

DURAS

STATEMENT OF THE OPERATOR ON THE PROCESSING OF PERSONAL DATA

Operator **DURAS Group s.r.o., E. M. Šoltésová 2218/5, Levice, 93401 ID 47524596** (hereinafter referred to as the "operator"), to ensure the protection of the rights of the persons concerned, has adopted adequate technical and organizational measures, which declare the legal processing of personal data. Furthermore, the operator has implemented a transparent system for recording security incidents and any questions from the affected person as well as other persons.

Individual information can also be obtained by telephone at: [+421 36 381 4416](tel:+421363814416), by email: info@durasgroup.com, in person at the address , or on the website of the operator:

<https://www.durasgroup.com>

Below we provide information on the processing and protection of personal data in accordance with Regulation of the European Parliament and the Council of the EU No. 2016/679 on the protection of natural persons in the processing of personal data and on the free movement of such data, which repeals Directive 95/46/EC (general regulation on data protection) and Act of the Slovak Republic no. 18/2018 Coll. on Personal Data Protection and Amendments to Certain Acts (hereinafter referred to as the "Personal Data Protection Act").

1. Operator

DURAS Group s.r.o., E. M. Šoltésová 2218/5, Levice, 93401 IČO 47524596 VAT number: 2023938213 We process your data for our own purposes as an Operator. This means that we determine the purposes for which we collect your personal data, determine the means of processing and are responsible for their proper execution.

2. List of our intermediaries and recipients who process your personal data

When processing personal data by the operator **DURAS Group s.r.o.**, when using the option to fill out the contact form, when registering a user account or when sending

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marketing materials, your data is also processed by another entity that is in the position of intermediary or recipient:

Subject	Type of service
MXD PARTNER s. r. o. Banícka 1732/14 052 01 Spišská Nová Ves	Website manager including hosting and IT support

3. Purpose of personal data processing

On behalf of the company **DURAS Group s.r.o.** as an operator, we only obtain from you the data that we really need to provide a full service. The purposes of personal data processing during individual process steps are:

- When communicating with clients by phone, in person, by electronic/paper mail or via an online contact form, we process data in accordance with Art. 6 par. 1 letter f) Regulations of the GDPR - legitimate interest for the purpose of responding to a request/suggestion submitted by you or a question regarding the services provided and the products supplied, when it is necessary to verify the relevance of the request, or to implement any subsequent contact with you as the person concerned.
- In case of interest in our services, when creating an order for services by phone, in person, by electronic/paper mail or direct purchase via the online store www.durasgroup.com we process data in accordance with Art. 6 par. 1 letter b) GDPR regulations - where data processing is necessary to carry out the necessary measures according to your requirements as the customer before concluding and confirming the order, i.e. during the pre-contractual relationship process - e.g. identification of the client during the creation, definition or modification of the order, specifying or changing the address and time of delivery, or adding other necessary data to conclude the order.
- After confirmation of the order, that is, after the contractual relationship between the operator MBAGO s.r.o. and You, as the person concerned, the ordering party, during the necessary cooperative communication with the client, when informing about changes in the status of the order, during final personal delivery, or when preparing and issuing a tax document (invoice), we process data in accordance with Art. 6 par. 1 letter b) GDPR Regulations - where data processing is necessary for the fulfillment of a contractual relationship to which you, as the affected person, the client, are a party.

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- Through the website www.mbago.eu, you have the opportunity to voluntarily create and register a user account, through which you can carry out simplified online shopping and record all purchases, or register an email address as a subscriber of product news - newsletters, where we process data in accordance with Art. 6 par. 1 letter a) GDPR regulations - on the basis of your consent to the processing of your personal data for the purpose of creating and maintaining a user account, or for the purpose of sending current news in the form of newsletters to the provided email address.

4. List of processed personal data

- Data required for sending a message via the online contact form
 - Less
 - Email address
 - Phone number
- Data when registering for the newsletter - product news
 - Email address
- Data required for user account registration
 - Name and surname
 - Email address
 - Address of permanent residence, or another correspondence address for delivery of the shipment
 - Phone number
 - Personal access password
- Data necessary for the execution of the order
 - Name and surname
 - Email address
 - Address of permanent residence, or another correspondence address for delivery of the shipment
 - Phone number
- Billing data

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- Name and surname
- Address of permanent residence, or another correspondence address for invoicing purposes
- account number / IBAN
- Contact details in case of delivery
 - Name and surname
 - Address of permanent residence or other correspondence address for delivery of the shipment
 - Telephone number - for confirmation of the date, time and place of delivery, or in case of making changes to the order
 - E-mail address - for the purposes of sending an electronic order confirmation and order status changes, as well as an emergency means of communication if the customer is not available on the specified phone number.

