

GDPR - Privacy Policy

Information about the processing of personal data by the company:

CoolTour.sk sro

according to § 19 et seq. Act no. 18/2018 Coll. On the protection of personal data, as amended (hereinafter referred to as the "Personal Data Protection Act") in accordance with Articles no. 13 and 14 of the Regulation of the European Parliament and the Council of the EU no. 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, repealing Directive no. 95/46 / EC (General Data Protection Regulation) (hereinafter referred to as the "GDPR Regulation")

1. PERSONAL DATA CONTROLLER

All rights and obligations of the Operator, as well as you as the affected person, are regulated in the Personal Data Protection Act in accordance with the GDPR Regulation, which the Operator strictly observes.

The controller of personal data is a person who defines the purpose and means of personal data processing and processes personal data in his own name. The operator of your personal data is the company **CoolTour.sk sro**, with its registered office at Tehlová 1496/4, 979 01 Rimavská Sobota, ID number: 50 647 563, registered in the Commercial Register of the District Court of Banská Bystrica, dept. Ltd., file no. : 31139 / S (hereinafter referred to as the "Operator").

Contact information:

Email: cooltour.sk@gmail.com

Phone number: +421911 280 965 or +421908 604 776

The controller has an authorized person responsible for personal data protection, who oversees the proper processing of personal data and to whom you can contact at any time, in writing at Tehlová 1496/4, 979 01 Rimavská Sobota or electronically at: cooltour.sk@gmail.com.

2. SCOPE AND CATEGORIES OF PERSONAL DATA PROCESSED

The scope or list of processed personal data is determined by the relevant legal regulations, it follows directly or indirectly from the concluded contract on the provision of the trip, as well as other contractual documentation or is stated in the consent to the processing of personal data. Personal data are processed by the Operator to the extent necessary to fulfill the purpose of their processing. These are, in particular, identity and contact details, ie: title, name, surname, residential address, date of birth, birth number, travel document details (number, place and date of issue, validity date), travel document scan, e-mail address, telephone number, nationality, data on specific requirements (diet, assistance).

For marketing purposes, the Operator processes the following categories of personal data:

- a) Basic identification data - title, name, surname and address of residence;
- b) Contact details - e-mail address and telephone number,
- c) Where applicable, photographs, video of the experiences experienced from the trip, if they are taken,
- d) Information on the use of products and services - what services have you expressed interest in with us in the past,

e) Information from records of telephone calls or other interactions with you, for example by e-mail or SMS messages.

3. SOURCES OF PERSONAL DATA

We obtain the personal data listed in point 2 above directly from you as the data subject. In the event that personal data is not obtained directly from you as the data subject, the source of this personal data is in most cases your fellow traveler or family member. Personal data resp. you provide some of your personal data in the contract for arranging the trip, or in other places in the online environment or other documents.

Personal data may also in some cases come from publicly available sources, registers and records, for example from the Commercial Register, or may exceptionally come from third parties who have been authorized to provide them to the Operator.

4. PURPOSE OF PROCESSING

If personal data are processed in connection with the fulfillment of the Operator's contractual obligations, the legitimate interest of the Operator or according to a special regulation or international agreement by which the Slovak Republic is bound, the purpose of processing is mainly related to the following activities:

- concluding, registering and managing travel contracts, including client care, e.g. within the client portal,
- provision of all services resulting from the contract for the provision of the trip;
- concluding insurance contracts,
- fulfillment of contractual obligations in connection with the provision of visas,
- processing of personal data within accounting,
- processing of personal data in connection with the fulfillment of obligations arising from employment law relationship,
- registration and archiving,
- resolution of possible complaints and active and passive litigation,
- performance of internal audit, performance of verification of compliance with legal regulations, etc.,

If personal data is processed on the basis of consent for marketing purposes, the main purpose of this processing is to offer the latest information about the Operator's current products and services, or the offers and services of the Operator's business partners.

- offer of products and services, while the Operator may provide offers in electronic form, especially in the form of e-mail messages or messages sent to mobile devices via telephone number or application, by post, telephone, etc.,
- implementation of consumer competitions,
- satisfaction surveys of used products and services,
- for the purpose of organizing social events organized by the Operator.

Consent given for marketing purposes is voluntary. However, it is necessary for the Operator to be able to send individual offers of products and services, to ensure consumer competitions, etc., while without such consent the Operator is not entitled to provide the services in question.

5. LEGAL BASIS

The legal basis for the processing of personal data is the standard fulfillment of legal obligations (especially Act No. 18/2018 Coll. On Personal Data Protection), conclusion, administration and fulfillment of contractual obligations under the travel contract, legitimate interest, which is the protection of rights and the legitimate interests of the Operator and the consent of the person concerned (especially for the purposes of marketing, consumer competitions, etc.).

If you refuse to provide the Operator with the personal data required for the purpose of fulfilling the Operator's contractual obligations or on the basis of the law, the Operator is not obliged to enter into a contract for the provision of a trip or insurance contract, nor to provide any other services.

6. PROFILING AND AUTOMATED DECISION-MAKING IN PERSONAL DATA PROCESSING

The operator also performs the so-called profiling, ie automated processing in selected processes. Automated processing is the processing of personal data in which only automatic information systems (such as software, etc.) or web applications are used for the purpose of, for example, travel price calculation, etc. The operator strives to provide individually tailored offers of products and services and for this reason profiles personal data on the basis of consent granted for marketing purposes.

