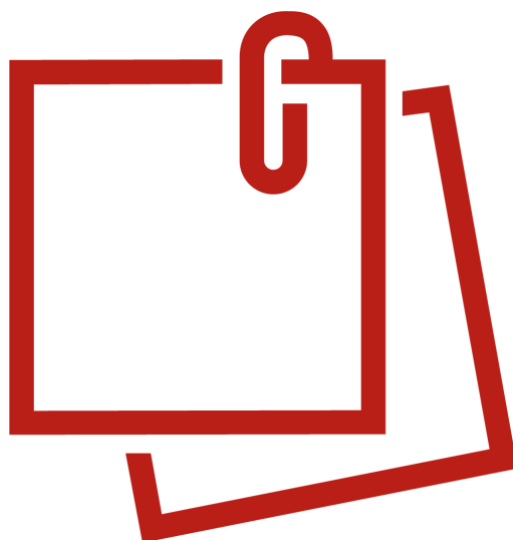


Annex no. 6

Terms and Conditions of Packeta International s.r.o.

Contract on Personal Data Processing



Privacy Policy and Data processing

1. INTRODUCTION

Protecting your privacy is very important to us. This document provides information about the purposes, reasons, methods, and categories of your personal data that we process.

You will also find information regarding your rights in connection with the processing of personal data and the ways to contact us if you have any questions concerning the processing of your personal data or if you wish to request the correction or deletion of your personal data.

We process your data to the minimum extent necessary to achieve the purpose for which the data were collected, and we adhere to appropriate security measures during their processing.

2. WHO WE ARE AND HOW TO CONTACT US

In connection with the provision of services, we, Zásilkovna s.r.o., with registered office at Českomoravská 2408/1a, Libeň, 190 00 Prague 9, Identification Number (IČ): 28408306, registered with the Municipal Court in Prague, Section C, File 139387 (hereinafter referred to as "we", "the Controller", or "Zásilkovna"), collect and process your personal data as their Controller.

We process your personal data in accordance with 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 (hereinafter "GDPR"), and Act No. 110/2019 Coll., on personal data processing.

When processing personal data, we ensure the protection of your personal data, particularly to prevent unauthorized handling or misuse of personal data.

You may exercise your inquiries and rights related to the processing of personal data:

- via email at privacy@zasilkovna.cz, or
- in writing at the registered office address of Zásilkovna: Českomoravská 2408/1a, Libeň, 190 00 Prague 9.

More information about how to exercise your rights can be found in the section "Procedure for submitting requests concerning personal data protection". Before processing any request related to personal data protection, we have the right and the obligation to verify the identity of the applicant.

3. WHAT PERSONAL DATA DO WE PROCESS?

As the Controller, we process personal data in the categories listed below. From these categories of personal data about you, we always process only selected personal data depending on which data are necessary to fulfill a specific purpose, primarily to be able to provide you with services or to cooperate with you.

We process the following categories of personal data:

- Identification and authentication data (e.g., first name, last name, company, date of birth, company ID number, login, password, nickname, FB Messenger ID, application ID, or partially the identification card number, but only where our service requires it, for example for identity or age verification)
- Address and contact data (e.g., email, phone number, address for pickup and delivery of shipments, registered office, website address of the shop)
- Operational data (e.g., system data about the transported shipment, about logging into the application or completed payment, system data about sent messages, IP address, cookies, vehicle registration plate, IMEI of mobile phone)
- Activity data (e.g., personal data contained in incoming emails or call recordings within the call center and photographic documentation or other documentation related to claims, or data about online behavior and publicly expressed attitudes related to our services)
- Location data (e.g., data about the course of shipment delivery or in connection with pickup from the Z-BOX, delivery to a vehicle, or tracking the movement of the vehicle transporting the shipment, which we monitor by an electronic location detection system)
- Economic and billing data (e.g., data about cash on delivery, amount of payment, bank account number, payment card number, billing address)
- Curriculum vitae data (e.g., data contained in the CV regarding professional history, education)

The specific purposes of data processing and categories of personal data that we process for each purpose are detailed in the following section: Purposes and Methods of Personal Data Processing.

