

Privacy Policy

Effective as of 25th May 2018

Introduction

Explorea s.r.o. (“we”, “us”, “our”) respects your privacy and we are committed to processing your personal information fairly, lawfully and in a transparent manner. Our privacy policy includes who controls and processes your personal information, how we collect information from you, what information we collect from you, what we do with your information, and the basis for which we process your information. Our privacy policy applies to you if you are a customer, potential customer, a supplier or potential supplier, if you have visited our website or participated in communication with us. Please read through this policy carefully.

Controller

Explorea s.r.o. is the controller and is responsible for your personal information.

Our contact information

Explorea s.r.o. (IN: 27599876)

Address: Praha - Braník, Údolní 212/1, PSČ 147 00

Email: info@explorea.cz

Phone: +420 234 037 010

How your information is collected

When you participate in verbal, telephone, electronic or written communication with our representatives and employees, we may collect information from you depending on the purpose of your contact. If the reason for your communication is due to an interest in the products and/or services we provide, you are providing feedback on our products and/or services, or you

are requesting our products or services, we may collect this information in order to continue communication with you as well as provide the requested products or services.

Your information is collected when you fill out our contact forms at events or exhibitions, contact our employees via telephone and/or their work email addresses, contact us using our other company email addresses (info@explorea.cz), allow our company representatives to scan your badges at events or exhibitions, when you hand us your business card and when you visit and navigate our website. Your information may be collected if it is available on a public source, such as a website or a poster at events and/or exhibitions. Your information may also be collected from lists bought in from a third party and in this case, we enforce rigorous checks to ensure your information was obtained in a lawful and fair manner.

The type of information we collect

The type of personal information we collect has been taken into careful consideration. The information we collect includes your:

- Name
- Job role
- Email address
- Telephone and/or mobile number
- Fax number
- Organization you are part of
- Your delivery and billing addresses
- Any notes taken during interaction including emails and conversations

When you visit and navigate our website, information that is more of a technical nature may be collected and processed. This includes your:

- Browser type and version
- IP address
- Browser plug-in types and versions
- Your location and time zone
- Operating system and platform
- Organization you are part of

- Other technology on the devices you use to access our website

What we do with your information

We process your information in a number of ways, including:

- Managing our relationship with you
- Processing and fulfilling your orders or sample requests
- Providing quotations
- Invoicing and processing payments
- Answering general or technical queries
- Addressing and requesting feedback about our products and services
- Managing cases raised due to compliments, consultations or complaints
- Enforcing our terms and conditions

Email marketing

We may use your information to contact you from time to time to notify you of the following:

- Company information
- Product launches
- Product information
- Promotions
- News and events
- Customer surveys

If you no longer wish to receive email marketing communication from us you can unsubscribe at any time by following the unsubscribe link within the email or by emailing us at info@explorea.cz.

The technical information gathered and processed when you visit and navigate our website may be used to help us with any marketing analytics and related research we may carry out to improve our website or overall business.

Data retention and dissemination

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your personal data and the applicable legal requirements.

We may provide your personal information to a subsidiary, affiliated company, third party service provider or other trusted business acting on behalf of or jointly with us for the purposes of processing your personal data as described in this policy. We would like to reassure you that we will never rent or sell your information to anyone under any circumstances.

Data security

We have implemented security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Our employees, subsidiaries, affiliated companies, third party service providers and other trusted businesses will only process your data on our instructions.

The basis for which we process your information

We endeavor to grow and develop our business and we recognize working with our customers, potential customers, suppliers or potential suppliers is an important aspect of providing, developing and improving our products and services. The main lawful basis for which we process your personal data is where it is necessary for our legitimate business interests, and your interests, rights and freedoms do not override those interests. Our specific interests are:

- To perform our core business functions of selling our products and processing your orders
- To develop and improve our products and services
- To respond to your enquiries and requests for information, products and services
- To market our products and provide you with information we feel may be of interest to you

We may also process your personal data to carry out our obligations arising from any contracts entered into between yourselves and us.

Your rights are important to us

When it comes to your personal information, we are aware of your rights and consider them important.

You have the right to:

- Request from us the information we hold about you and the source of this information
- Request that we rectify any information we are holding
- Restrict our processing of your information
- Object to direct marketing
- Request that your data be transferred
- Withdraw your consent to us processing your data
- To be erased from our system

If you would like to exercise any of the above rights, please get in touch with us at info@explorea.cz.

Changes to our privacy policy

We reserve the right to make changes to our privacy policy and the changes made will be communicated with you. We do encourage that you revisit this page to learn of any changes.

Questions and/or feedback on our privacy policy

If you have any questions or feedback about our privacy policy or how your information is used, please feel free to get in touch with us at info@explorea.cz.