

Privacy Notice of Expat Support s.r.o.

For us, **Expat Support s.r.o.**, identification no.: 45148830, registered office at Ovocný trh 568/17, Staré Město, 110 00 Prague 1 (hereinafter "the Controller" or "the Processor"), the protection of your personal data is important, therefore we will observe the following principles in order to achieve the highest level of protection possible.

This notice and the subsequent personal data processing is governed by 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 (General Data Protection Regulation) (hereinafter "GDPR"). Any cases not governed by GDPR or where GDPR expressly permits for them to be subject to national legislation, are governed by Act no. 101/200 Sb. on Personal Data Protection, as amended.

This notice may be amended by us at any time, in particular if there are any changes in the relevant legislation concerning personal data protection, therefore we suggest it is in your own interest to check our website for any updates hereof.

During the performance of our services as a relocation and immigration agency, in particular for the purpose of processing your visa or residency applications, you provide us with your personal data, therefore you will be able to get more detailed information about our processing of the data provided by you hereinbelow.

We draw your attention to the fact that you are not obliged to provide us with your personal data, however, should you fail to provide us with any personal data requested by us, we will be unable to provide you with certain services.

First, we would like to explain certain terms that will help you understand the following text of this Privacy Notice.

Personal data

"Personal data means any information relating to an identified or identifiable natural person (data subject). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier (a name, surname, number, online identifier) or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person."



Special categories of personal data

"Are personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation."

Data subject

"Data subject is a natural person to whom the personal data relate and that may be identified or is identifiable by the personal data."

Personal data controller

"Controller means a natural or legal person, which determines the purposes and means of the processing of personal data and is primarily responsible for the processing. Unless specified otherwise herein or in the conditions for a particular service, Expat Support is the controller."

Processor of personal data

"Processor means a natural or legal person, which processes personal data on behalf of the controller based on the controller's instructions."

Processing of personal data

"Processing means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction."

See Articles 4 and 9 GDPR



EXPAT SUPPORT s.r.o.

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DIČ CZ45148830

Firma je zapsána v_OR
vedeném u_Městského soudu v
Praze, oddíl C, vložka 9462

What data we process

We process personal data provided by you on the basis of the legal ground under Article 6 (1) (b) GDPR, i.e. the processing is necessary for the performance of a contract or under paragraph c) for compliance with a legal obligation. Also under paragraph a) on the basis of your consent to the processing of your personal data if legitimate interests under the provision specified above are insufficient as the legal ground for the processing or if a special category of personal data is subject to processing. Personal data are processed for the purpose of providing the services of a relocation and visa agency, in particular for the visa mediation.

We use the personal data provided by you only for the purpose for which they were provided and we always provide the users with transparent information.

What data we process:

In the course of providing our services, we collect the following personal data:

- a) title
- b) name
- c) surname (including maiden surname)
- d) date of birth
- e) sex
- f) place and country of birth
- g) nationality
- h) personal status
- i) contact address (information about current and former address)
- j) e-mail address
- k) telephone number (or numbers, if you give them to us)
- l) information regarding your education,
- m) photographic record,
- n) information about your former employer,
- o) information about your current employer
- p) information regarding family members,
- q) personal health information

or other information in accordance with the documents provided for the purpose of visa or residency mediation.



Storage period of personal data

We retain the data for a period necessary for the purpose of performance of a contract and for the necessary period for compliance with legal obligations or the protection of our rights. Data provided on the basis of a consent of the data subject and special categories of personal data will be retained for the period stated in the consent. If you exercise your right to be forgotten or withdraw your consent, such data will be automatically retained for a shorter period.

Transfer of data - other processors

The controller is entitled to process personal data both by automated means and manually and also through appointed processors. Personal data are/will be disclosed only to authorised employees of the controller or the employees of the processor, only in the extent necessary for the purpose of the processing. Personal data are transferred to other processors only in the minimum extent and all relationships regarding the processing are based on data processing contracts where our processors guarantee such measures that will ensure the same level of security of the personal data as our company provides. The controller will transfer personal data to third countries, to international organisations or third parties with which the co-operation for the purpose of dealing with the visa application is necessary.

Commercial communications

Under section 7 (3) Act no. 480/2004 Sb. on Certain Information Society Services and on Amendments to Some Acts (Act on Certain Information Society Services), as amended, and under initial provision no. 47 GDPR, we are allowed to use certain data provided by you for direct marketing within our existing contractual relationship. Such marketing communications will only concern similar services to those provided by us. In each commercial communication you will find the option to cancel the subscription to such communications free of charge.

Cookies

To make offers that are relevant to you, our website, www.expatsupport.cz, uses cookies text files. They help us to remember your preferences and actions you take at the website (e.g. login data, language, font size and other display preferences). Thus you do not have



to enter such data repeatedly for a certain period. Our cookie files do not identify individual users, they only identify the device you use with the help of a randomly generated identification code. As a user, you may disable or restrict the use of cookies in your browser. However, if you do so, you will not be able to use all the functions offered by our website.

Security

In order to achieve the highest level of security for the personal data provided by you, we use certain technologies and security functions. We have also adopted suitable technical and organisational measures for the security of data storage devices, the storage of personal data in documentary form, regular updates of the system and measures to prevent the access of unauthorised persons to data. Even though we exercise our best effort to protect your personal data against any loss, abuse, unauthorised access, alteration or disclosure, 100% control may not be guaranteed. Therefore we will inform you of any incidents that reach a certain level of risk immediately.

Rights of personal data subjects

In order to honour the principle of transparency of the processing of personal data, we are happy to provide you with information concerning your personal data that we process. If it is legally possible, you are entitled to amend or correct your personal data.

If the processing of personal data is based on your consent, you have the right to restrict the processing, to withdraw your consent or have all data we maintain deleted. That is except cases where the processing is on the grounds of a legal obligation or our legitimate interest. You are also entitled to receive a copy of your personal data we maintain, including their sources, purposes and methods of processing, electronic decision-making and entities with which we share your data. We will endeavour to make the information requested by you available to you within a reasonable period. Depending on what information you request, we may charge a small fee in the extent permitted by the applicable legislation.

If you believe that the controller acts in conflict with GDPR in the processing of personal data, you are entitled to object against the processing and to file a complaint with the Office for Personal Data Protection.



Contact details

If you have any questions, complaints, comments or you wish to exercise your rights as a data subject, please contact us at the following e-mail address: gdpr@expatsupport.cz



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