4. HOW LONG DO WE PROCESS YOUR PERSONAL DATA?

In most cases, we retain your personal data for the duration of the customer or other contractual relationship, i.e., primarily for the duration of the user account existence and the period of shipment transportation, and further for the duration of complaint periods, limitation periods, and possibly archival periods as prescribed by legal regulations.

In cases where the processing of your personal data is based on your consent, we retain your personal data only for the duration of that consent. For this purpose, we maintain a database of given consents. You may withdraw your given consent at any time.

More detailed information about the duration of personal data processing can be found in the following section: Purposes and Methods of Personal Data Processing.

5. PURPOSES AND METHODS OF PERSONAL DATA PROCESSING

5.1 RECIPIENTS OF SHIPMENTS FROM E-SHOPS OR SHIPMENTS WITHIN THE “BETWEEN US” SERVICE

When delivering goods ordered from an e-shop or through our “Between Us” service, we process your personal data for the purposes set out in the table below. We obtain the personal data for these purposes either directly from you (entered into the Zásilkovna application), from the senders of shipments (e-shops and users of the “Between Us” service), or through our own operational activities. If we obtain data from a source other than

you, for example, if the sender enters it as part of the “Between Us” service, we cannot verify the accuracy of the data at the time of entry. If you suspect misuse of your data, please let us know, and we will gladly cooperate.

Purpose	Description	Categories of Personal Data	Legal Basis
Shipment delivery	<p>to deliver the goods you ordered from the e-shop, or to deliver shipments from senders using the “Between Us” service, and to inform you about the shipment progress, we process your personal data to the necessary extent. In this context, we also keep records of shipments sent and any cash on delivery. More information about you as a user of the Zásilkovna application is also provided in Article 5.5 below.</p> <p>During delivery, we send notification messages to your contact details obtained from the shipment sender regarding the delivery status. These messages may be sent via email, SMS, Zásilkovna app notifications, or FB Messenger.</p> <p>We track the shipment route to evaluate the most efficient delivery method.</p> <p>In some cases, we may ask you to share your current location, especially when picking up a shipment from a Z-BOX. In such cases, this data is used solely to perform the shipment release, to confirm proximity to the pickup point, or to assist in finding another Z-BOX. If you have given consent, this data may also be used for purposes consistent with the details in Article 5.5 below.</p>	<p>Identification and Authentication</p> <p>Address and Contact</p> <p>Operational</p> <p>Location</p> <p>Economic and Billing Data</p>	<p>Legitimate interest to fulfill a contract concluded with the shipment sender or our contractual partner – Art. 6(1)(f) GDPR</p> <p>Legal obligation – Art. 6(1)(c) GDPR</p>
Vehicle delivery data	<p>If you choose delivery to a vehicle, we may process vehicle data, including license plate, vehicle type and model, and its location at the time of delivery. Such processing is carried out exclusively to realize delivery via the selected service and is limited to the minimum extent necessary for delivery to the vehicle.</p> <p>Your data for this purpose are processed for the duration of shipment transportation and further as required by applicable legal regulations.</p>		

