

RULES OF PERSONAL DATA PROTECTION (GDPR)

The company M-Servis Praha s.r.o. considers protection and confidentiality of personal data of its customers, suppliers, business partners and other cooperating parties to be of major significance. It processes and makes use of the data in compliance with both Czech and European legal regulations, namely in compliance with Act No. 121/2000 Coll. on personal data protection as amended and Regulation (EU) 2016/679 of the European Parliament and of the Council 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.

In terms of the above said legal regulations, the personal data controller and processor shall be:

M-Servis Praha s.r.o.

Company ID No.: 26759616

Taxpayer ID No.: CZ26759616

With its registered office at Jindřišská 901/5, 110 00 Prague 1

Purpose and legal title of processing of your personal data

The personal data that we process about our guests, suppliers, business partners and other parties concern provision of our services. In most case they include the name, surname, telephone number and e-mail address without which we cannot communicate with you and, thus, provide for the performance of our services arising from the concluded contract. In case of conclusion of a contract for accommodation at AZ-Hostel run by us, we have to request other personal data as imposed by law, in particular Act No. 565/1990 Coll. relating to local fees and Section 101 of Act No. 326/1999 Coll. on accommodation of foreigners, with the legal title being the legal obligation.

If you have given us your voluntary consent to sending commercial communications, we process your personal data for marketing purposes of our company, i.e. particularly for the purpose of sending information concerning special offers, price reductions, novelties, etc. For such purposes, we process the following personal data: the name, surname, telephone number and e-mail address.

One can unsubscribe from commercial communications via an unsubscribe e-mail request at info@hostel-az.cz at any time. Or by ticking off the relevant box in the commercial communication.

If you decide to accommodate or only visit us at AZ-Hostel run by us, we would like to point out that the public areas are monitored by a camera system without any audio recording on the grounds of protection of property, life and health of the persons within the area of the hostel. The recording shall be stored for a period of 7 days. In this case, the legal title involves Legitimate Interest.

All the above said personal data shall be managed by an internal personal data protection system in compliance with the above mentioned legal regulations. We take maximum measures to safeguard the personal data and retain them for the specified period.

Transfer of your personal data (to Data Recipient)

We will use all the personal data obtained from our clients (guests), suppliers, business partners and other parties exclusively for our company's internal needs, protecting them

against abuse and not providing them to any third entities without the prior notice or consent. Excepted shall be public authorities, public administration authorities and self-governing bodies which are entitled to request the said data and our company shall be obliged to supply such data to them.

As regards all such authorities, except for public authorities, public administration authorities and self-governing bodies, we request the processing of your personal data to be in compliance with the terms and conditions of personal data protection and the above said legal regulations.

Period of processing and storage of your personal data

We process and retain the personal data of our customers, suppliers, business partners and other parties for a period reasonably required to ensure rights and duties arising from the contract and, subsequently, for a period over which we are obliged to retain the data under generally applicable legal regulations.

We process your personal data obtained by virtue of voluntary consent for the purpose of sending commercial communications and for marketing purposes until your consent is withdrawn.

Your rights and method of exercising them (Data Subject's rights)

In compliance with the above said legal regulations you have the right to receive information on the data we process in respect of you. You also have the right to rectification of or blocking any incorrect or outdated data, the right to restrict the processing and the right to object to processing, the right to erasure. Upon request we are obliged to transfer your personal data to a personal data controller or processor selected by you.

The above said rights may be exercised in person or electronically. In the former case, you will appear personally at the hostel's reception desk where your identity will be verified with the use of identity card or passport and a request will be drawn up with you and the date of handling the same will be advised. The request cannot be accepted without verification of the identity. As of the date of the request being handled, following repeated verification of the identity you will be handed over Notification of Request Result and the accompanying materials. The actions related with exercising the rights of the Data Subjects are done free of charge. If the requests are found to be apparently unreasonable or inappropriate, in particular due to being repeated, then we are free to impose a reasonable fee taking account of the administrative costs or can refuse to meet the request.

