

General information on the processing of personal data of clients - guests in the facilities of Vojenská lázeňská a rekreační zařízení providing hotel and wellness stay

provided pursuant to REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of individuals 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), (hereinafter referred to as the "GDPR")

This information serves to ensure full and transparent information about the processing of your personal data in the facilities of the Vojenská lázeňská a rekreační zařízení (hereinafter referred to as "VLRZ") providing hotel and wellness stays. The purpose of this communication is to provide you with information about what personal data is collected by VLRZ, for what purposes it uses them and where you can obtain information about your personal data that VLRZ processes.

Your personal data is processed on the basis of the fulfilment of a legal obligation for the purpose of keeping records of personal data of clients - guests temporarily staying in the accommodation facility of VLRZ during hotel and wellness stays. This is the fulfilment of VLRZ's obligations as an accommodation provider in keeping the house and registration book of accommodated guests pursuant to Act No. 565/1990 Sb., on Local Fees and Act No. 326/1999 Sb., on Residence of Foreign Nationals in the Territory of the Czech Republic.

1. Personal Data Controller contact:

**Vojenská lázeňská a rekreační zařízení,
příspěvková organizace**

Magnitogorská 1494/12
101 00 Praha 10-Vršovice
Telephone: +420 973 201 607
E-mail: podatelna@vlrz.cz
Electronic data mailbox: q6fwimp

2. Personal Data Officer contact:

Daniel Müller
Telephone: +420 702 270 822
E-mail: ooou@vlrz.cz

3. What personal data does VLRZ process about you and for how long?

Personal data and special categories of data within the meaning of Article 9 of GDPR are processed by VLRZ in accordance with GDPR and in accordance with national legislation in the field of personal data protection. We maintain a **database of personal data** and we are the controllers of the following data:

- ☐ personal data for unequivocal and unmistakable identification of the client - guest,
- ☐ name, surname, title, date of birth, address of the place of registration or similar place abroad, number and type of identity card (types of identity cards are listed in Section 3g (2) (d) of Act 565/1990 Sb., on Local Fees, as amended),
- ☐ personal data enabling VLRZ to contact you.

VLRZ processes personal data when fulfilling legal obligations for a period prescribed by legal regulations in the duration of 6 years; in case of processing necessary for the performance of the contract, i.e. in any case for the duration of the contract; in case of processing on the basis of the data subject's consent, for the period specified in the consent or until its withdrawal.

Upon termination of the period of legitimate processing, VLRZ stops processing your personal data and ensures their destruction in accordance with the relevant legal regulations.

4. For what purposes and on the basis of what legal grounds does VLRZ process your personal data?

- ☐ For the legal reason of fulfilling the obligations of the provider of accommodation in keeping the house and registration book of accommodated guests according to Act No. 565/1990 Sb., on Local Fees and Act 236/1999 Sb., on Residence of Foreign Nationals in the territory of the Czech Republic.
- ☐ For its internal needs, especially for the protection of our rights and legitimate interests, especially for the evaluation of possible risks, for monitoring the quality of services and optimizing the services provided.
- ☐ For business and marketing purposes, i.e. in particular, the offering of other services unrelated to the service provided, including the distribution of commercial communications, pursuant to Act No. 480/2004 Sb., on Certain Information Society Services, as amended, on the basis of voluntary consent to the processing of personal data. *

** In case of voluntary consent, it is only up to your free decision whether to provide your consent to the extent proposed by us. VLRZ is bound by the scope of the provided consent. The consent given can be withdrawn at any time. In the event that you withdraw the consent, VLRZ is obliged to terminate the processing of your personal data processed on the basis of the provided consent within a reasonable time, which corresponds to the technical and administrative possibilities of VLRZ. You can provide the consent to the processing of personal data to VLRZ repeatedly.*

5. To whom may VLRZ provide or must provide your personal data?

- ☐ To state authorities, or more precisely to public authorities in cases where VLRZ is required to provide personal data by the law - these are mainly state administration bodies, courts, law enforcement authorities, etc.
- ☐ Other entities, if necessary for the protection of our rights, such as insurance companies, courts, judicial enforcement officers, auctioneers; the scope of the personal data provided is restricted to the data necessary for the successful exercise of the claim;
- ☐ In case of a request for reimbursement of the required service from the Fund for cultural and social needs, the personal data are transferred to the extent specified in the order from the Fund administrator and administrators of individual subfunds of the Fund for cultural and social needs, from which the order was made and the service is subsequently invoiced from the VLRZ level;
- ☐ Other entities, with your consent.

6. What are your rights in relation to the processing of personal data of VLRZ

You can request information about what personal data are processed about you by VLRZ, as well as exercise the other rights listed below, at the address:

Vojenská lázeňská a rekreační zařízení, Magnitogorská 1494/12, 101 30 Praha 10 Vršovice or at the email address: **oou@VLRZ.cz**

You have the right to access to personal data concerning you, have them rectified or deleted, or to restrict the processing, to object to the processing and to the portability of the personal data.