User account in application	<p>If you create a user account in the Zásilkovna application, we process your personal data to the necessary extent to provide all functions of the application according to the terms of use, primarily to inform you about the status of your shipment. Your personal data will also be processed for the purposes described in Article 5.5.</p> <p>Your data for this purpose are processed for the duration of the user account. You can request deletion of your account and related data directly in the application.</p>	<p>Identification and Authentication Address and Contact Operational Economic and Billing Data</p>	<p>Performance of a contract or measures taken prior to its conclusion – Art. 6(1)(b) GDPR</p> <p>Legitimate interest in improving our services – Art. 6(1)(f) GDPR</p>
Complaint and claim handling	<p>If you were dissatisfied with the service provided during shipment delivery, we process your personal data necessary for proper handling of your complaint or claim.</p> <p>Your data for this purpose are processed for the duration of the complaint procedure and further for the period during which claims under the contract with the shipment sender can be asserted.</p>	<p>Identification and Authentication Address and Contact Operational Activity Data Economic and Billing Data</p>	<p>Legitimate interest to fulfill a contract concluded with the shipment sender or our contractual partner – Art. 6(1)(f) GDPR</p>
Customer support	<p>If you use our customer support services or wish to provide feedback about our services, we record communications through channels you use (email, chat, recorded calls) and process these to provide the requested services and improve our service quality. If your inquiry concerns services provided by our contractual partner, we may share your personal data with them if necessary to provide satisfactory support.</p> <p>We may use tools involving artificial intelligence for processing, such as voice assistants, sorting emails, requests, or performing administrative tasks. Impact assessments are conducted before using such tools.</p> <p>Your data for this purpose are processed during the handling of your inquiry and for up to 1 year after the use of customer support services.</p>	<p>Identification and Authentication Address and Contact Activity Data</p>	<p>Legitimate interest in improving our services – Art. 6(1)(f) GDPR</p>

Legal claims, internal control and records	<p>We also retain and process your personal data for the purpose of determining, asserting, or defending legal claims. Whenever we deliver a shipment to you, we retain all relevant data for potential future legal claims by us or our contractual partners, especially in judicial or other proceedings or when processing claims you have entrusted to us.</p> <p>Similarly, if you submit a data protection request, we retain all data you provide for this purpose and information about how we handle the request.</p> <p>Your data for this purpose are processed for the period during which the related claim may be asserted, generally the limitation period of claims under the contract with the shipment sender, or as prescribed by law.</p>	<p>Identification and Authentication Address and Contact Operational Activity Data Economic and Billing Data</p>	<p>Legitimate interest to protect our property and proper management – Art. 6(1)(f) GDPR</p>
Direct marketing and feedback requests	<p>If you do not use the Zásilkovna application and we have provided you with a service, we may send you information about other similar services and products or evaluate your feedback. You may object to the processing of personal data for this purpose (either immediately when selecting Zásilkovna as the carrier in the e-shop, if such functionality is available, or in response to notification messages about shipment status), and we will stop sending you information or requesting feedback.</p> <p>Your data for this purpose are processed during the contractual relationship and for up to 1 year after its termination.</p>	<p>Identification and Authentication Address and Contact Operational</p>	<p>Legitimate interest in maintaining and developing business activities and improving our services – Art. 6(1)(f) GDPR</p>

5.2 SENDERS OF SHIPMENTS – E-SHOPS

If you close or express interest in closing a contract with us for the purpose of providing services consisting of arranging the transportation of shipments from you to your customers (service Delivery to Pickup Point, or service Most Advantageous Delivery to Address, or any other similar service), we process your personal data for the purposes set out in the table below. We obtain personal data for these purposes either directly from you or through our own operational activities.

If you are a commercial company (legal entity), or a natural person who employs employees or otherwise cooperates with third parties including family members in the operation of your business, the provisions below also apply to persons acting on behalf of the company, employees, or other third parties cooperating with you.