If you decide to exercise your rights by electronic means, please, send us your request by a data message into our data mailbox: grjjifr or by e-mail at the address info@hostel-az.cz with valid electronic signature. No request sent without the valid electronic signature can, unfortunately, be accepted in view of the absence of verification of your identity. Your request should include your identification data, such as the name and surname, the date of birth, the contact details and the specification as to which exercise of the right you request.

If you have given us your consent to the processing of your for the purpose of sending commercial communications, you may withdraw the consent by e-mail at info@hostel-az.cz at any time. You can contact us at this address at any time in case of any queries concerning the personal data processing.

If you believe that we do not treat your data adequately and in compliance with legal regulations, you may lodge a complaint to a supervisory authority, i.e. the Personal Data Protection Office.

Data Collected Automatically

When our website is used, data are automatically collected some of which may be personal. Such details include setting the language, the IP address, the location, setting of the device, the device's operation system, the information from event protocols, the date and time of usage, required URL address, the status report, information on browser version, the operation system, the result (the visitor or the booking party), the browsing history, user booking number and the type of browsing data. We may also collect the data automatically through cookies. More particular information on cookies can be found below.

Cookies

Cookies are small text files stored in your device (computer, mobile phone or any other device allowing access to the Internet) by the use of which you view our website and unless you delete them after leaving our website, they will again be used during your subsequent visits. There is a difference between session and persistent cookies. Session cookies last only until the browser is closed in your device. Persistent cookies have a longer life and after the browser is closed, they are not automatically removed. We attempt to place or allow placement of such cookies on our website whose life is 5 years as a maximum.

Cookies are used for various purposes. They allow you to be identified as a one user on the individual pages within a single website. The types of information we collect through cookies include e.g. your IP address, the identification details of the device, the pages browsed, the browser type, browsing information, the operation system, the Internet provider, the time stamp. Your potential response to advertising, URL reference, used functions or activities on the website.

We use cookies to improve the functionality of our website and make your next visit easier, in particular for the following activities:

- Safeguarding. Cookies are used to detect fraud and misuse of our website.
- Analyses and marketing. Using cookies, we collect data for our analytical tools and utilize them to assess our marketing campaigns or for addressing customers. We use them to keep a good track of how our visitors are using our website. Due to them we can, for example find out what works and what does not work in order to optimize and improve our website, obtain information on the effectiveness of our advertising and communication and ensure that our website will be relevant and interesting for our users. The data collected with the use of cookies may include information about the websites you have visited, from where you have been redirected to our website or which pages you have visited before or after visiting ours, the date of time, the type of platform that you have used and the e-mails you have opened and whether you have responded to them or not.
- Social media. You can share some content of our website with your friends.

Despite the above said, however, on the basis of cookie files we are unable to identify you as a specific natural person.

How to reject the use of cookies?

Cookies from your computer or any other device can easily be deleted with the use of your browser. The instruction as to deal with cookies and how to remove them can be found in the help section of your browser. However, in such a case some parts of our website may not be displayed correctly, the viewing of them may be more difficult for you and offer of goods just catering to your needs may not be displayed. In the setting section of your browser, such as Internet Explorer, Safari, Firefox or Chrome, you can set which cookie files you wish to

enable or disable. The location of the setting depends on the type of the browser you use. However, it may occur, if you opt for disabling certain technical and/or functional cookies, that you will not be able to use some functions on our website. If you use our website without any change of the setting we will consider it to be your consent to using cookies on our website.

Website analytics tools

If you use our website, we will collect statistics details concerning your activities to be further used to improve our services.

The Google analytics service which allows the analysis of our website has been from the company Google Inc. The information generated with the use of our website is transferred to the servers of the company where they are subsequently stored. The company Google Inc. makes use of the information to analyse the user behaviour on our website and subsequently provides us with such analysis.

