

PERSONAL DATA PROCESSING PRINCIPLES

These Personal Data Processing Principles govern how KONTUR, s.r.o. processes your personal data, to what extent and for what purposes. You will also learn what rights you have in relation to the processing of personal data and how you can exercise them. In these Principles, KONTUR, s.r.o. will also be referred to as the “controller” or “we”. The controller of personal data is the one who decides for what purpose and how your personal data are processed.

Identification data of our company are:

Name:	KONTUR, s.r.o. Konečná 2, 951 12
Registered office, VAT ID:	Ivanka pri Nitre 45 415 986 Commercial Register of the District Court Nitra, section: SpR, file no.: 26189/N
Registered in	

Contact: gdpr@kontur-textile.eu

Your trust is important to us, therefore when processing personal data we ensure that your data are used transparently, securely and only to the extent necessary to fulfil the purposes of processing.

Rights of the data subject

Rights of the data subject. In processing personal data you act as the data subject, i.e., the person whose data we process. As a data subject you have certain rights related to the processing of personal data, which allow you to obtain an overview of what data we process about you, to correct or delete them, to limit their use, or to object to their processing. Below we present an overview of your rights that you can exercise in relation to the processing of your personal data:

- Right of access - you have the right to be provided with a copy of the personal data we hold about you, as well as information on how we use your personal data.
- Right to rectification - if you believe the data we hold about you is inaccurate, incomplete or out of date, please do not hesitate to ask us to correct, update or supplement this information.
- Right to erasure (right to be forgotten) - you have the right to request deletion of your personal data.
- Withdrawal of consent - in cases where we process your personal data on the basis of your consent, you have the right to withdraw this consent at any time. Withdrawing consent does not affect the lawfulness of processing based on consent before its withdrawal.

- Right to restrict processing - under certain circumstances you are entitled to ask us to stop using your personal data.
- Right to data portability - under certain circumstances you have the right to request us to transfer the personal data you provided to another third party of your choice.
- Right to object - you have the right to object to processing of personal data based on our legitimate interests.
- Right to lodge a complaint with the supervision authority, which is the Office for Personal Data Protection of the Slovak Republic, if you believe your personal data is processed unfairly or unlawfully.
- Right not to be subject to automated individual decision-making, including profiling.

Special conditions for processing personal data

If the provision of personal data is a legal/contractual requirement, as the data subject you are obliged to provide these personal data. Failure to provide personal data essential for concluding a contract may result in the non-formation of the contractual relationship.

If you file an objection regarding the processing of your personal data, you have the right to file a complaint or request in writing at the registered address of the controller: Konečná 2, 951 12 Ivanka pri Nitre or by email: gdpr@kontur-textile.eu.

The text below contains detailed information about the processing of personal data, especially the purposes of their processing, legal bases, retention periods or categories of recipients.

1. CONTACT FORM

Through the contact form we process your personal data for the purpose of handling your inquiry, responding to your message and related communication.

Purpose of processing

ensuring communication via the web contact form, handling requests

Legal basis

legitimate interest pursuant to Art. 6(1) lit. f) GDPR Regulation. The main legitimate interest is ensuring communication via the website.

Category of data subjects	website visitors
Category of personal data	mandatory data: name and surname, e-mail, subject of the message, optional data: company name, phone number
Categories of recipients	authorized persons in a contractual relationship with the controller, technical service providers involved in the operation of the website, entities to whom the controller is obliged to provide personal data by law (Public authorities)
Personal data retention period	3 months from the resolution of the inquiry or from the end of the last related communication, unless another contractual or other relationship is established
Transfer of personal data to third countries or international organizations	does not occur

2. REGISTRATION

We process your personal data for the purpose of creating and managing a customer account, enabling login and use of its features, as well as conducting related communication.

Purpose of processing	establishment, management and administration of the customer account, verification of user registration, enabling login to the customer account and use of registered user features within the operator's website
Legal basis	Art. 6 para. 1 letter b) GDPR Regulation

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Category of data subjects	registered customers, natural persons, natural person entrepreneurs, persons authorized to act on behalf of the client or contact persons of the client, if the registered account is created for a legal entity or self-employed person
Category of personal data	data on the type of user registration, first name, last name, email address, phone number, password, address details including street, city, postal code, country, and in the case of entrepreneur registration or registration for a legal entity or self-employed person, also business name or company name, company ID, tax ID, VAT ID, information on whether the entity is a VAT payer, contact email
Categories of recipients	authorized persons in a contractual relationship with the controller, technical service providers involved in the operation of the website, entities to whom the controller is obliged to provide personal data by law (public authorities)
Personal data retention period	for the duration of the customer account; after its cancellation or deactivation, data linked exclusively to the customer account are retained for a maximum of 12 months from the cancellation or deactivation of the account, unless a special legal regulation or other processing purpose requires further retention
Transfer of personal data to third countries or international organizations	does not occur

3. BUSINESS ACTIVITY

In connection with the performance of our business activities, we process personal data mainly when handling inquiries, preparing price offers, receiving orders, concluding and fulfilling contractual relationships, delivering goods or services, invoicing, handling complaints, and protecting our legal claims.