Purpose	Description	Categories of Personal Data	Legal Basis
Arrangement of shipment transportation	To conclude a contract with you and enable the ordering party of goods from your e-shop to have their shipment delivered, we cooperate with you and our partners to ensure the smooth provision of our services, and for this purpose, we process your personal data. Additionally, we require your data to properly settle the fee for arranging transportation. Your data for this purpose are processed for the necessary period before contract conclusion and during the contractual relationship, and further as required by applicable legal regulations, primarily pursuant to Act No. 89/2012 Coll., Civil Code, Act No. 634/1992 Coll., on Value Added Tax, and Act No. 563/1991 Coll., on Accounting. Should you submit a request concerning personal data protection to exercise your rights, we will request some personal data, which we will process to comply with applicable legal provisions.	Identification and Authentication Address and Contact Operational Localization	Performance of a contract or measures prior to its conclusion – Art. 6(1)(b) GDPR Compliance with a legal obligation – Art. 6(1)(c) GDPR
User account	If you, as an e-shop, create a user account on our website or we create such an account for you upon your request, we process your personal data to the necessary extent to provide you with all its functions. Your data for this purpose are processed for the duration of the user account.	Identification and Authentication Address and Contact Operational Economic and Billing	Performance of a contract or measures prior to its conclusion – Art. 6(1)(b) GDPR
Sending information directly related to our contractual relationship	We also process your personal data when sending you information directly related to the concluded contract (e.g., changes to Terms and Conditions or price lists). Your data for this purpose are processed during the contractual relationship.	Identification and Authentication Address and Contact	Performance of a contract or measures prior to its conclusion – Art. 6(1)(b) GDPR

Direct marketing related to similar services, feedback requests	If we have provided you with a service or concluded a service contract with you (you have a user account in the Client section of Zásilkovna), we may send you information about other similar services and products or evaluate your feedback. You may object to the processing of personal data for this purpose, and we will cease sending you information. Your data for this purpose are processed during the contractual relationship and up to 1 year after its termination.	Identification and Authentication Address and Contact Operational	Legitimate interest in maintaining and developing business activities – Art. 6(1)(f) GDPR
Direct marketing for other services	If you provide explicit consent, we may send you commercial communications for services not directly related to those provided by Zásilkovna. This consent is valid from the time of granting and can be revoked at any time. Your data for this purpose are processed for the duration of the given consent.	Address and Contact	Consent to personal data processing – Art. 6(1)(a) GDPR
Support for e-shops	Through support services provided to our contractual partners, we record all communication through channels such as email, chat, and recorded phone calls and further process these data to provide you with the requested support and to improve our services. Your data for this purpose are processed for 1 year after use of the support services.	Identification and Authentication Address and Contact Activity Data	Legitimate interest in improving our services – Art. 6(1)(f) GDPR
Management of business opportunities	We continuously strive to maintain and expand our portfolio of services, care for current contractual partners, and seek new ones, and for this purpose, we may process your personal data. Your data for this purpose are processed during the contractual relationship and for 1 year after its termination.	Identification and Authentication Address and Contact Operational	Legitimate interest in maintaining and developing business activities – Art. 6(1)(f) GDPR

Acceptance of payments and accounting	When providing services, including cash on delivery services from you or your customers, we accept payments and issue accounting and tax documents, which we archive and process further for proper bookkeeping and compliance with legal obligations. Your data for this purpose are processed during the contractual relationship. Accounting and tax documents are further retained for the periods prescribed by accounting and VAT laws.	Identification and Authentication Address and Contact Operational Economic and Billing	Performance of a contract or measures prior to its conclusion – Art. 6(1)(b) GDPR Necessary for compliance with legal obligations – Art. 6(1)(c) GDPR
Determination, exercise, or defense of legal claims, internal control and records	We also retain and process your personal data for the purpose of determining, asserting, or defending legal claims (including debt collection), including cases of misuse of your user account in the Client section of Zásilkovna. Whenever we arrange shipment delivery for you, we retain all relevant data for potential future legal claims that may be made by us or by you, particularly in court or other proceedings, or when handling claims you have entrusted us with. Similarly, if you submit a data protection request, we retain all data you provide for this purpose and information about how we handle this request. Your data for this purpose are processed for the period during which the claim related to the specific service may be asserted, generally the limitation period arising from applicable legal regulations.	Identification and Authentication Address and Contact Operational Activity Data Economic and Billing Location	Legitimate interest in protecting our property and proper management – Art. 6(1)(f) GDPR

6. FROM WHICH SOURCES DO WE OBTAIN PERSONAL DATA?

In most cases, we process personal data provided directly by you when ordering our service or when communicating with us. In cases where you are the recipient of a shipment we transport and do not use the Zásilkovna application, we obtain your data from the sender of that shipment. In such cases, we are not responsible for the accuracy of the data entered.