Detailed information as to how we process personal data of the guests of AZ-Hostel run by us which takes place in connection with their stay

Specification of personal data processing	Purpose of processing	Personal data category	Legal title	Source – obtained from whom	Period of storage or time limit for erasure	Data recipient category
Booking of accommodation – receipt of information from booking portals	Booking of accommodation	Identification and contact details, length of stay	Conclusion or performance of contract	Booking portal	Storage for a period of stay and period for complaints	N/A
Booking of accommodation – at reception desk in person or by telephone	Booking of accommodation	Identification and contact details, length of stay	Conclusion or performance of contract	Data subject	Storage for a period of stay and period for complaints	N/A
Booking of accommodation via contact form	Booking of accommodation	Identification and contact details, length of stay	Conclusion or performance of contract	Data subject	Storage for a period of stay and period for complaints	N/A
Records of details on accommodated persons in guest register	Securing the stay, compliance with statutory obligation, Act No. 565/1990 Coll. on local fees and Section 101 of Act No. 326/1999 Coll. on accommodation of foreigners	Identification and contact details, length of stay, services provided	Conclusion or performance of contract and legal obligation	Data subject	Storage for a period of stay and period for complaints	N/A
Transfer of data to Immigration Police	Compliance with statutory obligation, Section 101 of Act No. 326/1999 Coll. on accommodation of foreigners	Identification details and length of stay	Statutory obligation	Data subject	6 years after the end of accommodation	Immigration Police

Recording of documents – receipts and invoices for income tax purposes for parties not VAT registered	Archiving of documents for income tax purposes by law	Details mandatory for issuing documents to a party not VAT registered	Statutory obligation	Data subject	5 years	Tax Authority
Receipts and invoices – VAT documents	Issuing sales documents pursuant to Sections 35 and 35a of VAT Act No. 235/2004	Details mandatory for issuing VAT documents	Statutory obligation	Data subject	10 years	Tax Authority
Camera system without audio recording. Video recording showing activity within the hostel areas accessible to public	Protection of property and human life or health within the hostel areas	Video recording with recording time	Legitimate interest	Camera system	7 days	N/A

Explanations concerning terms used in the table and the text:

Legal titles means statutory justification of processing as defined in Articles 6 and 9 of the GDPR

Storage time means the period for which we are entitled or obliged to process and store your data. After expiry of the mentioned period, the data will be deleted or discarded.

Other recipients means other recipients to whom data are transferred. If “N/A” is stated, it means that we do not transfer the data to anyone except for public authorities, public administration authorities and self-governing bodies which are entitled to request the personal data and our company is obliged to provide such data to them.

Data source means the source from who the personal data have been obtained. If “Data subject” is stated, then it means that we have obtained the data directly from the person to whom the data pertain.

We do not intend to transfer your personal data outside the EU or to any international organization. In the cases where the processing is based on the legal title “Conclusion or performance of contract”, we need your personal data for conclusion of contract and its subsequent performance; the contract cannot be concluded without such data.

In the cases where the processing is based on the legal title “Statutory obligation”, we need to process your personal data under legal requirements for a period specified in the relevant law and for such period we are not allowed to restrict the processing or delete the data.

Your personal data will be processed only for the purposes set out in the table.

We obtain the personal data directly from the data subjects, except for the processing styled “Booking of accommodation – receipt of information from booking portals” where we obtain part of the personal data from contractual partners operating the Internet booking portals. Depending on the booking and the Internet booking portal operator, we obtain the following personal data: your name, contact details, payment details, names of the guests travelling with you and preferences or other information that you may give when booking the accommodation. We provide the content of our website to operators of the Internet booking portals through which you will make the booking – at such point of time you enter into a direct contractual relationship with us. The details you enter at the specific Internet booking portal may be shared with the operator thereof, its affiliated partners or group members, e.g. the

company Booking.com B.V., with its registered office at Herengracht 597, 1017 CE Amsterdam, the Netherlands.

The contact details to such entities and any more particular terms and conditions of your personal data processing can be found on the websites of the relevant operators of the Internet booking portals through which you have made the booking of the accommodation at our hostel.

Valid since 25 May 2018