5. Time of processing and storage of your personal data

Your personal data that we have processed or are processing in accordance with Art. 6 par. 1 letter b) GDPR regulations - within the framework of the fulfillment of the operator's obligations **DURAS Group s.r.o.** towards customers and clients, we further process for the purpose of fulfilling our legal obligations in the area of taxes and accounting, which result from generally binding legal regulations (e.g. keeping individual accounting records of your confirmed orders and invoicing for the purpose of delivering selected goods to your contact address in Pursuant to Act No. 431/2002 on accounting, as amended, in cases of compliance with tax regulations, Act No. 563/ 2009 Z. z. on tax administration, etc.), we must keep it for the period specified by the relevant legal regulations. In any case, we follow the principle of minimizing the storage of personal data in accordance with Art. 5 par. 1 letter e) GDPR regulations and therefore your personal data, which are not subject to archiving according to special legal regulations, will be deleted or anonymized.

Personal data processed in accordance with Art. 6 par. 1 letter a) GDPR regulations - based on your consent to the processing of personal data for the purpose of creating and managing a user account, or for the purpose of sending current marketing news, we process data for a period of 3 years, or until the consent is revoked. In the case of an expiring period

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of data processing, we will contact you in writing or by e-mail, when consent to the processing of personal data for a defined purpose can be renewed and extended for the next processing period. In the case of not granting consent when renewing and extending the purpose of processing, or not responding to the contact made, we will no longer process your personal data - i.e. we automatically remove the data from the records, we technically delete the electronic data from the systems and physically shred it. Personal data processed in accordance with Art. 6 par. 1 letter f) GDPR regulations - on the basis of a legitimate interest, which was obtained in response to a request/suggestion submitted by you or a question regarding the services provided and the products supplied, when it was necessary to verify the relevance of the request, or to implement any subsequent contact with the client/person concerned, after the equipment was not subsequently transferred to a pre-contractual or contractual relationship are immediately deleted.

As the Operator, we will ensure the deletion of personal data without undue delay after: all contractual relations between you and us as the operator have been terminated; and/or

- all your obligations towards the operator have ceased; and/or
- all your complaints and requests have been dealt with; and/or
- all other rights and obligations between you and us as the operator have been settled; and/or
- all processing purposes set out by legal regulations or processing purposes for which you have given us your consent have been fulfilled, if the processing took place based on the consent of the person concerned; and/or
- the period for which the consent was granted has expired or the person concerned has withdrawn his consent; and/or
- the request of the affected person for erasure of personal data was granted and one of the reasons justifying the granting of this request was met; and/or
- a decisive legal fact has occurred for the termination of the purpose of processing and at the same time the protective retention period defined with regard to the principle of minimizing the period of storage of personal data has expired;
- and at the same time the legitimate interest of the operator does not exist, all obligations established by generally binding legal regulations that require the storage of the personal data of the person concerned (especially for the purpose of archiving, tax control, etc.) or which would not be able to be fulfilled without their storage have ceased to exist.

In no case do we systematically process any randomly obtained personal data further for any purpose defined by us. If possible, we will inform the affected person to whom the accidentally obtained personal data belong about their accidental acquisition and, depending on the nature of the case, we will provide him with the necessary cooperation leading to the restoration of control over his personal data

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data. Immediately after these necessary actions aimed at resolving the situation, we will immediately dispose of all accidentally obtained personal data in a secure manner.

If you are interested in further information about the specific storage period of your personal data, please contact us using the contact details provided.

6. Disclosure of Data

Our company does not publish the obtained data under any circumstances.

7. Cross-border transfer of personal data

Cross-border transfer of personal data does not take place.

8. Rights and obligations of the person concerned

- The customer is obliged to provide only complete and true data.
- The customer undertakes to update his data in the event of a change, at the latest before placing the first order following the change.
- The customer undertakes that if he provides personal data of a third party (name, surname, telephone number), he does so only with his consent and that the person concerned is familiar with the procedures, rights and obligations listed on this page.
- As our client and data subject, you have the right to decide on the handling of your personal data within the specified scope. You can exercise the rights below:
 - In person at the contact point of the operator, with registered office **E. M. Šoltéssová 2218/5, Levice, 93401**
 - Through our customer line: [+421 36 381 4416](tel:+421363814416)
 - Via e-mail: info@durasgroup.com

We will try to answer you as soon as possible, but we will always answer you no later than 30 days after receiving your request. Applicable legal regulations and the GDPR Regulation, or The law ensures you in particular:

Right of access – You have the right to request confirmation from us as to whether your personal data is being processed and, if so, to obtain a copy of this data and additional

information resulting from Art. 15 Regulations, or § 21 of the Act. In the event that we are acquiring a large one for you

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amount of data, we may require you to specify your request for the range of specific data that we process about you.