We also obtain personal data directly from you by evaluating your behavior on our websites through cookies and similar tools, or via the Zásilkovna application.

In the event of visiting our depots or reception areas, the source is video recordings from cameras monitoring our premises for the purpose of protecting persons and property.

7. COOKIES

When visiting our websites, cookies may be processed either by us or by third parties as independent controllers. A cookie is a small text file that the visited website sends to the browser. It allows the website to record information about your visit, such as preferred language and other settings. Cookies store information related to your end device used to access the website. Under certain conditions, this information may be considered personal data within the meaning of the GDPR. An overview of information (including descriptions and retention periods) contained in cookies is available here: <https://policies.google.com/technologies/cookies>.

If you do not wish to allow the use of stored cookies, you may delete cookies on your device via your internet browser. More information can be found in the help section of your internet browser:

- Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en>
- Internet Explorer: <https://support.microsoft.com/en-us/help/278835/how-to-delete-cookie-files-in-internet-explorer>
- Edge: <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>
- Firefox: <https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>
- Safari: <https://support.apple.com/en-us/HT201265>

Alternatively, you can set your device to “DNT” mode (Do Not Track - <https://support.google.com/chrome/answer/2790761?co=GENIE.Platform%3DDesktop&hl=en>) or InPrivate browsing (<https://support.microsoft.com/en-us/help/4026200/windows-browse-inprivate-in-microsoft-edge>), depending on the technology you use.

You can configure your internet browser to block the storage of either all cookies or selected cookies on your device. However, in this case, our company cannot guarantee the proper and expected functionality of our websites, and you may lose access to some components and features of these sites. You can also use browser add-ons to help manage cookies, for example: <https://tools.google.com/dlpage/gaoptout?hl=en>.

More information about cookies can be found at: <https://www.aboutcookies.org/> and <https://policies.google.com/technologies/types?hl=en>.

On our websites www.zasilkovna.cz and www.packeta.com, you have full control over the settings of which cookies you wish to enable or disable. More information can be obtained by clicking on the “cookie settings” link in the footer of the website.

8. JOINT CONTROLLERS AND PROCESSORS

Access to your personal data is limited solely to duly trained persons whose competence includes processing such data and who have been bound by confidentiality obligations.

Your personal data are primarily managed and processed by Zásilkovna itself. In cases prescribed by law or where necessary to protect our legitimate interests, we are authorized to disclose your personal data to, for example, public authorities, courts, law enforcement bodies, and similar entities.

Zásilkovna is also part of the Packeta group of companies. Due to organizational and economic integration and for the proper provision of shipment transportation and customer service (e.g., complaint handling, efficient service delivery across various EU countries), your personal data may be shared to the necessary extent among group companies that jointly with Zásilkovna determine the purposes and means of processing your personal data as set out in these policies.

For these purposes, the companies listed below, together with Zásilkovna, are joint controllers of personal data:

- Packeta eCommerce GmbH, with registered office at Torgauer Straße 231, 04347 Leipzig, Germany, ID No.: DE311123303,
- Packeta Slovakia s. r. o., with registered office at Kopčianska 3338/82A Bratislava - Petržalka 851 01, Slovakia, ID No.: 48 136 999,
- Packeta Poland Sp. z o.o., with registered office at ul. Postępu 14, Warszawa 02-676, Poland, ID No.: 362497885,
- PACKETA HUNGARY Kft., with registered office at 1044 Budapest, Ezred utca 1-3. B2/11. building, Hungary, ID No.: 01-09-202186,
- Packeta Romania SRL, with registered office at Str. Calusei 21A E, Sector 2, Bucharest, Romania, ID No.: 38132017.