3.1 Requests and pre-contractual communication

Purpose of processing	conducting pre-contractual negotiations, assessing inquiries, preparing price offers
Legal basis	pre-contractual relationship pursuant to Art. 6(1)(b) of the GDPR Regulation
Category of data subjects	potential clients, persons authorized to act on behalf of a potential client, contact persons of a potential client
Category of personal data	name, surname, title, position, e-mail, phone number, subject of the offer, identification data by which the data subject can be identified, if the potential client is a legal entity/self-employed person, including: business name, company ID, tax ID, VAT ID, registered office/place of business
Categories of recipients	authorized persons in a contractual relationship with the controller, technical service providers (entities providing IT and information systems management), entities to whom the controller is legally obliged to provide personal data (public authorities)
Personal data retention period	12 months from the last communication, if no order is placed or contract concluded
	not applicable

Date of change:

Transfer of personal data to third countries or international organizations

3.2 Orders

Purpose of processing	conclusion and management of contractual relationships (orders), provision of business activities
Legal basis	contractual relationship pursuant to Art. 6(1)(b) of the GDPR Regulation
Category of data subjects	clients, person authorized to act on behalf of the client
Category of personal data	name, surname, title, phone number, e-mail, subject of the order or contractual relationship, data contained in the order, price offer, order confirmation and related business communication, data on the required performance, technical or graphic specification of the order, data on approval of the proposal, sample or other basis, delivery address, billing address, place of delivery, data on the method of delivery or receipt of goods, payment data including bank details, variable symbol or other payment identifier, as well as identification data of the client if it is a natural person entrepreneur or legal entity, especially business name, company ID, tax ID, VAT ID, registered office or place of business
Categories of recipients	authorized persons in contractual relationship with the controller, technical service providers (entity ensuring management of IT and information systems), entities to whom the controller is obliged

	provide personal data by law (Public authorities), entities ensuring delivery or transport of goods
Data retention period for deletion of personal data	10 years from the time of order execution
Transfer of personal data to third countries or international organizations	is not carried out

3.1 Client and contact person register

Purpose of processing	client and contact person register
Legal basis	legitimate interest in accordance with Art. 6(1)(f) GDPR. The main legitimate interest is to efficiently ensure communication with the contractual partner.
Category of data subjects	client, person authorized to act on behalf of the client, client contact person
Category of personal data	name, surname, title, position, e-mail, phone number, company identifiers, through which the data subject can be identified
Categories of recipients	trusted persons in a contractual relationship with the operator, technical service providers (entity providing IT and information systems management) entities to which the operator is obliged to disclose personal data by law (Public authorities)
Data deletion deadline	after termination of the contractual relationship

Transfer of personal data to third countries or international organizations

does not take place

3.4 Complaints and exercise of legal claims

Purpose of processing

handling complaints, insurance claims, and exercising or defending legal claims

Legal basis

contractual relationship pursuant to Art. 6(1)(b) of the GDPR, legitimate interest pursuant to Art. 6(1)(f) of the GDPR. The main legitimate interest is the exercise or defense of legal claims arising from contractual relationships

Category of data subjects

clients, persons authorized to act on behalf of the client, suppliers, persons authorized to act on behalf of the supplier

Category of personal data

first name, last name, title, phone number, e-mail, subject of the contractual relationship, data; if the client/supplier is a legal entity/self-employed person, these data relate to the person authorized to act on behalf of the client and also identification data of the legal entity/self-employed person, based on which the data subject can be identified to the extent of: business name, company ID, tax ID, VAT ID, registered office/place of business, information from the commercial/trade register, order or contract data, description of defect, photo documentation, data on the extent of damage, communication regarding the complaint

Categories of recipients

authorized persons in a contractual relationship with the controller, technical service providers (entity ensuring the management of IT and information systems)

	subjects to whom the operator is obliged to provide personal data by law (Public authorities), law office
Retention period for deleting personal data	If it concerns an insurance, complaints, court or other disputed matter in a commercial-law relationship, personal data are kept until the final termination of the matter and subsequently for the period necessary to assert or defend legal claims, usually no longer than the expiry of limitation periods under the Commercial Code; for claims for damages, no later than 10 years from the date of breach of obligation
Transfer of personal data to third countries or international organizations	is not taking place

4. SUPPLIERS

In connection with supplier relationships we process personal data mainly during communication with suppliers, entering into and managing contracts, maintaining suppliers and contact persons, receiving performance, invoicing, fulfilling statutory duties and protecting our legal claims.