Right to rectification - In order for us to constantly process only current personal data about you, we need you to notify us of any changes as soon as they occur. If we process incorrect data about you, you have the right to request their correction.

Right to erasure – If the conditions of Article 14 of the Regulation are fulfilled, or § 23 of the Act, you can request deletion of your personal data. You can therefore request deletion, for example, if you have revoked your consent to the processing of personal data and there is no other legal basis for processing, or in the event that we process your personal data illegally, or the purpose for which we processed your personal data has expired and we do not process it for another compatible purpose. However, we will not delete your data if it is necessary to demonstrate, exercise or defend legal claims.

Right to restriction of processing – If the conditions of Article 18 of the Regulation are met, or § 24 of the Act, you can request us to limit the processing of your personal data. You can therefore request a restriction, for example, when you dispute the correctness of the processed data or in the event that the processing is illegal and you do not want us to delete the data, but you need their processing to be limited while you exercise your rights. We continue to process your data if there are reasons to prove, exercise or defend legal claims.

Right to portability – If the processing is based on your consent or carried out for the purpose of fulfilling a contract concluded with you and at the same time carried out by automated means, you have the right to receive from us your personal data, which we have obtained from you in a commonly used machine-readable format. If you are interested in this and it is technically possible, we will transfer your personal data directly to another operator. This right will not be applicable to processing carried out for the purpose of fulfilling a task carried out in the public interest or in the exercise of public authority.

The right to object to processing – If we process your personal data due to the performance of a task carried out in the public interest or in the exercise of public authority entrusted to us, or if the processing is carried out on the basis of our legitimate interests or the legitimate interests of a third party, you have the right to object to such processing. Based on your objection, we will limit the processing of personal data and unless we prove serious legitimate reasons for processing that outweigh your interests, rights and freedoms or reasons for proving, exercising or defending legal claims, we will not continue to process personal data and we will delete your personal data. You have the right to object at any time to the processing of personal data for direct marketing purposes, including

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profiling to the extent it is related to such direct marketing. After raising an objection, we will no longer process your personal data for this purpose.

The right to file a complaint – If you believe that the processing of your personal data is contrary to the Regulation, or By law, you have the right to file a complaint with one of the relevant supervisory authorities, especially in the Member State of your habitual residence, place of work or in the place of the alleged violation. For the territory of the Slovak Republic, the supervisory authority is the Office for the Protection of Personal Data, with registered office: Hraničná 4826/12, 820 07 Bratislava, Slovak Republic, website: www.dataprotection.gov.sk, phone: +421 /2/ 3231 3220.

Right to withdraw consent – If the processing of your personal data is based on consent, you have the right to revoke this consent at any time. Withdrawal of consent does not affect processing already carried out. If at any time later you decide that you are interested in receiving commercial and marketing offers about our products and services from us again, you can re-grant your revoked consent (or objection filed) at any time, by any of the above-mentioned forms of contact.

9. Contact details of the Office and the responsible person

Personal Data Protection Office of the Slovak Republic

Address:

Hraničná 12

820 07, Bratislava 27

Slovak Republic

ID: 36 064 220

Registration office:

Monday - Thursday: 8:00 - 15:00

Friday: 8:00 - 14:00

Telephone consultations in the field of personal data protection:

Tuesday and Thursday from 8:00 a.m. to 12:00 p.m. +421 2 323 132 20

Secretariat of the head of the office +421 2 323 132 11

Secretariat of the office +421 2 323 132 14

Fax: +421 2 323 132 34

Speaker:

car: 0910 985 794

e-mail: hovorca@pdp.gov.sk

Email:

a)in general: statny.dozor@pdp.gov.sk

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b) for providing information according to Act no. 211/2000 Coll.: info@pdp.gov.sk c) website: webmaster@pdp.gov.sk

d) for submitting requests for the provision of information pursuant to Act no. 211/2000 Coll. about free access to information, use the online form.

e) email address through which the Office will provide you with advice in the field of personal data protection. It is intended for children, youth, students, teachers, parents who suspect that their personal data has been misused: ochrana@pdp.gov.sk

You can find a sample proposal for the initiation of personal data protection proceedings on the website of the Office (<https://dataprotection.gov.sk/uoou/sk/content/konanie-o-ochrane-separate-udajov>).

10. Website security

Web site www.durasgroup.com uses an encrypted SSL connection for any user connection and transmission of any data, which prevents access by third parties to the transmitted data during its transmission on the Internet and the alteration of such data by third parties. The operator's databases containing personal data are protected by encryption and non-public access data in accordance with the most modern technical standards.