Zásilkovna and the aforementioned companies, as joint controllers, process your personal data in accordance with the joint controller agreement pursuant to Article 26 of the GDPR. You may exercise your rights related to personal data protection stated in Article 9 of these policies with any of the joint controllers. The company to which the request was submitted is responsible for handling it, while the other companies shall provide all necessary cooperation for its proper resolution.

Each company separately publishes information pursuant to Articles 13 and 14 of the GDPR on their websites in the respective language version according to their registered office. The responsibility for reporting data breach incidents to the supervisory authority primarily lies with the company domiciled in the country where the breach occurred. If a breach occurs simultaneously in multiple states, all affected companies shall cooperate to make a joint report of the breach to the supervisory authority through the company located in the state where it can reasonably be assumed that the most serious infringement of the rights and freedoms of natural persons occurred or may occur.

Processing of your personal data may also involve processors to a certain extent, with whom we have concluded data processing agreements. Such processors include, for example, accounting firms, tax advisors, lawyers, payment service providers, developers or marketing specialists, as well as providers of software and cloud solutions.

9. YOUR RIGHTS IN RELATION TO PERSONAL DATA PROTECTION

In the area of protection during the processing of personal data, you are guaranteed the following rights, which you may exercise against us via email or in writing at the address of our registered office. You may also contact our Data Protection Officer at: dpo@zasilkovna.cz.

9.1 Right of access to personal data

- Under the right of access to information, you have the right to:
- Request confirmation of whether we are processing your personal data,

- Obtain information about the processing of your personal data, in particular information about the purposes of processing, categories of personal data processed, recipients (to whom personal data have been or will be disclosed), planned retention periods, sources of personal data (if not obtained from you), whether automated decision-making including profiling takes place, and appropriate safeguards for data transfers outside the EU,
- Request a copy of the personal data processed; the first copy will be provided free of charge.

9.2 Right to rectification of personal data

If your personal data that we process are inaccurate, incorrect, or have changed, you may request their correction or supplementation.

9.3 Right to erasure of personal data (right to be forgotten)

9.3.1 If the purpose for which your personal data were processed ceases to exist, or if you withdraw your consent on which we based the processing, we will erase your personal data without undue delay. Your data will also be erased if you exercise your right to object to processing based on our legitimate interests and we find that these interests no longer justify the processing. If you wish to erase your personal data, have doubts about erasure, or believe your data have not been erased, you may exercise the right to erasure with us. In some cases, we are not obligated to erase your personal data, such as when we need the data to properly fulfil our legal obligations or for the establishment, exercise, or defence of legal claims.

9.3.2 Account deletion in the “Between Us” service via the Zásilkovna application
Senders using the “Between Us” service and recipients using the Zásilkovna mobile application may request automatic deletion of their account and related personal data by pressing the “Delete account” button in the PROFILE section, initiating the deletion process. After a retention period of 90 days from delivery of the shipment or 180 days from sending your last shipment, your account and associated personal data in Zásilkovna systems will be automatically deleted.

Note:

- This deletion irreversibly removes data necessary for linking your application with your historical shipments (both sent and received).
- You may manually withdraw your deletion request anytime during the ongoing retention countdown in the application.
- Any further use of the Packeta application for sending or receiving shipments is considered a withdrawal of the deletion request and the deletion process is automatically stopped. Such use includes sending or receiving a shipment with your mobile number or email address associated with your account.
- If there is an ongoing shipment for the account (i.e., shipment in transit or return), a deletion request cannot be made.
- You will be continuously informed in the application about the days remaining until the retention period expires after submitting and confirming the deletion request.

9.4 Right to restriction of processing

You have the right to request that we restrict processing of your personal data, especially if you dispute the accuracy of the data or have objected to processing while it is being assessed.