4.1 Contracts and orders

Purpose of processing	entering into and managing contractual relationships with suppliers
Legal basis	contractual relationship within the meaning of art. 6(1)(b) GDPR
Category of data subjects	supplier, person authorized to act on behalf of the supplier
Category of personal data	first name, last name, title, phone number, e-mail, subject of the contractual relationship, data, if the supplier is a natural person or a sole trader these data are

	relate to a person authorized to act on behalf of the supplier and at the same time identification data of a PO/SZČO, on the basis of which the data subject can be identified within the scope: business name, company ID, VAT number, VAT identification number, registered office/place of business, information from the commercial register/trades register), bank details
Recipient categories	trusted persons in a contractual relationship with the operator, technical service providers (entity ensuring the management of IT and information systems) entities to whom the operator is obliged to provide personal data by law (Public authorities)
Retention period for personal data	10 years from the termination of the contractual relationship
Transfer of personal data to third countries or international organizations	is not carried out

4.2 Supplier register

Purpose of processing	supplier register and contact persons
Legal basis	legitimate interest within Article 6(1)(f) GDPR. The main legitimate interest is the effective assurance of communication with the contractual partner.
Category of data subjects	supplier, person authorized to act on behalf of the supplier, supplier contact person

Category of personal data	first name, surname, title, position, e-mail, phone number, company identification data on the basis of which the data subject can be identified
Categories of recipients	authorized persons in a contractual relationship with the operator, technical service providers (entity ensuring IT and information systems management) entities to which the operator is obliged to provide personal data by law (Public authorities)
Retention period for erasure of personal data	after termination of the contractual relationship
Transfer of personal data to third countries or international organizations	is not conducted

5. ACCOUNTING AND TAX OBLIGATIONS

We process your personal data for the purpose of bookkeeping, issuing and recording accounting documents, managing payments and compliance with tax and related statutory obligations.

Purpose of processing	fulfilment of statutory obligations in the area of taxes and accounting in the field of business relations
Legal basis	statutory obligation within Article 6(1) lit. c) GDPR Regulation / Act No. 431/2002 Coll. on accounting, Act No. 563/2009 Coll. on the administration of taxes (tax procedure)
Category of data subjects	clients, persons authorized to act on behalf of clients, suppliers, persons authorized to act on behalf of the supplier

Category of personal data	personal data contained in accounting, tax and payment documents, especially first name, last name, title, email address, phone number, registered office or place of business address, delivery or billing address, bank account number, payment details and payment identifier, as well as identification and tax data of the contractual partner to the extent of business name, ICO, VAT number, VAT, registered office or place of business
Categories of recipients	the tax office, entities to whom the operator is obliged by law to provide personal data, authorized persons and other persons in a contractual relationship with the operator, a body ensuring the fulfilment of the operator's legal obligations in the accounting area, IT Administrator
Retention period for personal data deletion	10 years from the fulfilment of the legal obligation
Transfer of personal data to third countries or international organizations	not carried out

6. NEWSLETTER AND COMMERCIAL OFFERS

We also process personal data for the purpose of sending information about news in our offer, new types of products, customization options, embroidery, adjustments to existing solutions, seasonal or individual business offers and other information related to the company's business activities.

6.1 Prospective subscribers to the newsletter

Purpose of processing	sending information about the company's services and news - promotion of the company
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Legal basis	consent of data subject under Article 6(1)(a) GDPR Regulation
Category of data subjects	subscribers, interested in the operator's services
Category of personal data	email
Categories of recipients	trusted persons in a contractual relationship with the operator, technical service providers involved in running the website and ensuring marketing activities, entities to whom the operator is obliged to provide personal data by law (Public authorities)
Retention period of personal data	3 years from the granting of consent
Transfer of personal data to third countries or international organizations	not carried out

6.2 Clients

Purpose of processing	contacting clients with offers of similar goods/services of the company that clients purchased from the company
Legal basis	legitimate interest within Article 6(1)(f) of the GDPR Regulation. The main legitimate interest is to ensure direct marketing/provide individual offers to clients.
Category of data subjects	clients, person authorized to act on behalf of the client

Category of personal data	name, email, subject of the order placed and data in accordance with the provided service/ordered service
Categories of recipients	authorized persons in a contractual relationship with the operator, technical service providers involved in running the website and ensuring marketing activities, entities to whom the operator is obliged to provide personal data by law (Public authorities)
Retention period for personal data	up to 12 months after termination of the contractual relationship
Transfer of personal data to third countries or international organizations	is not carried out