The exercise of these rights is free of charge. In the event that your requests are manifestly unfounded or disproportionate, in particular because they are repeated, we may charge you a reasonable fee taking into account the administrative costs associated with providing the requested information or communication or taking the required action, or refuse to comply with your request.

The time limit for processing your application is 1 month. If necessary, and given the complexity and number of applications, we can extend this period by another two months. We are obliged to notify you and duly justify the use of the possibility to extend the time limit for processing your request.

Right of access - If you exercise the right of access, we will provide you with an individualized overview of the personal data we process about you.

Right to rectification – if you discover that we are processing inaccurate data about you, you have the right to request their rectification.

Right to erasure – if you believe that we are not authorized to process your personal data, you have the right to request their erasure. Please note that we may not erase the personal data we process about you due to the following reasons, even if you request it:

- ☐ Compliance with our legal obligations,
- ☐ performance of the contract we have concluded with you,
- ☐ establishment, exercise, or defence of our legal claims,
- ☐ for archiving or statistical purposes.

Right to restriction of processing - in exercising this right, the processing of the personal data in question is temporarily restricted. We shall restrict the processing of personal data in the following cases:

- ☐ the accuracy of the personal data is contested by you, for a period before verifying whether they are accurate or not;
- ☐ if we process your personal data without sufficient legal grounds, and you request the restriction of processing instead of the erasure of the personal data;
- ☐ we no longer need your personal data for the above-mentioned purposes of the processing, but they are required by you for the establishment, exercise or defence of your legal claims;

- you have objected to processing. Pending the verification whether there are legitimate grounds of your objection, we are obliged to restrict the processing of the personal data in question.

Right to object to the processing – if the legal grounds for the processing of your personal data is our legitimate interest (see above), you may object to such processing for reasons relating to your specific situation. In such a case shall no longer process your personal data for that purpose unless we demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or for the establishment, exercise or defence of the legal claims.

Right to object to the processing of personal data for marketing purposes on the basis of a legitimate interest - if you object to the processing of your personal data on the basis of a legitimate interest for direct marketing purposes, your personal data will no longer be processed for these purposes.

If you have previously given us consent to the processing of personal data for marketing purposes, we will also consider your objection as a withdrawal of this consent.

The right to data portability – where the legal basis for the processing of your personal data is consent or performance of the contract, you may request your data portability. We will provide you with personal data that relates to you and that you have provided to us, in a structured, commonly used, and machine-readable format.

Right to withdraw the consent - You can withdraw your consent to the processing of personal data at any time. However, the withdrawal of the consent shall not affect the lawfulness of the processing based on the consent prior to its withdrawal. Withdrawal of the consent also shall not affect our contractual relationship.

In the event that you withdraw your consent to the processing of personal data for marketing purposes, we will be able to continue to process your personal data for marketing purposes (albeit to a different extent) based on our legitimate interest. If you do not want us to process your personal data for marketing purposes at all, use the option to object to the processing of personal data for marketing purposes on the basis of a legitimate interest.

As a data subject, you are entitled to request information on whether or not personal data concerning you are processed by MSRF, and if so, you have the right to access this personal data and information on:

- the purpose of processing personal data,
- the category of personal data concerned, the recipient or the category of recipients of the personal data,
- the period for which the personal data will be retained,
- sources of personal data,
- whether there is automated decision-making, including profiling.

VLRZ shall provide you with the first copy of the processed personal data free of charge. For additional copies, or if the request is manifestly unfounded or

disproportionate, VLRZ may demand reimbursement of costs associated with the provision of information, such as postage.

If you have provided personal data to VLRZ on the basis of consent, you have the right to:

- obtain personal data concerning you in a structured, commonly used machine-readable format, and the right to transfer these data to another controller,
- to ensure that personal data are transferred directly by one controller to another controller, if technically feasible.

If you discover or believe that the processing of your personal data by VLRZ has violated your rights or violated the obligations under GDPR or national legal regulations in the field of personal data protection, you may seek redress using all means available to the data subject by the applicable legal regulations, in particular you may request VLRZ to:

- rectify or erase (destroy) such personal data (except where processing is necessary to fulfil a legal obligation), or
- restrict the processing.

VLRZ shall always inform you without undue delay, in any case within one month of receiving the request, about the processing of your request. You may also contact the Office for Personal Data Protection directly with your suggestions.

To download here: The data subject's request form for access to personal data

7. Changes to your personal data

For proper and correct processing, it is necessary to notify VLRZ of any change in your personal data that occurs.

8. Where can you lodge a complaint against the processing of personal data?

If you have reservations about the processing of personal data in VLRZ, you can contact VLRZ as the controller of your data. You can also contact the Data protection officer at: ooou@vlrz.cz and you can lodge a complaint with the Office for Personal Data Protection.

Office for Personal Data Protection

Sídlo: Pplk. Sochora 27, 170 00 Praha 7

Identification number: 70837627

Tel.: +420 234 665 111

Website: <https://www.uoou.cz>