

Privacy Policy

The company Biggate s.r.o. (hereinafter "Biggate"), which is the operator of web pages www.biggate.cz, regards the protection and confidentiality of your data as very important. We process and use your personal data in accordance with both the provisions of the Czech law (Personal Data Protection Act No. 101/2000 Coll.) And European legislation (Regulation (EU) 2016/679 of the European Parliament and of the Council).

PERSONAL DATA ADMINISTRATOR

The Personal Data Administrator in the sense of national and European legislation is:

Name: Biggate s.r.o.
Street: Rybná 716/24
City and ZIP: Praha 1 – Staré Město, 110 00
ID: 05692172 VAT: CZ05692172

If you have any questions about the processing and protection of your personal information, you can contact us by e-mail at: info@biggate.cz

PURPOSES, LEGAL TITLES AND TIME OF PROCESSING PERSONAL DATA

If you order goods or services via web pages www.biggate.cz, we will process your personal data **to process your order** (sending the ordered goods or delivering the service, making a payment, invoicing or claiming) on the basis of **the legal title of performance of the contract**. We will not be able to process your order without processing your personal information.

For this purpose, we process the following personal data: name, surname, delivery and invoice address, telephone number, e-mail address.

We process the personal data we collect for a period of time imposed by Act No. 235/2004 Coll. On Value Added Tax, Section 35, paragraph 2, as amended.

In the event that you have voluntarily agreed to receive business communications, we process your personal data for Biggate's marketing purposes, particularly for **the purpose of offering Biggate merchandise and services**, sending information about organized events, sending discount vouchers, etc. ., based on **the legal title of consent**.

For this purpose, we process the following personal information: name, surname, email address.

You can opt-out at any time either as part of a business announcement or at web pages www.biggate.cz or by sending an e-mail requesting to log out to info@biggate.cz.

If you write to us through our contact form, online chat, or a specific email address, we do not process your personal data anymore, and we only use it to handle your queries, comments, or suggestions.

If you contact us by phone, we monitor your call in order to evaluate the quality of the information provided by our operators, based on the legal title of the administrator's legitimate interest. Calls are recorded for 30 days.

PERSONAL DATA TRANSMISSION

We use all the personal data obtained from our customers solely for internal use of the company, we protect them against abuse and we do not provide third parties without prior notice or your consent.

An exception is represented by external companies that provide support services (such as transport, payment or development of our services or web pages www.biggate.cz) and state authorities. These companies are able to provide your personal information with or to the minimum necessary for the smooth execution of the order or the operation and improvement of the purchasing process.

These are in particular the following activities:

- For the purpose of delivering the goods, we pass on your personal data to contracted carriers (Czech Post, DPD, DHL, PPL, etc.).
- if necessary for investigating the unlawful use of our services or for the purposes of legal proceedings, the data may be transmitted to the Criminal Investigation Bodies.

We are contractually required by all of these service providers to process your personal information in accordance with our Privacy Policy and applicable law.

PROFILING

When ordering products, technologies, or services on web pages www.biggate.cz, we process information about our customers' buying behavior to determine their preferences and estimate future behavior. This processing is purely automated and in no way affects the rights of our customers.

ANALYTICAL WEB INSTRUMENTS

Statistical data

If you use our website, we collect statistical data about your activity, which we further use to improve our services.

Google Analytics

A service that allows us to analyze our website www.biggate.cz. It's from Google Inc. ("Google"). The information generated when using our site is transferred to Google's servers where it is stored. Google uses this information to analyze user behavior on our site and provides us with this analysis.

YOUR RIGHTS

Your natural right will give you information about your data we process about you. You also have the right to correct or block incorrect or outdated data, the right to limit the processing, and the right to object to processing. In certain cases, you have the right to delete. Furthermore, we are required to transfer your personal data to your request to the selected administrator / processor of personal data.

If you believe that you do not comply adequately with your data and comply with statutory standards, you have the option to file a complaint with the Supervisory Authority, which is the Office for Personal Data Protection.

If you would like to inquire about any question concerning the processing of your personal information, please contact your personal information manager at info@biggate.cz.