms and conditions set out in this privacy notice.

We may use "cookies" to store and sometimes track information about you.

### 2.2 Cookies

Cookies are small text files that are downloaded to your computer or mobile device when you visit websites or apps. Your web browser (for example, Internet Explorer, Mozilla Firefox or Google Chrome) sends these cookies back to the website or application on each subsequent visit so that it can recognise you and remember, for example, personal details or user preferences. Cookies will not harm your system. You can reset your browser to refuse any cookie or to be notified when a cookie is sent.

We use cookies for system administration, to analyse traffic to our website and to identify visitor preferences in order to improve the user experience and service. This provides us with information about the number and categories of visitors to different parts of our website.

Veletrhy Brno, a.s. does not share this data with third parties. Our cookies do not store data such as your name or address, but they do allow us to see your behaviour on the site, which will help to improve your user experience. However, if you wish to restrict, block or remove cookies from [bv.vcz](http://bv.vcz) or any other website, you can use your browser to do so. Every browser is different, so please refer to the "Help" menu of your specific browser (or mobile phone manual) to learn how to change your cookie preferences.

### 2.3 How to control cookies

There are various ways you can control and manage cookies, which are described in more detail below. However, please note that any settings you change will not only affect [bv.vcz](http://bv.vcz) cookies. These changes will apply to all websites you visit (unless you choose to block cookies only from specific websites).

### 2.4 Managing cookies in the browser

Most modern browsers allow you to:

- Find out what cookies you have and delete them individually;
- Block third party cookies;
- Block cookies from specific websites;
- Block all cookies from being sent;
- Delete all cookies when you close your browser.

You should be aware that if you delete cookies, any preferences will be lost. This also includes sites where you have opted out of cookies, as this requires you to set an opt-out setting. If you block cookies, many websites will not function properly and some features on these websites will not work at all .

## 2.5 Managing cookies for analysis

It is also possible to opt out of the recording of anonymous browsing activities within the website, which is carried out by cookies for analysis. Bvv.cz uses Google Analytics and it is up to you whether you choose to opt-out of your cookies on the Google Analytics opt-out page. Please note that you will be redirected to a Google Analytics web server so that a "no thanks" cookie can be generated there, which will stop other cookies set by these third parties.

## 2.6 More information about cookies and how to manage them

To learn more about cookies and how to manage them, visit [google.com](http://google.com).\*

\* Please note that we cannot be held responsible for the content of external websites.

## 3 Sending commercial communications

We may process your personal data (name, surname, telephone number, email address, postal address) for the purpose of sending you commercial communications (newsletter, information and offers). In accordance with Act No. 480/2004 Coll., on certain information society services, we only send commercial communications with your prior consent. You can withdraw this consent at any time.

If you are our customer, we may send you commercial communications without your prior consent. In this case, you have the option to refuse further commercial communications at any time.

## 4 Personal data collected by the company outside the website

We may also contact you outside the website and process your personal data. You may be a service seeker, a customer, our supplier, or a job applicant. In these cases, we process your personal data in order to:

- We could enter into a contract with you and fulfil our obligations as agreed in the contract with you;
- They have ensured that our records are accurate and up to date;
- They ensured the protection of our company's assets.
- To do this, we must have a legal basis for processing your personal data. In most cases, the legal basis will be one of the following:
- Entering into a contract and fulfilling our contractual obligations to you;
- Fulfilling the legal obligations to which we are subject;
- Consent to the processing of personal data;
- To promote our legitimate interests, for example to keep our records up to date and accurate, and protecting company property.

## 5 Rights relating to the processing of personal data

### 5.1 Your rights

You have the right to demand:

- Access to personal data;
- Update or correct your information;
- Transfer of your personal data to another controller;
- Unsubscribe from further information from the company;
- Request that your personal data be removed from our systems;
- You may object to the processing.

by sending an email to [gdpr@bvvcz](mailto:gdpr@bvvcz). All such requests will be dealt with in accordance with applicable law.

If you decide not to receive promotional or marketing emails from us in the future, you can let us know by sending an email to [gdpr@bvvcz](mailto:gdpr@bvvcz) with the email address you wish to be removed from our mailing list. However, your choice not to receive promotional and marketing emails will not prevent us from communicating with you - by email or otherwise - regarding your existing relationship with us.

Veletrhy Brno, a.s. will also exercise the relevant rights in accordance with legal regulations, taking into account the available technology and the costs of taking reasonable steps, including technical measures.

### 5.2 Right to withdraw consent to the processing of personal data

If you have consented to certain types of processing, including processing for the purpose of sending commercial communications, you can withdraw your consent at any time. If you withdraw your consent, this does not affect the lawfulness of the processing of your personal data prior to such withdrawal.

## 6 How long do we keep your personal data?

We will only retain your data for as long as necessary to fulfil your request or other legitimate processing purposes and will delete it in accordance with our data retention policy.

## 7 Sharing of personal data

We do not disclose your personal data to third parties (other than service providers processing personal data for us and on our behalf) unless we have a legal basis to do so.

We may contract with other companies or individuals to deal with your request or otherwise operate this website or our business activities. We may provide such companies with access to your personal information on our behalf in connection with those purposes.

We do not provide information to third parties for their own marketing purposes and do not send emails on behalf of third parties.

As a result of a sale, merger, consolidation, change in control, transfer of assets, reorganization or liquidation of our company (a "Reorganization Event"), we may transfer, sell or assign your personal information to third parties as part of the Reorganization Event.

The situations in which we may disclose your personal data to a third party are:

to the extent permitted by applicable law, to protect and defend our rights, property and legitimate interests, and

# General Terms and Conditions of Veletrhy Brno, a.s.

where this is provided for by applicable law (for example, public authorities, including public administration bodies).

## 8 Transfer of data outside the Czech Republic

Your personal data may be transferred to, stored and processed in a country other than the Czech Republic. If we do so, we transfer personal data in accordance with applicable data protection regulations. If the transfer is to a country outside the EEA, we will use the standard contractual clauses approved by the European Commission.

## 9 Data security

We have established generally accepted technological and operational security standards to protect personal information from loss, misuse, alteration or destruction. We require all employees and officers of our organization to keep personal information confidential. Only authorized personnel have access to this data.

We will retain your personal data in accordance with our data retention policy.

## 10 Contact us

If you have any questions or concerns about how your personal data has been used, please contact our Data Protection Officer, email [gdpr@bvvcz](mailto:gdpr@bvvcz).

We are committed to working with you to achieve a fair resolution to any complaint or privacy concern you may have. However, if you feel that we have not been able to help you with your complaint or concern, you have the right to make a complaint to the Data Protection Authority, registered office: Pplk. Sochora 27, 170 00 Prague 7, ID: 70837627, tel: +420 234 665 111, web: [www.uoou.cz](http://www.uoou.cz).

## 11 Updates to this privacy statement

This Privacy Notice may be modified or updated from time to time. You will be able to see when we last updated this notice as it will always include the date of revision. Changes and additions to this Privacy Notice are effective as of the date they are posted. Please review this Privacy Notice from time to time to determine if any changes have been made to the way we use your personal information.

Last modified: 12 Feb 2025