9.5 Right to data portability

Where applicable to facilitate communication with another service provider, you have the right to receive your personal data in a structured, commonly used, and machine-readable format, or to have such data transferred directly to another controller. This applies if the processing is based on your consent or contract and is carried out by automated means.

9.6 Right to withdraw consent

If you have given consent for us to process your personal data, you have the right to withdraw this consent at any time. Upon withdrawal, we will cease processing the personal data for which we have no other legal basis.

9.7 Right to object and automated individual decision-making

If you wish us to cease processing personal data based on our legitimate interests, you may exercise your right to object. Your objection should be justified, explaining why the processing adversely affects your privacy or rights. We will then assess whether our legitimate interests override the impact on your rights. This does not apply to processing for direct marketing purposes, where processing ends automatically upon receipt of your objection, which remains effective for 3 months even if you reuse our services during this period and provide your contact details again. Even after unsubscribing from marketing communications, we may contact you regarding service delivery and legal obligations. We do not perform automated decision-making.

9.8 Right to lodge a complaint

Exercising the above rights does not affect your right to submit a request, complaint, or suggestion to the relevant supervisory authority. You may do so especially if you believe your personal data are being processed unlawfully or in violation of applicable laws. The supervisory authority in the Czech Republic is the Office for Personal Data Protection, located at Pplk. Sochora 27, 170 00 Prague 7 (<http://www.uoou.cz/>).

10. PROCEDURE FOR SUBMITTING A REQUEST REGARDING PERSONAL DATA PROTECTION

10.1 Who has the right to submit a request?

You may submit a request regarding personal data protection if you are the data subject, their legal representative, guardian, or a person authorized by the data subject based on a power of attorney.

10.2 How can a request be submitted?

- You may submit a request regarding personal data:
- Via email to privacy@zasilkovna.cz, or
- In written form to the address of Packeta's registered office: Českomoravská 2408/1a, Libeň, 190 00 Prague 9,
- By submitting an account deletion request in the "Between Us" service via the Zásilkovna application.

10.3 What must be included in the request?

The request must include at least your identification, the subject of the request (description of what it concerns and what you are requesting), and your signature (for written requests). Most personal data are registered under your phone number or email, so please specify to which phone number and email your request relates. You may be asked to verify that you are indeed the user of the specified phone number and email.

If necessary information for prompt and proper processing is missing, we will ask you to provide it. The processing time will be paused until the information is provided.

Requests that do not concern general information (e.g., types of personal data and processing duration) require identity verification. Anonymous requests cannot be processed.

10.4 When and how will the request be processed?

Upon receipt, you will be informed that the request has been accepted for processing. This initial communication may include links to publicly available documentation on personal data processing.

The request will be duly reviewed and processed, and you will be informed of the outcome. Requests are processed without undue delay and at the latest within 30 days from receipt of the complete request or all required data. If the request is complex or there are many requests, the period may be extended by up to 60 additional days. You will be informed of such an extension and its reasons.

10.5 Is there a fee for submitting a request?

Requests are generally processed free of charge. In some cases, a reasonable fee may be charged, for example, if you request information on a CD/DVD or other technical data carrier.

10.6 When can a request be refused?

A request may be refused in the following cases:

- Unreasonable repetition of requests (third or further requests identical in content within six months of the first),
- The request is unfounded, or
- The data subject does not provide required information even after two reminders or refuses to pay the required fee without other agreement.

Unfoundedness may also arise from other legal obligations (e.g., if you request deletion of data that we must keep by law). In such cases, we will explain and refuse the request. Requests where identity cannot be verified or that lack necessary information despite requests for supplementation will also be refused. Refusal includes information about the right to complain to the Office for Personal Data Protection or to seek judicial protection.

11. CONCLUSION

This information on personal data processing is provided pursuant to Articles 12 to 14 of the GDPR and the Act on Personal Data Processing. The information is permanently available at www.packeta.com

The information is intended for external data subjects cooperating with Packeta International s.r.o. or using its services.