7. SOCIAL NETWORKS

Purpose of processing	ensuring communication via social networks and their management
Legal basis	legitimate interest pursuant to Art. 6(1)(f) GDPR. The main legitimate interest is ensuring effective communication
Category of data subjects	information inquirers
Category of personal data	data provided when communicating via social networks
Categories of recipients	authorized persons in a contractual relationship

	with the operator (primarily colleagues involved in ensuring marketing activities), technical service providers who participate in social media management, entities to which the operator is obliged by law to provide personal data (Public authorities), IT administrator, operators of social networks and online platforms on which materials are published, especially Facebook, Instagram, LinkedIn, YouTube, entities to which the operator is obliged by law to provide personal data Public authorities).
Retention period for personal data deletions	during the period of active use of social media accounts, or the retention rules of social network operators
Transfer of personal data to third countries or international organizations	When using social networks (Facebook, Instagram, LinkedIn, YouTube), personal data may be transferred to third countries outside the EU/EEA, especially to the USA. These platforms operate under their own privacy policies and may process data outside the territory of the European Union

8. ENFORCEMENT OF RIGHTS - PROTECTION OF PERSONAL DATA

We process your data to record exercised rights of data subjects (e.g., deletion requests, access to data), as well as to record and resolve notifications of data protection breaches.

Purpose of processing	record of exercised data subject rights and breaches of protection under Act No. 18/2018 Coll. on protection of personal data and on amendments to certain acts, record of exercised data subject rights under Chapter III and notifications under Art. 33 and 34 of Regulation 2016/679 on the protection of natural persons in the processing of personal data and on
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	free movement of such data
Legal basis	legitimate interest pursuant to Art. 6(1)(f) of the GDPR Regulation. The main legitimate interest is the record of exercised rights and notifications of personal data protection breaches.
Category of data subjects	data subjects to whom the application for exercising rights relates; data subjects affected by a personal data protection breach
Category of personal data	data related to the exercise of rights, data provided by the notifier when reporting a breach of protection
Categories of recipients	authorized persons in a contractual relationship with the controller, entities to whom the controller is legally obliged to provide personal data
Personal data retention period	up to 6 months after 5 years from the exercise of the right or the occurrence of a data protection breach
Transfer of personal data to third countries or international organizations	does not take place

9. NETWORK MANAGEMENT

We process your data to ensure network management, information and network security. This purpose serves to protect our systems and personal data from unauthorized access, malicious activity, or misuse.

Purpose of processing	ensuring network management (network security, information security)
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Legal basis	legitimate interest within the meaning of art. 6(1)(f) f) Regulation. The main legitimate interest is to ensure information security
Category of personal data	general personal data contained in system, access and security logs, especially user identification and work data, login name, IP address, device identifiers, date and time of access, network activity data and data related to security incidents
Retention period for personal data	general logs 6 months from their creation; in case of a security incident for the time necessary to investigate the incident and adopt corrective measures, possibly until the relevant proceedings are concluded
Categories of recipients	entities to which the operator is obliged to provide personal data by law, entrusted persons and other persons in a contractual relationship with the operator, IT administrator
Category of data subjects	clients, potential clients, persons authorized to act on behalf of clients, suppliers, persons authorized to act on behalf of suppliers, job seekers and website visitors, if when using the network, information systems, electronic communications or web services their data are recorded in system, access or security logs

10. MONITORING OF SPACES BY CAMERA SYSTEM

The purpose of this section of the notice is to provide you with clear information on how we use the camera system in our premises, in particular for what purpose the camera system is used, what

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it is the scope of monitored spaces, what personal data are processed through it, how long they are stored and who can access records.

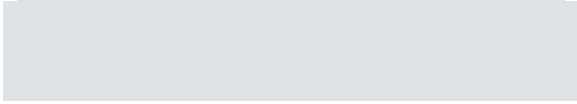
The camera system at the company located at Konečná 2, 951 12 Ivanka pri Nitre is used to protect property, health, and ensure safety in the monitored areas of the company. Through the camera system, the internal premises of the company and entry points to the building are monitored. The camera system records video footage without sound. The camera records are stored for 14 days from their creation.

Access to the records is granted to authorized personnel of the operator, private security service ensuring the protection of the object, and the administrator of the camera system. If necessary to investigate a specific event or as required by a specific legal regulation, the records may also be made available to public authorities, especially the police or court.

Purpose of processing	monitoring of the company's premises by the camera system for the purpose of protecting property, health, and ensuring safety
Legal basis	legitimate interests of the operator under Art. 6(1)(f) of the GDPR Regulation. The main legitimate interest is protection of property and health, ensuring safety in the monitored areas
Category of personal data	video recording
Retention period for personal data	14 days from recording
Categories of recipients	authorized persons and other persons in a contractual relationship with the operator, entities to whom the operator is obliged to provide personal data by law, the intermediary ensuring the activity of a private security service, the camera system administrator, public authorities
Category of data subjects	

Information on data protection - website
Version: 01 Effective date: 22.04.2026

Date of change:



visitors of the company, persons featured
in the monitoring object

Date of last update: 22.04.2026