

Dear customers

as you certainly know, the General Data Protection Regulation (GDPR) came into effect on 25 May 2018.

As regards these new legal arrangements for personal data processing, we would like to inform you of the extent, method, purpose and other attributes of the processing of your personal data by

SOPHIA, jazykové služby s.r.o.

Personal data under the GDPR refer to data on natural persons; therefore, the regulation and the information below therefore do not apply to the data of legal persons.

HOW DO WE WORK WITH YOUR PERSONAL DATA?

1. How do we process personal data?

For the purposes specified below we process in particular your identification data and contact details, payment details, data on the use of our service and other related data from public sources.

2. Why do we process your personal data and what authorizes us to do so?

We process your personal data as part of the performance of your purchase order to be able to provide our services to you, to deliver the provided deliverables to you and to make a proper financial settlement.

We process your personal data on the basis of our legitimate interests also to:

- be able to contact you and meet your requirements;
- allow you to participate in events organized by our company;
- learn what we can improve in the services we provide;
- be able to protect our own rights (in case of judicial proceedings);

We therefore have to fulfil our obligation as specified by law. Therefore, we process some of your personal data to meet our legal obligations, as required by Czech laws, in particular obligations arising from the VAT Act and the Accounting Act.

We also process your personal data for marketing purposes on the basis of our legitimate interests, to be able to offer you our other services. You can receive such information from us electronically, by post, personally from our employees or by phone. However, you may object to this type of processing and we will honour your objection. We carry out any other marketing activities on the basis of your consent which you may revoke at any time.

For the purposes above we retain personal data for a period of time necessary to exercise the rights and obligations arising from the mutual contractual relationship and for the duration of the statute of limitations (no longer than 15 years from the end of the contractual relationship) for any claims arising from or relating to the contractual relationship, extended by an additional year to ensure the protection of our legal claims. In case judicial, administrative or other proceedings are initiated, we process your personal data to the necessary extent for the duration of such proceedings.

3. What are your rights?

We allow you access to your personal data, you have the right to their rectification and erasure, restriction of processing and portability.

You may also raise an objection to the processing with us and to revoke your consent.

You also have the right to contact the Office for Personal Data Protection, based in Pplk. Sochora 27, 170 00 Prague 7, phone: +420 234 665 111, email address: posta@uouu.cz, with a complaint if you feel that we process personal data unlawfully.

Do you have any questions or have a suggestion for us on how to improve the protection of your personal data? Please send us an email at: sophia@sophia-cb.cz or a letter at the address: SOPHIA, jazykové služby s.r.o., Personal Data Protection, Hroznová 253/28, 370 01 České Budějovice.

Yours sincerely,



Jan Bauer
General Manager
SOPHIA, jazykové služby s.r.o.