7. PERIOD OF PROCESSING AND STORAGE OF PERSONAL DATA

The operator is entitled to process the personal data of the persons concerned for a period determined in accordance with the relevant legal regulations. The processing of personal data on the basis of consent is only possible during the period for which the consent was granted.

The consent is granted to the Operator for the duration of the contractual relationship and for the next 10 years from the termination of the contractual relationship or until the withdrawal of the consent.

If you are not or do not become a client of the Operator, the consent will be valid for 10 years from the granting or revocation of the consent.

After the relevant period, personal data will be deleted if their storage is not required in accordance with the relevant legislation of the Slovak Republic.

8. ACCESS TO PERSONAL DATA AND CATEGORIES OF PERSONAL DATA RECIPIENTS

In addition to the Operator and its employees, other persons who process personal data as intermediaries may have access to personal data for the processing of personal data. Given the range of services provided by the Operator, this is a very wide range of intermediaries, while personal data is also transferred to third countries, mostly destination and transit countries in accordance with the concluded travel contract. Below are the different categories of intermediaries:

- accommodation providers,
- airlines,
- transport companies,
- guides,
- delegates,

- embassies, councils,
- cooperating agencies,
- local travel agencies,
- IT service providers,
- accounting service providers,
- law firms,
- public authorities,
- other persons who provide services for the Operator and process personal data on its behalf on the basis of a contract on personal data processing.

List of our intermediaries and recipients who process your personal data when visiting our website <https://www.cooltour.sk/> and when using the option to fill in the contact form Your data is also processed by another entity that is in the position of intermediary:

- Webnode AG, Limmatquai 112, 8001 Zurich, Switzerland, Company Identification Number: CH-170.3.036.124-0 - Website development and administration,
- EuroNET Slovakia sro, MR Štefánika 157/45, 017 01 Považská Bystrica, IČO: 36316130 - Hosting services and databases,
- Všeobecná úverová banka, as, Mlynské nivy 1, 829 90 Bratislava 25, ID number: 31320155 - Financial services - payment.

List of our intermediaries and recipients who process your personal data when visiting our website <https://www.ebikers.sk/> and using the option of filling in the contact form Your data is also processed by another entity that is in the position of intermediary:

- WEBISION sro, Hlavná 53/25, 091 01 Stropkov, IČO: 52852725 - Creation and administration of the website,
- Websupport sro, Karadžičova 12, 821 08 Bratislava, ID: 36421928 - Hosting services and databases,
- Všeobecná úverová banka, as, Mlynské nivy 1, 829 90 Bratislava 25, ID number: 31320155 - Financial services - payment.

In addition to the Operator and its employees, other persons who process personal data as intermediaries may have access to personal data for marketing purposes. For example, these may be external companies that manage IT systems or provide other services in connection with the processing of personal data for marketing purposes, which have been authorized in writing for this purpose by the Operator by a written contract.

9. RIGHTS OF THE PERSON CONCERNED IN THE PROCESSING OF PERSONAL DATA

The data subject may exercise the following rights when processing personal data:

- the right of access and information to their personal data,
- the right to rectify personal data,
- the right to delete personal data,
- the right to restrict the processing of personal data,
- the right to the transfer of personal data,
- the right to object to the processing of personal data,
- the right to ineffective automated individual decision-making, including profiling,
- the right to withdraw consent at any time (if consent is the legal basis for processing),
- the right to file a motion to initiate proceedings with the supervisory body, ie the Office for Personal Data Protection of the Slovak Republic, with its registered office at Hraničná 12, 820 07 Bratislava 27, Slovak Republic, contact details: +421 2 3231 3214, e-mail: statny.dozor@pdp.gov.sk

The data subject may exercise these rights in accordance with the Personal Data Protection Act and the GDPR Regulation, as well as other relevant legal regulations.

The Operator shall provide comments and possible information on the measures taken as soon as possible, but no later than within one month from the receipt of the request. In justified cases, due to the complexity and number of applications, the Operator may extend this period by another two months, even repeatedly. The operator is obliged to inform you of any such extension within one month of receipt of the request, together with the reasons for the extension.

You can exercise your rights against the Operator through a written request at the address of the Operator's registered office: Tehlová 1496/4, 979 01 Rimavská Sobota or by electronic means at: cooltour.sk@gmail.com.

10. WITHDRAWAL OF CONSENT TO THE PROCESSING OF PERSONAL DATA

Consent to the processing of personal data is based on the principle of voluntariness, ie you can revoke the consent at any time via e-mail sent to the e-mail address: cooltour.sk@gmail.com, with your personal data at least in the range of name and surname, address of residence together with information that you do not want the Operator to process your personal data (or if you would like to receive only selected offers, please indicate which offers are involved so that we can accommodate you).

If you have any questions or comments about the processing of your personal data, please contact us via e-mail at the e-mail address: cooltour.sk@gmail.com.

COOLTUR.sk sro 2019

Contact | Monday - Sunday, from 8:00 to 19:00 |

☎ +421908 604 776, @ cooltour.sk@gmail.com

📍 Tehlová 1496/4, 979 01 Rimavská Sobota, Slovakia

Registered in the Commercial Register no. 31139 / S - District Court Banská Bystrica

Steuernummer: 21204115396.

ID: 50 647 563.



COOLTUR.sk
objav · zážitok · dobrodružstvo

