

PRIVACY POLICY

Dear users,

please read this document carefully. This document contains all the necessary information regarding your personal data that is processed by Chocolate experience s.r.o., ID: 06199682, registered address: Celetná 557/10, Staré Město, 110 00 Prague 1, registered in the Commercial Register maintained by the Metropolitan Court in Prague, Section C, File 278006 (hereinafter referred to as the "**Operator**") in connection with providing of services via the mobile application **Chocotopia** (hereinafter as the "**Application**"), e.g. entertaining services, virtual reality projections, providing with information on relevant products and a membership in a benefit program of the Operator and other providers of similar services (hereinafter referred to as the "**Service**"). This document also includes the binding terms and conditions for the exercise of your rights.

If you have any inquiries related to privacy protection and the exercise of your rights, please contact us at e-mail info@chocotopia.cz

For what purpose do we process your personal data?

The Service is based on providing services via the application and collecting points by users while using the application (a membership in a benefit program).

For this activity, the user of the Application (hereinafter the "**User**") needs to have a User's Account so where he/she must enter their identification and contact information. The Users have the possibility to also enter other information voluntarily. However, it is not possible to provide the Service without entering the data which are necessary to run the Service.

Therefore, we process the personal data so that you could use the Service.

We do not perform any profiling or automated decision-making.

In legitimate cases, we also process your personal data for the purpose of protecting our interests, typically in cases of legal disputes, court proceedings, audits performed by public authorities, etc. Here, we have to prove that we were acting in compliance with the legal regulations when providing our Services.

In order to find out how the Service is used and in order to ensure its consequent improvement, we also monitor the behavior of the Users of the Service using so called logging and tracking (therefore, sign-in history and use of the individual functions of the Application).

We process the e-mail address you gave us when providing the Service for the purpose of **sending information and newsletters about our similar services or products**. If you do not want to receive this information, you can unsubscribe at any time for free. The method will always be stated in such an e-mail and you can unsubscribe by writing to mail above.

We process the data from the following social network: Facebook or the purpose of sign-in and sign-up.

What personal data do we process?

We process your identification data, contact data, the information necessary for fulfilling legal obligations and information about fulfilling mutual contracts, the information necessary for using the Service and its functionality and information, which is required by the legal regulations.

Who do we receive the personal data from and who do we hand the personal data over to?

We primarily receive the personal data from you. You are obliged to provide us only accurate data and if your personal data changes, you are obliged to update the data.

We receive the data that arise as a result of your activity within the scope of the Service automatically.

Your personal data are not handed over outside of the EU, unless otherwise stated.

We use a Processor to process your personal data - Špaček Digital, s.r.o., based Jaurisova 515/4, Michle, 140 00 Prague 4, ID: 05973180.

The personal data may be handed over to public authorities for the purpose of performing their legal obligations.

The personal data may be handed on your demand to other participants of the club in order to gain the benefits from such providers.

How do we process the personal data?

The User's personal data are processed electronically by automated means, specifically by means of Application.

We also process your personal data manually in compliance with the relevant purpose, where manual processing is necessary or suitable. Our employees or other people working for us may access your personal data during its administration, also for the purposes of removing errors, inaccuracies, etc. However, these people may only process the personal data under the terms and conditions and range stated above and they are bound by the obligation of confidentiality about personal data and about security measures, given that if this information is publicized, it would put the security of personal data at risk.

We always process the personal data in compliance with the relevant legal regulations and ensure its utmost care and protection. We ensure that your rights are not infringed within the scope of processing, especially the right to maintain human dignity. Within the scope of our Service, we also protect you against unauthorized interference into your privacy and your personal life.

How long do we process your personal data?

a) Service

We process the personal data for the period for which you use the Service. Once you cancel your Account or once the Service Provision Agreement is terminated for another reason, the data that are not necessary to process for other purposes will be cancelled and deleted within one month, at the latest. It will no longer be possible to renew this data.

We keep the data that we must process for reasons other than running the Service, namely:

a) Legitimate interests

It is also necessary to process the personal data regarding the fulfillment of mutual agreements for our legitimate interests, ie. so that we could defend ourselves before the court in case of any User's claims (for example, during the course of the relevant limitation period, which may be up to 15 years from the occurrence of the relevant case in the Czech Republic).

In relation to the above, we process identification data (name, surname) and contact data (e-mail), information about fulfilling agreements (their content, information about their fulfillment and information about using the Application). Unless it is justified by the commencement of a specific proceeding, we process personal data for a period of 5 years from the termination of the use of the Service.

b) Sending business newsletters

As stated above, we send business newsletters until you unsubscribe. The possibility to unsubscribe is stated in every such e-mail and is free.

c) Copyrights

If you have provided us with the content of protected **copyrights** (or similar rights), we have to keep information regarding who the author is and what license you have provided us for the duration of the relevant property copyrights (in the Czech Republic, this is 70 years after the death of the last author of such a copyright).

Personal data is not processed based on a consent. Therefore, it is not possible to withdraw the consent with processing. However, based on a written request, we shall always assess whether or not it is still necessary to process the data.

What are your rights?

Firstly, you have the right to ask us for access to your personal data, including the provision of a copy of all the carriers of your personal data and a list of the personal data processed.

We will always inform you about the following:

- a) the purposes of processing your personal data,
- b) personal data, including categories of personal data, which are subject to processing, including all available information about their sources,
- c) the character of automated processing, including profiling and information concerning the process used as well as the significance and expected consequences of such processing for the data subjects,
- d) recipients or categories of recipients,
- e) planned periods during which the personal data should be saved; if this cannot be determined, then the criteria used to determine this period,
- f) all available information about the sources of personal data, if the personal data are not received from you.

Your other rights include:

- a) the right to ask us for an explanation,
- b) the right to request the removal of the existing state, especially regarding blocking, making corrections, additions, restrictions of processing or the liquidation of personal data (the right to be forgotten),
- c) the right to request the personal data concerning you in a structured, commonly used and machine readable format, and hand over this data to another Controller without any hindrance on our side,
- d) the right to submit an inquiry or complaint to the Office for Personal Data Protection,
- e) the right to object to the processing of personal data concerning you.

How do we protect your personal data?

The following security means serve to secure your data:

Antivirus protection, firewalls, coding, authorization information, hashing etc.